



OpenScape Contact Center Extensions V3R1 Integration Connector

Programming Guide

A31003-S2230-R100-2-7620

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Reference No.: A31003-S2230-R100-2-7620

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1 About this guide

The documentation describes the interface library of the **Integration Connector**.

The CTI interface library is used by application programs with telephony and agent control functions based on the Integration Connector.

The real-time interface library is used to create real-time frontend applications.

This documentation is intended for software developers and project managers.

1.1 Important product information

This guide applies to OSCC-E and Solution Kit. It contains the entire pallet of the interface library. The following features are not part of the OSCC-E:

- CallCoding
- Journal via Journal Server.
- Voice recording via ASC node.

1.2 Overview of contents

Section 2.1

Briefly describes the basics needed for application development with the CTI interface library of the OSCC-E server.

At select locations below, examples are given in VisualBasic.

Section 2.2

Explains the enumeration types of the CTI library.

Section 2.3

Describes the "CocCtiConnector" class in detail according to the property procedures, methods and events.

Section 2.4

Describes other classes of the CTI library.

Section 2.5

Describes the interfaces of the CTI library.

Section 3.1

Briefly describes the basics needed for application development with the real-time interface library of the OSCC-E server.

The following subchapters contain application examples in the C# and Java languages.

Section 3.2

Explains the enumeration types of the real-time library.

Section 3.3

Describes the "RealtimeLink" class in detail according to the property procedures, methods and events.

Section 3.4

Describes the interfaces of the real-time library.

1.3 Typographical styles

- **Courier** is used for parameters and constants.
- **Courier bold** is used for methods and event names and for general source code examples and user entries.
- *Courier italics* is used for method and event descriptions for type identifiers.

In the detailed descriptions of methods, parameter types are differentiated as follows:

- Value parameters are presented without special identifying marks (e.g. CallID),
- Return parameters are underscored (e.g. New_CallID),
- Optional parameters are indicated by the subscript "opt" (e.g. Sync_{opt}), and the standard value is presented in the parameter description in square brackets.

2 CTI

2.1 Basics

Important note in advance:

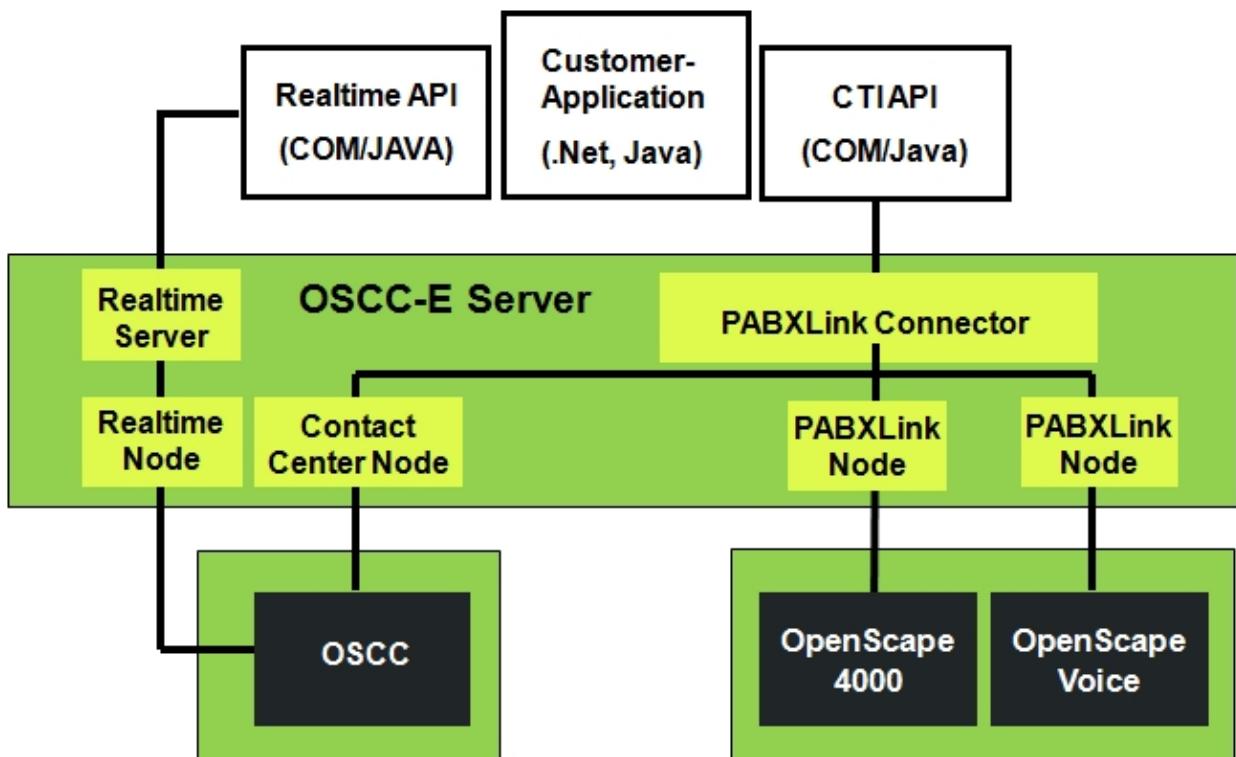
Multiple instantiation of the DLL is not supported.

2.1.1 System architecture

The OSCC-E server manages one or more telephone systems and makes functions available for the control of **extensions** and **agents**. These functions can be used in application programs via the **interface library**.

The interface library is a COM DLL that makes the CTI and agent control functions of the OSCC-E server available. The interface library can therefore be used in any programming language that exists for a COM implementation, e.g. Visual Basic®, Visual C#® and Delphi®.

As shown in the following figure by way of example, the OSCC-E server and the interface library are components of a three-layer CTI system architecture. This architecture can incorporate different **telephone systems** and **call centers/contact centers** at the switch level and contains the components of the OSCC-E server at the interface level, which is then addressed on the application level via the interface library.



As the figure shows, the OSCC-E server communicates with each telephone system via a so-called **node**. A node is uniquely assigned to one telephone system and is identified by a node name. This node communicates with this system via the CSTA protocol.

If the telephone system is additionally connected with a call center/contact center – which is usually the case – the control functions are likewise implemented via the node, namely via the call center SDK functions.

Therefore, any necessary version adaptations in the contact center and the associated SDK no longer require adaptations in the client application.

In the client application, each connection object – an object of the "CustPABXCTiLink" class described below – of the interface library is assigned to exactly one node.

The interface library communicates with the OSCC-E server via messages using TCP/IP. For this reason, the client system must support socket connection to the OSCC-E server via a defined port.

IMPORTANT NOTE about COM and JAVA API:

This manual only describes the COM-variant. The description for the Java API's are located on the OSCC-E Setup DVD in folder Integration Connector in **PABX Java API** and **Realtime Java API**.

The documentation for programmer can be found in the Java documentation:

Realtime Java API \ V.... \ doc
PABX Java API \ V....\ doc

Example code can be found here:

Realtime Java API \ V.... \ example\
PABX Java API \ V....\ examples\

2.1.2 Application development

The interface library offers a range of CTI functions comparable to that of the *OpenScape Contact Center Desktop* which can be used in development projects.

The CTI functions and events of the interface library are based on the functions and messages of the CSTA interface of the telephone system. Signaling and the scope of features of this interface differ from the scope of features of HFA end devices (*HiPath Feature Access*), among other things in passive call situations and conferencing and transfer situations. Therefore, depending on the particular situation, it is possible that the functions and information offered via the interface library may differ from those offered on an end device.

2.1.2.1 Registration of the interface library

Before the interface library can be used, it must be registered in the operating system. This can take place in the development environment or directly under Windows with the following command, for example:

regsvr32.exe coccustcticonlib.dll

2.1.2.2 Application examples

The examples provided below are written in C#. Usage is similar in other COM-compatible programming languages.

Declaring a connection object

```
using coccustcticonlib;  
  
private CocCtiConnector ctiConnector;
```

Instantiation of a connection object

The connection object must be instantiated before use.

```
ctiConnector = new CocCtiConnector();  
establishment  
of a connection to the OSCC-E server
```

The first step after instantiation is to establish the connection to the OSCC-E server. At least the following connection parameters must be specified (the values given here are examples only).

```
this.ctiConnector.ConfigData.CtiConnectivityConfigD  
ata.IpAddress = „192.168.0.0“;  
this.ctiConnector.ConfigData.CtiConnectivityConfigD  
ata.IpAddress = „17010“;  
this.ctiConnector.ConfigData.CtiConnectivityConfigD  
ata.SiteId = „LOC001“;  
this.ctiConnector.ConfigData.CtiConnectivityConfigD  
ata.Extension = „1234“;  
ctiConnector.ConfigData.CtiConnectivityConfigData.C  
onnectAndMonitor = true;  
  
ErrorEnum result = this.ctiConnector.Open(false);
```

```
if (result == ErrorEnum.glbOK)  
{  
  
    ctiConnector.ConfigData.CtiConnectivityConfigD  
    ata.ConnectAndMonitor = true;  
}
```

Within an application only one connection object can be created. If connection was successful, the **Open** function returns the value glbOK. If not, an error occurred, and an error description can be retrieved with the **GetErrorAsString** function (see below).

Terminating the connection

When the program ends, the connection to the OSCC-E server should be terminated and the reference to the object should be released.

```
ctiConnector.Close();  
ctiConnector = null;
```

2.1.2.3 Synchronous and asynchronous method execution

Control functions for extensions and agents send internal messages to the OSCC-E server and evaluate the responses. Therefore, these control functions can be executed either synchronously or asynchronously.

- In the case of **synchronous execution**, the method is not ended until the corresponding replies from the OSCC-E server have arrived and all results are available.
When the method is ended, values are assigned to the return parameters and the method result (error or no error) is determined on the basis of the server replies.
- In the case of the **asynchronous execution**, the method is ended after the messages are sent to the OSCC-E server without waiting for its reply. When the method is ended, no values are assigned to the return parameters, which is why literal values can be assigned to these parameters when the method is called up. The method result has the value glbOK (no error if the parameter test did not identify errors directly after the method was called up). The event belonging to the method execution then delivers the method result and the values of the return parameters (e.g. the **OnMakeCallEvent** event for the **MakeCall** method).

The method execution mode is controlled via a parameter.

Synchronous execution is useful for simple applications in which the method result is associated with immediate replies or changes at the application's user interface (e.g. a change in the state of a button). It is also useful when multiple method calls need to occur in sequence in relation to the individual events.

NOTE:

In complex applications with a higher event rate or connection parallelism, asynchronous method execution is preferable.

The optional parameters of the functions can be used in VB.NET but not in C#. The standard value for the optional parameter **Sync** is false, i.e. the method is executed asynchronously by default.

Commands have to be called and events have to be handled within the application thread created by the connection object.

2.1.2.4 Troubleshooting

Errors relating to method execution are output in two different ways:

- Through the result of a method when called synchronously (in case of an error, the result is not equal to glbOK),

OR

- Through the result data of an event when called asynchronously.

All other errors are indicated by

- OnErrorEvent.

For each error code, a written description for the display or the log file output can be retrieved using the **GetErrorAsString** method.

If the error code indicates a **CSTA error**, the **CstaError** property delivers a description of the error according to its error class and error value.

In addition to the error codes that can be returned by various methods, there are specific error codes that are individually listed below in the method descriptions.

2.1.2.5 Status changes among extensions and agents

The status of extensions and agents can change due to actions of the application program or through external events (for example, through an incoming call).

Changes in the extension status are indicated by the **OnPhoneStateChangeInfoEvent** event, while changes in the agent status are indicated by the **OnAcdUserStateChangeInfoEvent** event.

After the successful call of a CTI command the application should not allow any other CTI command until the following **OnPhoneStateChangeEvent** notifies the now permitted commands.

2.2 Enumeration types CTI (Enum)

Enumeration types	Descriptions
AcdCallbackSchedulesStateEnum	describes the status of the schedule.
AcdCallbackStateEnum	describes the status of the callbacks.
AcdContactTypeEnum	describes the media type and the assignment method of a contact in the call center..
AcdDequeueReasonEnum	intended for future functions.
AcdFunctionTypeEnum	describes the special ACD functions.
AcdHandlingStateEnum	describes the handling state of a contact in the call center.
AcdMediaTypeEnum	describes the media type of a contact.
AcdPartyTypeEnum	describes the type of subscriber to which an ACD call is currently assigned.
AgentStateOsvHuntgroupEnum	describes the availability status of an agent in a hunt group.
ApplicationIdentifierEnum	describes the type of application in relation to use of the interface library.
AutoAnswerFlagEnum	describes the capability of an analog or digital end device to dial with the handset hung up.
BusyStateDetailEnum	describes details on the busy status of an extension.
BusyStateEnum	describes the busy status of an extension.
CallDirectionEnum	describes the direction states of a call.
CallListChangeNotificationEnum	describes a change in a call connected with an extension.
CallStateEnum	describes the states of a call.
ConferenceEventTypeEnum	describes a change in the state of a conference.
CstaVersionEnum	describes the version of the underlying CSTA.
DeviceTypeEnum	describes a device type.
DoNotDisturbFlagEnum	describes the do-not-disturb state of an extension.
ErrorEnum	describes error codes (glbOK means "no error").
EventCauseEnum	describes the event reason for a CSTA command.
EventTypeEnum	is intended for future functions.
ForwardingStateEnum	is intended for future functions.
IPVersionEnum	describes the IP protocol version used.
LocalConnectionStateEnum	describes the current state of a connection.

CTI

Enumeration types CTI (Enum)

Enumeration types	Descriptions
LogLevelEnum	describes the level of a log message.
LogMessageDelimiterEnum	indicates the delimiter between individual values in log messages.
MonitorDeviceHandlingFlagEnum	describes the type of monitor handling.
MonitorStateEnum	describes the monitor state.
NodeTypeEnum	describes the node type (telephone system, ACD, etc.).
OscceVersionEnum	describes the OSCC-E version
ServerConnectionModeEnum	describes the connection mode.
ServerConnectionStateEnum	describes the connection state to the OSCC-E server.
ServerTypeEnum	describes the type of OSCC-E server.
SetForwardingActionEnum	describes the state of the call forwarding.
SiteStateEnum	describes the state of a node.
SiteTypeEnum	describes the node type.
UserAgentStateEnum	describes the routing state in which an agent may be found.

2.3 "CocCtiConnector" class

An object of the **CocCtiConnector** class makes a connection to the OSCC-E server available via an extension and for an agent registered there.

2.3.1 Properties

2.3.1.1 AvailableLicences

This property contains the number of free licenses for the application type at the time when the connection was established.

AvailableLicences
<i>Integer</i>

2.3.1.2 ConfigData

This property contains all configuration and setting data.

ConfigData
<i>IConfigDataX</i>

2.3.1.3 ServerConnectionMode

This property contains the server connection mode.

ServerConnectionMode
<i>ServerConnectionModeEnum</i>

2.3.1.4 ServerConnectionState

This property contains the server connection state.

ServerConnectionState
<i>ServerConnectionStateEnum</i>

2.3.2 Methods

2.3.2.1 AcdAvailable

This method sets the agent for the media type to the "available" state.

AcdAvailable		
<i>Parameter</i>		
LocationId	<i>String</i>	Node name
UserId	<i>String</i>	User ID
UserData	<i>String</i>	Additional user data
MediaType	<i>AcdMediaTypeEnum</i>	Media type
Sync_opt	<i>Boolean</i>	Synchronous execution [false]
<i>Return</i>		
<i>IACdAvailableDataX</i>		
<i>Events</i>		
OnAcdAvailableEvent, OnAcdUserStateChangeInfoEvent		
<i>Comment</i>		
MediaType must not be AcdMediaTypeEnum.amtAll.		

2.3.2.2 AcdCheckPassword

This method checks the validity of the password for a user ID.

AcdCheckPassword		
<i>Parameter</i>		
LocationId	<i>String</i>	Node name
UserId	<i>String</i>	User ID
Password	<i>String</i>	Password
UserData	<i>String</i>	Additional user data
Sync_opt	<i>Boolean</i>	Synchronous execution [false]
<i>Return</i>		
<i>IACdCheckPasswordDataX</i>		
<i>Events</i>		
OnAcdCheckPasswordEvent		
<i>Comment</i>		
This function can only be called up after the AcdRegisterForGlobalEvents function was executed successfully.		

2.3.2.3 AcdExitPostProcessingState

This method ends post-processing and implies OSCC V8R0.

AcdExitPostProcessingState		
<i>Parameter</i>		
LocationId	<i>String</i>	Node name
UserId	<i>String</i>	User ID
AcdCallId	<i>String</i>	Contact ID

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"CocCtiConnector" class

AcdGetBusinessUnits	
<i>Return</i>	
<i>IACdGetBusinessUnitsDataX</i>	<i>Result data</i>
<i>Events</i>	
OnAcdGetBusinessUnitsEvent	
<i>Comment</i>	
This message is also available in the restricted connection mode.	

2.3.2.7 AcdGetCallInformation

This method delivers information on an ACD voice call.

AcdGetCallInformation		
<i>Parameter</i>		
LocationId	<i>String</i>	Node name
UserId	<i>String</i>	User ID
AcdCallId	<i>String</i>	ACD call ID
PabxCallId	<i>String</i>	Call ID
UserData	<i>String</i>	Additional user data
Sync_opt	<i>Boolean</i>	Synchronous execution [false]
<i>Return</i>		
<i>IACdGetCallInformationDataX</i>		
<i>Events</i>		
OnAcdGetCallInformationEvent		
<i>Comment</i>		
AcdCallId or PabxCallId must contain a value.		

2.3.2.8 AcdGetPostProcessingReasons

This method delivers the post-processing activity reasons of the business unit.

AcdGetPostProcessingReasons		
<i>Parameter</i>		
LocationId	<i>String</i>	Node name
BusinessUnitName	<i>String</i>	Business unit
UserData	<i>String</i>	Additional user data
Sync_opt	<i>Boolean</i>	Synchronous execution [false]
<i>Return</i>		
<i>IGetPostProcessingReasonsDataX</i>		
<i>Events</i>		
OnAcdGetPostProcessingReasons		
<i>Comment</i>		
This method requires OSCC V8 R0 or higher.		

2.3.2.9 AcdGetPostProcessingState

This method delivers the processing states of all active contacts of a user.

AcdGetPostProcessingState		
<i>Parameter</i>		
LocationId	<i>String</i>	Node name
UserID	<i>String</i>	User ID
UserData	<i>String</i>	Additional user data
Sync _{opt}	<i>Boolean</i>	Synchronous execution [false]
<i>Return</i>		
<i>IACdGetPostProcessingStateDataX</i>		
<i>Events</i>		
OnAcdGetPostProcessingReasonsEvent		
<i>Comment</i>		
This method requires OSCC V8 R0 or higher.		

2.3.2.10 AcdGetQueues

This method delivers the queues set up in a business unit for a media type.

AcdGetQueues		
<i>Parameter</i>		
LocationId	<i>String</i>	Node name
MediaType	<i>AcdMediaTypeEnum</i>	Media type
BusinessUnit	<i>String</i>	Business unit
UserData	<i>String</i>	Additional user data
Sync _{opt}	<i>Boolean</i>	Synchronous execution [false]
<i>Return</i>		
<i>IACdGetQueuesDataX</i>		<i>Result data</i>
<i>Events</i>		
OnAcdGetQueuesEvent		

2.3.2.11 AcdGetTeams

This method delivers the teams set up in a business unit.

AcdGetTeams		
<i>Parameter</i>		
LocationId	<i>String</i>	Node name
BusinessUnit	<i>String</i>	Business unit
UserData	<i>String</i>	Additional user data
Sync _{opt}	<i>Boolean</i>	Synchronous execution [false]
<i>Return</i>		
<i>IACdGetTeamsDataX</i>		<i>Result data</i>
<i>Events</i>		
OnAcdGetTeamsEvent		

2.3.2.12 AcdGetUnavailableReasons

This method delivers the unavailability reasons defined in a business unit.

AcdGetUnavailableReasons		
<i>Parameter</i>		
LocationId	<i>String</i>	Node name
BusinessUnitName	<i>String</i>	Business unit
UserData	<i>String</i>	Additional user data
Sync _{opt}	<i>Boolean</i>	Synchronous execution [false]
<i>Return</i>		
<i>IACdGetUnavailableReasonsDataX</i>	<i>Result data</i>	
<i>Events</i>		
OnAcdGetUnavailableReasonsEvent		

2.3.2.13 AcdGetUserIdForUserName

This method delivers the user ID for an ACD user name.

AcdGetUserIdForUserName		
<i>Parameter</i>		
LocationId	<i>String</i>	Node name
UserName	<i>String</i>	User name
BusinessUnitName	<i>String</i>	Business unit
UserData	<i>String</i>	Additional user data
Sync _{opt}	<i>Boolean</i>	Synchronous execution [false]
<i>Return</i>		
<i>IGetUserIdForUserNameDataX</i>		
<i>Events</i>		
OnAcdGetUserIdForUserName		

2.3.2.14 AcdGetUsers

This method delivers the users assigned to a business unit for a media type.

AcdGetUsers		
<i>Parameter</i>		
LocationId	<i>String</i>	Node name
MediaType	<i>AcdMediaTypeEnum</i>	Media type
BusinessUnit	<i>String</i>	Business unit
UserData	<i>String</i>	Additional user data
Sync _{opt}	<i>Boolean</i>	Synchronous execution [false]
<i>Return</i>		
<i>IACdGetUsersDataX</i>	<i>Result data</i>	
<i>Events</i>		
OnAcdGetUsersEvent		
<i>Comment</i>		
This message is also available in the restricted connection mode.		

2.3.2.15 AcdGetUserState

This method delivers the ACD state of a user.

Acd GetUserState		
<i>Parameter</i>		
LocationId	<i>String</i>	Node name
UserId	<i>String</i>	User ID
UserData	<i>String</i>	Additional user data
MediaType	<i>AcdMediaTypeEnum</i>	Media type
Sync _{opt}	<i>Boolean</i>	Synchronous execution [false]
<i>Return</i>		
<i>IACd GetUserStateDataX</i>	<i>Result data</i>	
<i>Events</i>		
OnAcd GetUserStateEvent		

2.3.2.16 AcdGetWorkReasons

This method delivers the work reasons defined in a business unit.

Acd GetWorkReasons		
<i>Parameter</i>		
LocationId	<i>String</i>	Node name
BusinessUnitName	<i>String</i>	Business unit
UserData	<i>String</i>	Additional user data
Sync _{opt}	<i>Boolean</i>	Synchronous execution [false]
<i>Return</i>		
<i>IACd GetWorkReasonsDataX</i>	<i>Result data</i>	
<i>Events</i>		
OnAcd GetWorkReasonsEvent		

2.3.2.17 AcdGetWrapupReasons

This method delivers the wrapup reasons defined in a business unit.

Acd GetWrapupReasons		
<i>Parameter</i>		
LocationId	<i>String</i>	Node name
BusinessUnitName	<i>String</i>	Business unit
UserData	<i>String</i>	Additional user data
Sync _{opt}	<i>Boolean</i>	Synchronous execution [false]
<i>Return</i>		
<i>IACd GetWrapupReasonsDataX</i>	<i>Result data</i>	
<i>Events</i>		
OnAcd GetWrapupReasonsEvent		

2.3.2.18 AcdLogoff

This method logs off the agent for a media type.

AcdLogoff		
<i>Parameter</i>		
Extension	<i>String</i>	Extension (parameter has no effect)
LocationId	<i>String</i>	Node name
UserId	<i>String</i>	User ID
UserData	<i>String</i>	Additional user data
MediaType	<i>AcdMediaTypeEnum</i>	Media type
Sync_opt	<i>Boolean</i>	Synchronous execution [false]
<i>Return</i>		
<i>IACdLogoffDataX</i>		
<i>Events</i>		
OnAcdLogoffEvent, OnAcdUserStateChangeInfoEvent		
<i>Comment</i>		
MediaType must not be AcdMediaTypeEnum.amtAll.		

2.3.2.19 AcdLogon

This method logs on the agent for a media type.

AcdLogon		
<i>Parameter</i>		
Extension	<i>String</i>	Extension (parameter has no effect)
LocationId	<i>String</i>	Node name
UserId	<i>String</i>	User ID NOTE: the OSCC User ID!!!
UserData	<i>String</i>	Additional user data
MediaType	<i>AcdMediaTypeEnum</i>	Media type
Sync_opt	<i>Boolean</i>	Synchronous execution [false]
<i>Return</i>		
<i>IACdLogonDataX</i>		
<i>Events</i>		
OnAcdLogonEvent, OnAcdUserStateChangeInfoEvent		
<i>Comment</i>		
MediaType must not be AcdMediaTypeEnum.amtAll.		

2.3.2.20 AcdRegisterForFunctions

This method registers an agent for special ACD functions.

AcdRegisterForFunctions		
<i>Parameter</i>		
LocationId	<i>String</i>	Node name
UserId	<i>String</i>	User ID
UserData	<i>String</i>	Additional user data
FunctionTypeList	<i>AcdContactDataListParamX</i>	List of special functions
Sync_opt	<i>Boolean</i>	Synchronous execution [false]
<i>Return</i>		
<i>IACdRegisterForFunctionsDataX</i>		
<i>Events</i>		
<i>OnAcdRegisterForFunctionsEvent</i>		

2.3.2.21 AcdRegisterForGlobalEvents

This method registers for general ACD events.

AcdRegisterForGlobalEvents		
<i>Parameter</i>		
LocationId	<i>String</i>	Node name
UserData	<i>String</i>	Additional user data
Sync_opt	<i>Boolean</i>	Synchronous execution [false]
<i>Return</i>		
<i>IACdRegisterForGlobalEventsDataX</i>		
<i>Events</i>		
<i>OnAcdRegisterForGlobalEventsEvent</i>		

2.3.2.22 AcdRegisterForNodeEvents

This method registers for the media-related events of an agent.

AcdRegisterForNodeEvents		
<i>Parameter</i>		
LocationId	<i>String</i>	Node name
UserId	<i>String</i>	User ID
UserData	<i>String</i>	Additional user data
MediaType	<i>AcdMediaTypeEnum</i>	Media type
Sync_opt	<i>Boolean</i>	Synchronous execution [false]
<i>Return</i>		
<i>IACdRegisterForNodeEventsDataX</i>		
<i>Events</i>		
<i>OnAcdRegisterForNodeEventsEvent, OnAcdUserStateChangeInfoEvent,</i>		
<i>OnAcdUserStateInfoEvent</i>		

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"CocCtiConnector" class

AcdRegisterForNodeEvents
Comment
MediaType must not be AcdMediaTypeEnum.amtAll.

2.3.2.23 AcdSaveWrapupData

This method saves the wrapup reasons for a contact.

AcdSaveWrapupData		
Parameter		
LocationId	String	Node name
UserId	String	User ID
AcdCallId	String	ACD contact ID
WrapupReasonKeyList	AcdWrapupReasonKeyDataListParamX	List of keys of the wrapup reasons
QueueKey	Integer	Queue key
RequeueCount	Integer	Number of requeues
UserData	String	Additional user data
Sync_opt	Boolean	Synchronous execution [false]
Return		
IACdSaveWrapupDataX		
Events		
<i>OnAcdSaveWrapupDataEvent</i>		

2.3.2.24 AcdSetPostProcessingState

This method makes it possible to change the reason for the post-processing of a contact.

AcdSetPostProcessingState		
Parameter		
LocationId	String	Node name
UserId	String	User ID
ReasonKey	Integer	Reason key
AcdCallId	String	ACD contact ID
RequeueCount	Integer	Number of requeues
UserData	String	Additional user data
Sync_opt	Boolean	Synchronous execution [false]
Return		
IACdSetPostProcessingStateDataX		
Events		
<i>OnAcdSetPostProcssingStateEvent</i>		
Comment		
This method requires OSCC V8 R0 or higher.		

2.3.2.25 AcdSetPrimaryContact

This method defines the contact as the primary contact, i.e. the contact currently being processed.

AcdSetPrimaryContact		
<i>Parameter</i>		
LocationId	<i>String</i>	Node name
UserId	<i>String</i>	User ID
AcdCallId	<i>String</i>	ACD contact ID
RequeueCount	<i>Integer</i>	Number of requeues
UserData	<i>String</i>	Additional user data
Sync _{opt}	<i>Boolean</i>	Synchronous execution [false]
<i>Return</i>		
<i>IACdSetPrimaryContactDataX</i>		
<i>Events</i>		
OnAcdSetPrimaryContactEvent		
<i>Comment</i>		
This method requires OSCC V8 R1 or higher.		

2.3.2.26 AcdUnavailable

This method sets the agent for a media type to the "unavailable" state.

AcdUnavailable		
<i>Parameter</i>		
LocationId	<i>String</i>	Node name
UserId	<i>String</i>	User ID
UserData	<i>String</i>	Additional user data
MediaType	<i>AcdMediaTypeEnum</i>	Media type
ReasonCode	<i>Integer</i>	Unavailability reasons
Sync _{opt}	<i>Boolean</i>	Synchronous execution [false]
<i>Return</i>		
<i>IACdUnavailableDataX</i>		
<i>Events</i>		
OnAcdUnavailableEvent, OnAcdUserStateChangeInfoEvent		
<i>Comment</i>		
MediaType must not be AcdMediaTypeEnum.amtAll.		

2.3.2.27 AcdUnregisterForFunctions

This method deregisters an agent for special ACD functions.

AcdRegisterForFunctions		
<i>Parameter</i>		
LocationId	<i>String</i>	Node name
UserId	<i>String</i>	User ID

AcdRegisterForFunctions		
UserData	<i>String</i>	Additional user data
FunctionTypeList	<i>AcdFunctionTypeListParam</i>	List of special functions
Sync _{opt}	<i>Boolean</i>	Synchronous execution [false]
<i>Return</i>		
<i>IACdUnregisterForFunctionsDataX</i>		
<i>Events</i>		
<i>OnAcdUnregisterForFunctionsEvent</i>		

2.3.2.28 AcdUnregisterForGlobalEvents

This method deregisters for general ACD events.

AcdUnregisterForGlobalEvents		
<i>Parameter</i>		
LocationId	<i>String</i>	Node name
UserData	<i>String</i>	Additional user data
Sync _{opt}	<i>Boolean</i>	Synchronous execution [false]
<i>Return</i>		
<i>IACdUnregisterForGlobalEventsDataX</i>		
<i>Events</i>		
<i>OnAcdUnregisterForGlobalEventsEvent</i>		

2.3.2.29 AcdUnregisterForNodeEvents

This method deregisters for the media-related events of an agent.

AcdUnregisterForNodeEvents		
<i>Parameter</i>		
LocationId	<i>String</i>	Node name
UserId	<i>String</i>	User ID
UserData	<i>String</i>	Additional user data
MediaType	<i>AcdMediaTypeEnum</i>	Media type
Sync _{opt}	<i>Boolean</i>	Synchronous execution [false]
<i>Return</i>		
<i>IACdUnregisterForNodeEventsDataX</i>		
<i>Events</i>		
<i>OnAcdUnregisterForNodeEventsEvent</i>		
<i>Comment</i>		
MediaType must not be AcdMediaTypeEnum.amtAll.		

2.3.2.30 AcdWork

This method sets the agent for a media type to the "work" state.

AcdWork		
<i>Parameter</i>		
LocationId	<i>String</i>	Node name
UserId	<i>String</i>	User ID
UserData	<i>String</i>	Additional user data
MediaType	<i>AcdMediaTypeEnum</i>	Media type
ReasonCode	<i>Integer</i>	Work reason
Sync_opt	<i>Boolean</i>	Synchronous execution [false]
<i>Return</i>		
<i>IACdWorkDataX</i>		
<i>Events</i>		
OnAcdWorkEvent, OnAcdUserStateChangeInfoEvent		
<i>Comment</i>		
MediaType must not be AcdMediaTypeEnum.amtAll.		

2.3.2.31 AgentAvailable

This method sets the agent state of an extension to the "available" state.

AgentAvailable		
<i>Parameter</i>		
Extension	<i>String</i>	Extension
Sync_opt	<i>Boolean</i>	Synchronous execution [false]
<i>Return</i>		
<i>IAgentAvailableDataX</i>		
<i>Events</i>		
OnAgentAvailableEvent, OnAgentStateChangeInfoEvent		
<i>Comment</i>		
This method is used to modify the agent state of an extension administrated in the OS 4000. This agent state permits an ACD routing independent of the OpenScape ContactCenter and is primarily used for emergency routing. If the agent ID corresponds to the registered OSCC user ID, this also changes the OSCC routing state and this change is displayed in the OnAcdUserStateChangeInfoEvent.		

2.3.2.32 AgentLogoff

This method sets the agent state of an extension to the "logged off" state.

AgentLogoff		
<i>Parameter</i>		
Extension	<i>String</i>	Extension
Sync_opt	<i>Boolean</i>	Synchronous execution [false]
<i>Return</i>		
<i>IAgentLogoffDataX</i>		
<i>Events</i>		

AgentLogoff
OnAgentLogoffEvent, OnAgentStateChangeInfoEvent
<i>Comment</i>
This method is used to modify the agent state of an extension administrated in the OS 4000. This agent state permits an ACD routing independent of the OpenScape ContactCenter and is primarily used for emergency routing. If the agent ID corresponds to the registered OSCC user ID, this also changes the OSCC routing state and this change is displayed in the OnAcdUserStateChangeInfoEvent.

2.3.2.33 AgentLogon

This method sets the agent state of an extension to the "logged on" state.

AgentLogon		
<i>Parameter</i>		
AgentID	<i>String</i>	Agent ID (parameter has no effect)
Password	<i>String</i>	Passwort zur Agent ID (parameter has no effect)
Extension	<i>String</i>	Extension
Sync_opt	<i>Boolean</i>	Synchronous execution [false]
<i>Return</i>		
<i>IAgentLogonDataX</i>		
<i>Events</i>		
OnAgentLogonEvent, OnAgentStateChangeInfoEvent		
<i>Comment</i>		
This method is used to modify the agent state of an extension administrated in the OS 4000. This agent state permits an ACD routing independent of the OpenScape ContactCenter and is primarily used for emergency routing. If the agent ID corresponds to the registered OSCC user ID, this also changes the OSCC routing state and this change is displayed in the OnAcdUserStateChangeInfoEvent.		

2.3.2.34 AgentUnavailable

This method sets the agent state of an extension to the "available" state.

AgentUnavailable		
<i>Parameter</i>		
Extension	<i>String</i>	Extension
Sync_opt	<i>Boolean</i>	Synchronous execution [false]
<i>Return</i>		
<i>IAgentUnavailableDataX</i>		
<i>Events</i>		
OnAgentUnavailableEvent, OnAgentStateChangeInfoEvent		
<i>Comment</i>		
This method is used to modify the agent state of an extension administrated in the OS 4000. This agent state permits an ACD routing independent of the OpenScape ContactCenter and is primarily used for emergency routing. If the agent ID corresponds to the registered OSCC user ID, this also changes the OSCC routing state and this change is displayed in the OnAcdUserStateChangeInfoEvent.		

2.3.2.35 AgentWork

This method sets the agent state of an extension to the "work" state.

AgentWork		
<i>Parameter</i>		
Extension	<i>String</i>	Extension
Sync opt	<i>Boolean</i>	Synchronous execution [false]
<i>Return</i>		
<i>IAgentWorkDataX</i>		
<i>Events</i>		
OnAgentWorkEvent, OnAgentStateChangeInfoEvent		
<i>Comment</i>		
This method is used to modify the agent state of an extension administrated in the OS 4000. This agent state permits an ACD routing independent of the OpenScape ContactCenter and is primarily used for emergency routing. If the agent ID corresponds to the registered OSCC user ID, this also changes the OSCC routing state and this change is displayed in the OnAcdUserStateChangeInfoEvent.		

2.3.2.36 AlternateCall

This method alternates between a current call and a call on hold.

AlternateCall		
<i>Parameter</i>		
Extension	<i>String</i>	Extension
CallId	<i>String</i>	ID of call
CallIdOnHold	<i>String</i>	ID of call on hold
Sync opt	<i>Boolean</i>	Synchronous execution [false]
<i>Return</i>		
<i>IAlternateCallDataX</i>		<i>Result data</i>
<i>Events</i>		
OnAlternateCallEvent		
<i>Comment</i>		
If an empty string is passed to each of the Extension, CallId and CallIdOnHold parameters, toggling occurs between the current call and the call on hold.		

2.3.2.37 AnswerCall

This method answers a call.

AnswerCall		
<i>Parameter</i>		
Extension	<i>String</i>	Extension
CallId	<i>String</i>	ID of call
Sync opt	<i>Boolean</i>	Synchronous execution [false]
<i>Return</i>		
<i>IAnswerCallDataX</i>		<i>Result data</i>
<i>Events</i>		

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"CocCtiConnector" class

AnswerCall
OnAnswerCallEvent, OnPhoneStateChangeInfoEvent
<i>Comment</i>
If an empty string is passed to each of the Extension and CallId parameters, the current call is accepted.

2.3.2.38 CheckMonitoringDevice

This method checks the monitoring status of an extension.

CheckMonitoringDevice		
<i>Parameter</i>		
Extension	<i>String</i>	Extension
UserData	<i>String</i>	Additional user data
Sync _{opt}	<i>Boolean</i>	Synchronous execution [false]
<i>Return</i>		
<i>ICheckMonitoringDeviceDataX</i>	<i>Result data</i>	
<i>Events</i>		
OnCheckMonitoringDeviceEvent		

2.3.2.39 ClearConnection

This method terminates a call.

ClearConnection		
<i>Parameter</i>		
Extension	<i>String</i>	Extension
CallId	<i>String</i>	ID of call
Trunc _{opt}	<i>String</i>	Trunk number of an external connection [""]
Sync _{opt}	<i>Boolean</i>	Synchronous execution [true]
<i>Return</i>		
<i>IClearConnectionDataX</i>	<i>Result data</i>	
<i>Events</i>		
OnClearConnectionEvent, OnPhoneStateChangeInfoEvent		
<i>Comment</i>		
If an empty string is passed to each of the Extension, CallId and Trunc parameters, the current call is terminated.		

2.3.2.40 Close

This method closes the current connection to the OSCC-E server.

2.3.2.41 ConferenceCall

This method connects a call on hold with another call to form a conference call.

ConferenceCall		
<i>Parameter</i>		
Extension	<i>String</i>	Extension
CallId	<i>String</i>	ID of call
CallIdOnHold	<i>String</i>	ID of call on hold
Sync_opt	<i>Boolean</i>	Synchronous execution [false]
<i>Return</i>		
<i>IConferenceCallDataX</i>	<i>Result data</i>	
<i>Events</i>		
OnConferenceCallEvent, OnConferenceInfoEvent, OnPhoneStateChangeInfoEvent		
<i>Comment</i>		
If an empty string is passed to each of the Extension, CallId and CallIdOnHold parameters, the call on hold is added to the conference.		

2.3.2.42 ConsultCall

This method places a call on hold and initiates a consultation call.

ConsultCall		
<i>Parameter</i>		
Extension	<i>String</i>	Extension
CallId	<i>String</i>	ID of call
Destination	<i>String</i>	Destination of consultation call
AutoAnswerFlag	<i>AutoAnswerFlagEnum</i>	Dial while handset is hung up
Sync_opt	<i>Boolean</i>	Synchronous execution [false]
<i>Return</i>		
<i>IConsultCallDataX</i>	<i>Result data</i>	
<i>Events</i>		
OnConsultCallEvent, OnPhoneStateChangeInfoEvent		
<i>Comment</i>		
If an empty string is passed to each of the Extension and CallId parameters, a consultation call is established for the current call.		

2.3.2.43 CreateCallback

This method sets up a callback request at the extension for a call that could not be accepted by the called extension due to its state.

CreateCallback		
<i>Parameter</i>		
Extension	<i>String</i>	Extension
CallId	<i>String</i>	ID of call
Sync_opt	<i>Boolean</i>	Synchronous execution [false]

CreateCallback	
<i>Return</i>	
<i>ICreateCallbackDataX</i>	<i>Result data</i>
<i>Events</i>	
OnCreateCallbackEvent, OnPhoneStateChangeInfoEvent	
<i>Comment</i>	
The callback takes place from the telephone system to the extension as soon as the called extension is ready to receive a call.	

2.3.2.44 DeflectCall

This method deflects a call to another destination number.

DeflectCall		
<i>Parameter</i>		
Extension	<i>String</i>	Extension
CallID	<i>String</i>	ID of call
Destination	<i>String</i>	Deflection destination
Sync_opt	<i>Boolean</i>	Synchronous execution [false]
<i>Return</i>		
<i>IDeflectCallDataX</i>	<i>Result data</i>	
<i>Events</i>		
OnDeflectCallEvent, OnPhoneStateChangeInfoEvent		
<i>Comment</i>		
If an empty string is passed to each of the Extension and CallID parameters, the current call is deflected.		
If an extension is in the idle state and a ringing call should be accepted by another extension, the other extension should be entered under "Extension" and the own extension should be entered under "Destination".		

2.3.2.45 DeleteCallback

This method deletes a callback request to another extension.

DeleteCallback		
<i>Parameter</i>		
Extension	<i>String</i>	Extension
Destination	<i>String</i>	Destination extension
Sync_opt	<i>Boolean</i>	Synchronous execution [false]
<i>Return</i>		
<i>IDeleteCallbackDataX</i>	<i>Result data</i>	
<i>Events</i>		
OnDeleteCallbackEvent		

2.3.2.46 DialDigits

This method dials a number sequence in cut-through dialing (non-block dialing).

DialDigits				
<i>Parameter</i>				
Extension	<i>String</i>	Extension		
CallId	<i>String</i>	ID of call		
Digits	<i>String</i>	Number sequence		
Sync _{opt}	<i>Boolean</i>	Synchronous execution [false]		
<i>IDialDigitsDataX</i>				
<i>Long</i>	<i>0 = no error</i>			
<i>Events</i>				
<i>OnDialDigitsEvent</i>				

2.3.2.47 GetAgentState

This method checks the agent status of an extension.

GetAgentState				
<i>Parameter</i>				
Extension	<i>String</i>	Extension		
Sync _{opt}	<i>Boolean</i>	Synchronous execution [false]		
<i>Return</i>				
<i>IGetAgentStateDataX</i>				
<i>Events</i>				
<i>OnFailoverInfoEvent</i>				

2.3.2.48 GetAgentStateOsvHuntgroup

This method checks the agent status of a hunt group extension.

GetAgentStateOsvHuntgroup				
<i>Parameter</i>				
Extension	<i>String</i>	Extension		
Sync _{opt}	<i>Boolean</i>	Synchronous execution [false]		
<i>Return</i>				
<i>IGetAgentStateOsvHuntgroupDataX</i>				
<i>Events</i>				
<i>OnGetAgentStateOsvHuntgroupEvent</i>				

2.3.2.49 GetDoNotDisturb

This method checks the do-not-disturb state of the logged-on extension.

GetDoNotDisturb		
<i>Parameter</i>		
Extension	<i>String</i>	Extension
Sync _{opt}	<i>Boolean</i>	Synchronous execution [false]

GetDoNotDisturb		
<i>Return</i>		
<i>IGetDoNotDisturbDataX</i>		
<i>Events</i>		
<i>OnGetDoNotDisturbEvent</i>		

2.3.2.50 GetErrorAsString

This method delivers a descriptive text for an error code.

GetErrorAsString		
<i>Parameter</i>		
<i>Errorcode</i>	<i>ErrorEnum</i>	Error code
<i>Return</i>		
<i>String</i>		

2.3.2.51 GetExtensionCallList

This method delivers the calls currently connected with an extension.

GetExtensionCallList		
<i>Parameter</i>		
<i>Extension</i>	<i>String</i>	Extension
<i>Return</i>		
<i>IGetExtensionCallListDataX</i>		

2.3.2.52 GetForwarding

This method checks the forwarding state of the logged-on extension.

GetForwarding		
<i>Parameter</i>		
<i>Extension</i>	<i>String</i>	Extension
<i>Sync_opt</i>	<i>Boolean</i>	Synchronous execution [false]
<i>Return</i>		
<i>IGetForwardingDataX</i>		
<i>Events</i>		
<i>OnGetForwardingEvent</i>		

2.3.2.53 GetPhoneState

This method delivers the status of an extension.

GetForwarding		
<i>Parameter</i>		
<i>Extension</i>	<i>String</i>	Extension
<i>Return</i>		
<i>IGetPhoneStateDataX</i>		

2.3.2.54 HoldCall

This method places a connection on hold (during which the caller usually hears a message on hold or music on hold through the telephone system).

HoldCall		
<i>Parameter</i>		
Extension	<i>String</i>	Extension
CallId	<i>String</i>	ID of call
Sync _{opt}	<i>Boolean</i>	Synchronous execution [false]
<i>Return</i>		
<i>IMakeCallDataX</i>		
<i>Events</i>		
OnHoldCallEvent, OnPhoneStateChangeInfoEvent		
<i>Comment</i>		
If an empty string is passed to the Extension parameter, the current call is placed on hold.		

2.3.2.55 IsExtensionOutOfService

This checks whether an extension is out of service.

IsExtensionOutOfService		
<i>Parameter</i>		
Extension	<i>String</i>	Extension
<i>Return</i>		
<i>Boolean</i>		

2.3.2.56 MakeCall

This method initiates an outgoing call.

MakeCall		
<i>Parameter</i>		
Extension	<i>String</i>	Extension
Destination	<i>String</i>	Destination number
AutoAnswerFlag	EnumAutoAnswerFlag	Dial while handset is hung up
NumberToDisplay _{opt}	<i>String</i>	Transmitted phone number [""]
NameToDisplay _{opt}	<i>String</i>	Transmitted name [""]
Sync _{opt}	<i>Boolean</i>	Synchronous execution optional [true]
<i>Return</i>		
<i>IMakeCallDataX</i>		
<i>Events</i>		
OnMakeCallEvent, OnPhoneStateChangeInfoEvent, OnPhoneDialingInfoEvent		
<i>Comment</i>		
If an empty string is transferred to the Extension parameter, the call is initiated from the current extension. The usability of the NumberToDisplay and NameToDisplay parameters depends on the settings of the telephone system.		

2.3.2.57 Open

This method opens a connection to the OSCC-E server.

Open		
<i>Parameter</i>		
Restricted	<i>Boolean</i>	Open a connection with restricted functionality
<i>Return</i>		
<i>ErrorEnum</i>		
<i>Comment</i>		
If Restricted is true, only those functions and properties are available that are required prior to a fully valid connection, for example during a user logon. An Extension does not need to be set for this logon.		
Without Connect Balancing:		
Before this method is called, the IpAddress , Port , Siteld , Extension and ApplicationIdentifier properties must be assigned valid values in the ConfigData.		
With Connect Balancing:		
Before this method is called the properties Extension as well as ApplicationIdentifier have to be assigned with valid values in the ConfigData. The properties IpAdress , Port and Siteld within ICtiConnectivityConfigDataX are automatically assigned with values from the Connect Balancing		
<ul style="list-style-type: none"> • For Siteld: for multiple configured Sitelds please play attention to section <i>OnAcdCallbackDeliveredInfoEvent</i>. 		

2.3.2.58 ReconnectCall

This method terminates a consultation call and returns to the call on hold.

ReconnectCall		
<i>Parameter</i>		
Extension	<i>String</i>	Extension
CallId	<i>String</i>	ID of call
CallIdOnHold	<i>String</i>	ID of call on hold
Sync_opt	<i>Boolean</i>	Synchronous execution [false]
<i>Return</i>		
<i>IReconnectCallDataX</i>		
<i>Events</i>		
OnReconnectCallEvent, OnPhoneStateChangeInfoEvent		
<i>Comment</i>		
If an empty string is passed to each of the Extension, CallId and CallIdOnHold parameters, you return to the current call.		

2.3.2.59 RetrieveCall

This method retrieves a call on hold.

RetrieveCall		
<i>Parameter</i>		
Extension	<i>String</i>	Extension
CallId	<i>String</i>	ID of call
Sync_opt	<i>Boolean</i>	Synchronous execution [false]

RetrieveCall	
<i>Return</i>	
<i>IRetrieveCallDataX</i>	
<i>Events</i>	
OnRetrieveCallEvent, OnPhoneStateChangeInfoEvent	
<i>Comment</i>	
If an empty string is passed to each of the Extension and CallId parameters, you return to the current call.	

2.3.2.60 SendDTMF

This method sends a command sequence using DTMF dialing within an active call.

SendDTMF		
<i>Parameter</i>		
Extension	<i>String</i>	Extension
CallId	<i>String</i>	ID of call
Digits	<i>String</i>	Command sequence
Sync_opt	<i>Boolean</i>	Synchronous execution [false]
<i>Return</i>		
<i>ISendDTMFDATAx</i>		
<i>Events</i>		
OnSendDTMFEVENT		
<i>Comment</i>		
The command sequence may only contain the digits "0" to "9", the letters "A" to "D" and the symbols "*" and "#".		

2.3.2.61 SetAgentStateOsvHuntgroup

This method sets the agent status of a hunt group extension.

SetAgentStateOsvHuntgroup		
<i>Parameter</i>		
Extension	<i>String</i>	Extension
AgentState	<i>AgentStateOsvHuntgroupEnum</i>	
Sync_opt	<i>Boolean</i>	Synchronous execution [false]
<i>Return</i>		
<i>ISetAgentStateOsvHuntgroupDataX</i>		
<i>Events</i>		
OnSetAgentStateOsvHuntgroupEvent		

2.3.2.62 SetForwarding

This method sets the forwarding state of the logged-on extension.

SetForwarding		
<i>Parameter</i>		
Destination	<i>String</i>	Forwarding destination
Action	<i>SetForwardingActionEnum</i>	Forwarding action
Extension	<i>String</i>	Extension (parameter has no effect)
Sync_opt	<i>Boolean</i>	Synchronous execution [false]
<i>Return</i>		
<i>ISetForwardingDataX</i>		
<i>Events</i>		
OnSetForwardingEvent		

2.3.2.63 SingleStepTransferCall

This method transfers a call without consultation (blind transfer) to another extension.

SingleStepTransferCall		
<i>Parameter</i>		
Extension	<i>String</i>	Extension
CallId	<i>String</i>	ID of call
Destination	<i>String</i>	Transfer destination
Sync_opt	<i>Boolean</i>	Synchronous execution [false]
<i>Return</i>		
<i>ISingleStepTransferCallDataX</i>		
<i>Events</i>		
OnSingleStepTransferCallEvent, OnPhoneStateChangeInfoEvent, OnTransferCompletedEvent		
<i>Comment</i>		
If an empty string is passed to each of the Extension and CallId parameters, the current call is forwarded. Because the messages may be incomplete at the end of this command, depending on the system, it is recommended to implement this command as a ConsultCall-TransferCall sequence.		

2.3.2.64 SnapshotDevice

This method delivers the current device status of an extension.

SnapshotDevice		
<i>Parameter</i>		
Extension	<i>String</i>	Extension
UserData	<i>String</i>	Additional user data
Sync_opt	<i>Boolean</i>	Synchronous execution [false]
<i>Return</i>		
<i>ISnapshotDeviceDataX</i>		
<i>Events</i>		
OnSnapshotDeviceEvent		

2.3.2.65 SnapshotDeviceAdvanced

This method delivers the current connection state of an extension.

SnapshotDeviceAdvanced		
<i>Parameter</i>		
Extension	<i>String</i>	Extension
UserData	<i>String</i>	Additional user data
Sync _{opt}	<i>Boolean</i>	Synchronous execution [false]
<i>Return</i>		
<i>ISnapshotDeviceAdvancedDataX</i>		
<i>Events</i>		
OnSnapshotDeviceAdvancedEvent		

2.3.2.66 StartMonitorDevice

This method starts the monitoring of the busy lamp field state of an extension.

StartMonitorDevice		
<i>Parameter</i>		
Extension	<i>String</i>	Extension
UserData	<i>String</i>	Additional user data
Sync _{opt}	<i>Boolean</i>	Synchronous execution [false]
<i>Return</i>		
<i>IStartMonitorDeviceDataX</i>		
<i>Events</i>		
OnStartMonitorDeviceEvent		

2.3.2.67 StopMonitorDevice

This method ends the monitoring of the busy lamp field state of an extension.

StopMonitorDevice		
<i>Parameter</i>		
Extension	<i>String</i>	Extension
Sync _{opt}	<i>Boolean</i>	Synchronous execution [false]
<i>Return</i>		
<i>IStopMonitorDeviceDataX</i>		
<i>Events</i>		
OnStopMonitorDeviceEvent		

2.3.2.68 TransferCall

This method transfers a call on hold to another extension from a consultation call.

TransferCall		
<i>Parameter</i>		
Extension	<i>String</i>	Extension
CallId	<i>String</i>	ID of call
CallIdOnHold	<i>String</i>	ID of call on hold
Sync _{opt}	<i>Boolean</i>	Synchronous execution [false]
<i>Return</i>		
<i>ITransferCallDataX</i>		
<i>Events</i>		
<i>OnTransferCallEvent, OnPhoneStateChangeInfoEvent, OnTransferCompletedInfoEvent</i>		
<i>Comment</i>		
If an empty string is passed to each of the Extension, CallId and CallIdOnHold parameters, the call currently on hold is forwarded.		

2.3.3.6 OnAcdContactStateInfoEvent

This event shows detailed information on the state of an ACD contact after a change or an action (OSCC V8 R1 or higher).

OnAcdContactStateInfoEvent		
Parameter		
EventData	<i>IACdContactStateInfoDataX</i>	Result data

2.3.3.7 OnAcdExitPostProcessingStateEvent

This event shows the result of an asynchronous call of the **AcdExitPostProcessingState** method (OSCC V8 R0 or higher).

OnAcdExitPostProcessingStateEvent		
Parameter		
EventData	<i>IACdExitPostProcessingStateDataX</i>	Result data

2.3.3.8 OnAcdGetBusinessUnitForExtensionEvent

This event shows the result of an asynchronous call of the **AcdGetBusinessUnitForExtension** method.

OnAcdGetBusinessUnitForExtensionEvent		
Parameter		
EventData	<i>IACdGetBusinessUnitForExtensionDataX</i>	Result data

2.3.3.9 OnAcdGetBusinessUnitForUserIdEvent

This event shows the result of an asynchronous call of the **AcdGetBusinessUnitForUserId** method.

OnAcdGetBusinessUnitForUserIdEvent		
Parameter		
EventData	<i>IACdGetBusinessUnitForUserIdDataX</i>	Result data

2.3.3.10 OnAcdGetBusinessUnitsEvent

This event shows the result of an asynchronous call of the **AcdGetBusinessUnits** method.

OnAcdGetBusinessUnitsEvent		
Parameter		
EventData	<i>IACdGetBusinessUnitsDataX</i>	Result data

2.3.3.11 OnAcdGetCallInformationEvent

This event shows the result of an asynchronous call of the **AcdGetCallInformation** method.

OnAcdGetCallInformationEvent		
Parameter		
EventData	<i>IACdGetCallInformationDataX</i>	Result data

2.3.3.12 OnAcdGetPostProcessingReasonsEvent

This event shows the result of an asynchronous call of the **AcdGetPostProcessingReasons** method (OSCC V8 R0 or higher).

OnAcdGetPostProcessingReasonsEvent		
Parameter		
EventData	<i>IACdGetPostProcessingReasonsDataX</i>	Result data

2.3.3.13 OnAcdGetPostProcessingStateEvent

This event shows the result of an asynchronous call of the **AcdGetPostProcesssingState** method (OSCC V8 R0 or higher).

OnAcdGetPostProcessingStateEvent		
Parameter		
EventData	<i>IACdGetPostProcessingStateDataX</i>	Result data

2.3.3.14 OnAcdGetQueuesEvent

This event shows the result of an asynchronous call of the **AcdGetQueue** method.

OnAcdGetQueuesEvent		
Parameter		
EventData	<i>IACdGetQueuesDataX</i>	Result data

2.3.3.15 OnAcdGetTeamsEvent

This event shows the result of an asynchronous call of the **AcdGetTeams** method.

OnAcdGetTeamsEvent		
Parameter		
EventData	<i>IACdGetTeamsDataX</i>	Result data

2.3.3.16 OnAcdGetUnavailableReasonsEvent

This event shows the result of an asynchronous call of the **AcdGetUnavailableReason** method.

OnAcdGetUnavailableReasonsEvent		
Parameter		
EventData	<i>IACdGetUnavailableReasonsDataX</i>	Result data

2.3.3.17 OnAcdGetUserIdForUserNameEvent

This event shows the result of an asynchronous call of the **AcdGetUserIdForUserName** method.

OnAcdGetUserIdForUserNameEvent		
Parameter		
EventData	<i>IACdGetUserIdForUserNameDataX</i>	Result data

2.3.3.18 OnAcdGetUsersEvent

This event shows the result of an asynchronous call of the **AcdGetUsers** method.

OnAcdGetUsersEvent		
Parameter		
EventData	<i>IACdGetUsersDataX</i>	Result data

2.3.3.19 OnAcd GetUserStateEvent

This event shows the result of an asynchronous call of the **Acd GetUserState** method.

OnAcd GetUserStateEvent		
Parameter		
EventData	<i>IACd GetUserStateDataX</i>	Result data

2.3.3.20 OnAcdGetWorkReasonsEvent

This event shows the result of an asynchronous call of the **AcdGetWorkReasons** method.

OnAcdGetWorkReasonsEvent		
Parameter		
EventData	<i>IACdGetWorkReasonsDataX</i>	Result data

2.3.3.21 OnAcdGetWrapupReasonsEvent

This event shows the result of an asynchronous call of the **AcdGetWrapupReasons** method.

OnAcdGetWrapupReasonsEvent		
Parameter		
EventData	<i>IACdGetWrapupReasonsDataX</i>	Result data

2.3.3.22 OnAcdLogoffEvent

This event shows the result of an asynchronous call of the **AcdLogoff** method.

OnAcdLogoffEvent		
Parameter		
EventData	<i>IACdLogoffDataX</i>	Result data

2.3.3.23 OnAcdLogonEvent

This event shows the result of an asynchronous call of the **AcdLogon** method.

OnAcdLogonEvent		
Parameter		
EventData	<i>IACdLogonDataX</i>	Result data

2.3.3.24 OnAcdRegisterForFunctionsEvent

This event shows the result of an asynchronous call of the **AcdRegisterForFunctions** method.

OnAcdRegisterForFunctionsEvent		
Parameter		
EventData	<i>IACdRegisterForFunctionsDataX</i>	Result data

2.3.3.25 OnAcdRegisterForGlobalEventsEvent

This event shows the result of an asynchronous call of the **AcdRegisterForGlobalEvents** method.

OnAcdRegisterForGlobalEventsEvent		
Parameter		
EventData	<i>IACdRegisterForGlobalEventsDataX</i>	Result data

2.3.3.26 OnAcdRegisterForNodeEventsEvent

This event shows the result of an asynchronous call of the **AcdRegisterForNodeEvents** method.

OnAcdRegisterForNodeEventsEvent		
Parameter		
EventData	<i>IACdRegisterForNodeEventsDataX</i>	Result data

2.3.3.27 OnAcdSaveWrapupDataEvent

This event shows the result of an asynchronous call of the **AcdSaveWrapupData** method.

OnAcdSaveWrapupDataEvent		
Parameter		
EventData	<i>IACdSaveWrapupDataX</i>	Result data

2.3.3.28 OnAcdSetPostProcessingStateEvent

This event shows the result of an asynchronous call of the **AcdSetPostProcessingState** method (OSCC V8 R0 or higher).

OnAcdSetPostProcessingStateEvent		
Parameter		
EventData	<i>IACdSetPostProcessingStateDataX</i>	Result data

2.3.3.29 OnAcdSetPrimaryContactEvent

This event shows the result of an asynchronous call of the **AcdSetPrimaryContact** method (OSCC V8 R1 or higher).

OnAcdSetPrimaryContactEvent		
Parameter		
EventData	<i>IACdSetPrimaryContactDataX</i>	Result data

2.3.3.30 OnAcdUnavailableEvent

This event shows the result of an asynchronous call of the **AcdUnavailable** method.

OnAcdUnavailableEvent		
Parameter		
EventData	<i>IACdUnavailableDataX</i>	Result data

2.3.3.31 OnAcdUnregisterForFunctionsEvent

This event shows the result of an asynchronous call of the **AcdUnregisterForFunctions** method.

OnAcdUnregisterForFunctionsEvent		
Parameter		
EventData	<i>IACdUnregisterForFunctionsDataX</i>	Result data

2.3.3.32 OnAcdUnregisterForGlobalEventsEvent

This event shows the result of an asynchronous call of the **AcdUnregisterForGlobalEvents** method.

OnAcdUnregisterForGlobalEventsEvent		
Parameter		
EventData	<i>IACdUnregisterForGlobalEventsDataX</i>	Result data

2.3.3.33 OnAcdUnregisterForNodeEventsEvent

This event shows the result of an asynchronous call of the **AcdUnregisterForNodeEvents** method.

OnAcdUnregisterForNodeEventsEvent		
Parameter		
EventData	<i>IACdUnregisterForNodeEventsDataX</i>	Result data

2.3.3.34 OnAcdUserStateChangeInfoEvent

This event shows a change in the ACD user state.

OnAcdUserStateChangeInfoEvent		
Parameter		
EventData	<i>IACdUserStateChangeInfoDataX</i>	Result data

2.3.3.35 OnAcdVoiceRingingInfoEvent

This event shows an incoming ACD call.

OnAcdVoiceRingingInfoEvent		
Parameter		
EventData	<i>IACdVoiceRingingInfoDataX</i>	Result data

2.3.3.36 OnAcdWorkEvent

This event shows the result of an asynchronous call of the **AcdWork** method.

OnAcdWorkEvent		
Parameter		
EventData	<i>IACdWorkDataX</i>	Result data

2.3.3.37 OnAgentAvailableEvent

This event shows the result of an asynchronous call of the **AgentAvailable** method.

OnAgentAvailableEvent		
Parameter		
EventData	<i>IAgentAvailableDataX</i>	Result data

2.3.3.38 OnAgentLogoffEvent

This event shows the result of an asynchronous call of the **AgentLogoff** method.

OnAgentLogoffEvent		
Parameter		
EventData	<i>IAgentLogoffDataX</i>	Result data

2.3.3.39 OnAgentLogonEvent

This event shows the result of an asynchronous call of the **AgentLogon** method.

OnAgentLogonEvent		
Parameter		
EventData	<i>IAgentLogonDataX</i>	Result data

2.3.3.40 OnAgentStateChangeInfoEvent

This event shows a change in the agent status of a phone number.

OnAgentStateChangeInfoEvent		
Parameter		
EventData	<i>IAgentStateChangeInfoDataX</i>	Result data

2.3.3.41 OnAgentUnavailableEvent

This event shows the result of an asynchronous call of the **AgentUnavailab** method.

OnAgentUnavailableEvent		
Parameter		
EventData	<i>IAgentUnavailableDataX</i>	Result data

2.3.3.42 OnAgentWorkEvent

This event shows the result of an asynchronous call of the **AgentWork** method.

OnAgentWorkEvent		
Parameter		
EventData	<i>IAgentWorkDataX</i>	Result data

2.3.3.43 OnAlternateCallEvent

This event shows the result of an asynchronous call of the **AlternateCall** method.

OnAlternateCallEvent		
Parameter		
EventData	<i>IAlternateCallDataX</i>	Result data

2.3.3.44 OnAnswerCallEvent

This event shows the result of an asynchronous call of the **AnswerCall** method.

OnAnswerCallEvent		
Parameter		
EventData	<i>IAnswerCallDataX</i>	Result data

2.3.3.45 OnCallbackInfoEvent

This event shows the placement of a desired callback.

OnCallbackInfoEvent		
Parameter		
EventData	<i>ICallbackInfoDataX</i>	Result data

2.3.3.46 OnCallDisconnectOnHeldInfoEvent

This event shows the end of a call.

OnCallDisconnectOnHeldInfoEvent		
Parameter		
EventData	<i>ICallDisconnectOnHeldInfoDataX</i>	Result data

2.3.3.47 OnCallEstablishedInfoEvent

This event shows the acceptance of a call.

OnCallEstablishedInfoEvent		
Parameter		
EventData	<i>ICallEstablishedInfoDataX</i>	Result data

2.3.3.48 OnCallPickupInfoEvent

This event shows the acceptance of a call without signaling (pickup).

OnCallPickupInfoEvent		
Parameter		
EventData	<i>ICallPickupInfoDataX</i>	Result data

2.3.3.49 OnCheckMonitoringDeviceEvent

This event shows the result of an asynchronous call of the **CheckMonitoringDevice** method.

OnCheckMonitoringDeviceEvent		
Parameter		
EventData	<i>ICheckMonitoringDeviceDataX</i>	Result data

2.3.3.50 OnClearConnectionEvent

This event shows the result of an asynchronous call of the **ClearConnection** method.

OnClearCallEvent		
Parameter		
EventData	<i>IClearConnectionDataX</i>	Result data

2.3.3.51 OnConferenceCallEvent

This event shows the result of an asynchronous call of the **ConferenceCall** method.

OnConferenceCallEvent		
Parameter		
EventData	<i>IConferenceCallDataX</i>	Result data

2.3.3.52 OnConferenceInfoEvent

This event shows a change in the conference state.

OnConferenceInfoEvent		
Parameter		
EventData	<i>IConferenceInfoDataX</i>	Result data

2.3.3.53 OnConfiguredSiteListInfoEvent

This event is triggered on using Connect Balancing ausgelöst. All configured Site IDs are shown in a list. With the editable parameter Siteld you can determine, which Site ID should be used. By default it is the first value of the list.

OnAcdCallbackDeliveredInfoEvent		
Parameter		
SiteldList	<i>ISiteldListX</i>	Result data
Siteld	<i>String</i>	Selected Siteld (editable)

2.3.3.54 OnConsultCallEvent

This event shows the result of an asynchronous call of the **ConsultCall** method.

OnConsultCallEvent		
Parameter		
EventData	<i>IConsultCallDataX</i>	Result data

2.3.3.55 OnCreateCallbackEvent

This event shows the result of an asynchronous call of the **CreateCallback** method.

OnCreateCallbackEvent		
Parameter		
EventData	<i>ICreateCallbackDataX</i>	Result data

2.3.3.56 OnDeflectCallEvent

This event shows the result of an asynchronous call of the **DeflectCall** method.

OnDeflectCallEvent		
Parameter		
EventData	<i>IDeflectCallDataX</i>	Result data

2.3.3.57 OnDeleteCallbackEvent

This event shows the result of an asynchronous call of the **DeleteCallback** method.

OnDeleteCallbackEvent		
Parameter		
EventData	<i>IDeleteCallbackDataX</i>	Result data

2.3.3.58 OnDialDigitsEvent

This event shows the result of an asynchronous call of the **DialDigits** method.

OnDialDigitsEvent		
Parameter		
EventData	<i>IDialDigitsDataX</i>	Result data

2.3.3.59 OnErrorEvent

This event shows an error message due to a method call.

OnErrorEvent.		
Parameter		
Errorcode	<i>ErrorEnum</i>	Error code

2.3.3.60 OnFailoverInfoEvent

This event shows whether, in the case of geographically separated OSV instances, an error led to a node change.

OnFailoverInfoEvent		
Parameter		
EventData	<i>IFailoverInfoDataX</i>	Result data

2.3.3.61 OnGetAgentStateEvent

This event shows the result of an asynchronous call of the **GetAgentState** method.

OnGetAgentStateEvent		
Parameter		
EventData	<i>IGetAgentStateDataX</i>	Result data

2.3.3.62 OnGetAgentStateOsvHuntgroupEvent

This event shows the result of an asynchronous call of the **GetAgentStateOsvHuntgroup** method.

OnGetAgentStateOsvHuntgroupEvent		
Parameter		
EventData	<i>IGetAgentStateOsvHuntgroupDataX</i>	Result data

2.3.3.63 OnGetDoNotDisturbEvent

This event shows the result of an asynchronous call of the **GetDoNotDisturb** method.

OnGetDoNotDisturbEvent		
Parameter		
EventData	<i>IGetDoNotDisturbDataX</i>	Result data

2.3.3.64 OnGetForwardingEvent

This event shows the result of an asynchronous call of the **GetForwarding** method.

OnGetForwardingEvent		
Parameter		
EventData	<i>IGetForwardingDataX</i>	Result data

2.3.3.65 OnHoldCallEvent

This event shows the result of an asynchronous call of the **HoldCall** method.

OnHoldCallEvent		
Parameter		
EventData	<i>IHoldCallDataX</i>	Result data

2.3.3.66 OnLoggingEvent

This event shows a current log message.

OnLoggingEvent		
Parameter		
LogSession	<i>String</i>	Session
LogLevel	<i>LogLevelEnum</i>	Log level
Msg	<i>String</i>	Log message

2.3.3.67 OnMakeCallEvent

This event shows the result of an asynchronous call of the **MakeCall** method.

OnMakeCallEvent		
Parameter		
EventData	<i>IMakeCallDataX</i>	Result data

2.3.3.68 OnPhoneCallStateChangeInfoEvent

This event shows a change in the current calls at an extension (OpenScape Voice).

OnPhoneCallStateChangeInfoEvent		
Parameter		
EventData	<i>IPhoneCallStateChangeInfoDataX</i>	Result data

2.3.3.69 OnPhoneClearedInfoEvent

This event shows that a call at an extension has been disconnected.

OnPhoneClearedInfoEvent		
Parameter		
EventData	<i>IPhoneClearedInfoDataX</i>	Result data

2.3.3.70 OnPhoneDialingInfoEvent

This event shows that an outgoing calls was initiated from an extension.

OnPhoneDialingInfoEvent		
Parameter		
EventData	<i>IPhoneDialingInfoDataX</i>	Result data

2.3.3.71 OnPhoneRingingInfoEvent

This event shows that a call arrived at an extension.

OnPhoneRingingInfoEvent		
Parameter		
EventData	<i>IPhoneRingingInfoDataX</i>	Result data

2.3.3.72 OnPhoneStateBusyInfoEvent

This event shows details on the busy state of an extension.

OnPhoneStateBusyInfoEvent		
Parameter		
EventData	<i>IPhoneStateBusyInfoDataX</i>	Result data

2.3.3.73 OnPhoneStateChangeInfoEvent

This event shows that the call state of the logged-on extension has changed.

OnPhoneStateChangeInfoEvent		
Parameter		
EventData	<i>IPhoneStateChangeInfoDataX</i>	Result data

2.3.3.74 OnReconnectCallEvent

This event shows the result of an asynchronous call of the **ReconnectCall** method.

OnReconnectCallEvent		
Parameter		
EventData	<i>IReconnectCallDataX</i>	Result data

2.3.3.75 OnRetrieveCallEvent

This event shows the result of an asynchronous call of the **RetrieveCall** method.

OnRetrieveCallEvent		
Parameter		
EventData	<i>IRetrieveCallDataX</i>	Result data

2.3.3.76 OnSendDTMFEVENT

This event shows the result of an asynchronous call of the **SendDTMF** method.

OnSendDTMFEVENT		
Parameter		
EventData	<i>ISendDTMFDataX</i>	Result data

2.3.3.77 OnServerConnectionStateChangeEvent

This event shows a change in the connection state to the OSCC-E server.

OnServerConnectionStateChangeEvent		
Parameter		
EventData	<i>IServerConnectionStateChangeDataX</i>	Result data

2.3.3.78 OnSetAgentStateOsvHuntgroupEvent

This event shows the result of an asynchronous call of the **SetAgentStateOsvHuntgroup** method.

OnSetAgentStateOsvHuntgroupEvent		
Parameter		
EventData	<i>ISetAgentStateOsvHuntgroupDataX</i>	Result data

2.3.3.79 OnSetForwardingEvent

This event shows the result of an asynchronous call of the **SetForwarding** method.

OnSetForwardingEvent		
Parameter		
EventData	<i>ISetForwardingDataX</i>	Result data

2.3.3.80 OnSingleStepTransferCallEvent

This event shows the result of an asynchronous call of the **SingleStepTransferCall** method.

OnSingleStepTransferEvent		
Parameter		
EventData	<i>ISingleStepTransferCallDataX</i>	Result data

2.3.3.81 OnSiteStateInfoEvent

This event shows the state of a node.

OnSiteStateInfoEvent		
Parameter		
EventData	<i>ISiteStateInfoDataX</i>	Node type

2.3.3.82 OnSnapshotDeviceAdvancedEvent

This event shows the result of an asynchronous call of the **SnapshotDeviceAdvanced** method.

OnSnapshotDeviceAdvancedEvent		
Parameter		
EventData	<i>ISnapshotDeviceAdvancedDataX</i>	Result data

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2.3.3.83 OnSnapshotDeviceEvent

This event shows the result of an asynchronous call of the **SnapshotDevice** method.

OnSnapshotDeviceEvent		
<i>Parameter</i>		
EventData	<i>ISnapshotDeviceDataX</i>	Result data

2.3.3.84 OnStartMonitorDeviceEvent

This event shows the result of an asynchronous call of the **StartMonitorDevice** method.

OnStartMonitorDeviceEvent		
<i>Parameter</i>		
EventData	<i>IStartMonitorDeviceDataX</i>	Result data

2.3.3.85 OnStopMonitorDeviceEvent

This event shows the result of an asynchronous call of the **StopMonitorDevice** method.

OnStopMonitorDeviceEvent		
<i>Parameter</i>		
EventData	<i>IStopMonitorDeviceDataX</i>	Result data

2.3.3.86 OnTransferCallEvent

This event shows the result of an asynchronous call of the **TransferCall** method.

OnTransferCallEvent		
<i>Parameter</i>		
EventData	<i>ITransferCallDataX</i>	Result data

2.3.3.87 OnTransferCompletedInfoEvent

This event shows the result of forwarding through a call of **TransferCall** or **SingleStepTransferCall**.

OnTransferCompletedInfoEvent		
<i>Parameter</i>		
EventData	<i>ITransferCompletedInfoDataX</i>	Result data

2.3.3.88 OnTransferredInfoEvent

This event shows an incoming forwarded call.

OnTransferredInfoEvent		
<i>Parameter</i>		
EventData	<i>ITransferredInfoDataX</i>	Result data

2.4 Other classes

2.4.1 AcdContactDataListParamX

The **AcdContactDataListParamX** class makes a list of call data available that can be passed as a parameter.

Properties

.ContactDataList	contains the list of call data
<i>IAcDContactDataListX</i>	

Methods

Add	adds a key value pair to the list.	
<i>Parameter</i>		
Key	<i>String</i>	Key term
Value	<i>String</i>	Value

2.4.2 AcdFunctionTypeListParamX

The **AcdFunctionTypeListParamX** class makes a list of function types available that can be passed as a parameter.

Properties

FunctionTypeList	contains the list of function types.
<i>IAcDFunctionTypeListX</i>	

Methods

Add	adds a function type to the list.	
<i>Parameter</i>		
FunctionType	<i>AcdFunctionTypeEnum</i>	Function type

2.4.3 AcdWrapupReasonKeyDataListParamX

The **AcdWrapupReasonKeyDataListParamX** class makes a list of wrapup reasons available that can be passed as a parameter.

Properties

WrapupReasonKeyList	the list of keys for the wrapup reasons
<i>IAcDWrapupReasonKeyDataListX</i>	

Methods

Add	adds the key of a wrapup reason to the list.	
<i>Parameter</i>		
WrapupReasonKey	<i>Integer</i>	Key of the wrapup reason

2.5 Interfaces

2.5.1 IAcdagentstatechangedataX

This interface makes the result data for the **OnAcdAgentStateChangeInfoEvent** available.

Properties

Properties	Type	Description
AcdReasonKey	<i>Integer</i>	This property contains the key for an ACD state reason.
AgentId	<i>String</i>	This property contains the agent ID.
AgentServicePermitted	<i>IUserAgentServPermFlagsX</i>	This property contains the currently possible agent routing control functions.
AgentState	<i>UserAgentStatesEnum</i>	This property contains the agent routing state.
Extension	<i>String</i>	This property contains the extension.
UserData	<i>String</i>	This property contains the additional user data.

2.5.2 IAcdaavailabledataX

This interface makes the result data for the **AcdAvailable** method and the **OnAcdAvailableEvent** available.

Properties

Properties	Type	Description
Errorcode	<i>ErrorEnum</i>	This property contains the error code.
ErrorData	<i>String</i>	This property contains the error description.
LocationId	<i>String</i>	This property contains the node name.
MediaType	<i>AcdMediaTypeEnum</i>	This property contains the media type.
UserData	<i>String</i>	This property contains the additional user data.
UserId	<i>String</i>	This property contains the user ID.

Methods

Method	Return	Description
ToString	<i>String</i>	This method returns a string that indicates the current object.

2.5.3 IAcdBUSINESSUNITSDataX

This interface makes business unit data available.

Properties

Properties	Type	Description
BusinessUnitKey	<i>Integer</i>	This property contains the key of the business unit.
BusinessUnitName	<i>String</i>	This property contains the name of the business unit.
Description	<i>String</i>	This property contains the description of the business unit.

Methods

Method	Return	Description
ToString	String	This method returns a string that indicates the current object.

2.5.4 IAcdBUSINESSUNITSListX

This interface makes a list of IAcdBUSINESSUNITSDataX objects available.

Properties

Properties	Type	Description
Count	<i>Integer</i>	This property contains the number of lists.

Methods

get_Item	This method returns the IAcdBUSINESSUNITSDataX object.	
<i>Parameters</i>		
Index	<i>Integer</i>	List index
Return		
IAcdBusinessUnitsDataX		

GetEnumerator	This method returns an enumerator.	
Return		
IEnumerator		

ToString	This method returns a string that indicates the current object.	
<i>Return</i>		
String		

2.5.5 IAcDCALLBACKCALLDATAX

This interface makes information data about an ACD callback available.

Properties

Property	Type	Description
UserKey	<i>Integer</i>	This property contains the user key.
UserName	<i>String</i>	This property contains the ACD user name.
CallbackSchedulesList	<i>IAcdCallbackSchedulesDataListX</i>	This property contains a list of the scheduled callbacks times
OscCAllId	<i>String</i>	This property contains the ACD call ID
ContactDataList	<i>IAcdContactDataListX</i>	This property contains the list of call data (Key-value pairs).
CreatorUserKey	<i>Integer</i>	This property contains the user key of the Callback creator.
CreatorUserName	<i>String</i>	This property contains the ACD user name of the Callback creator.
CustomerName	<i>String</i>	This property contains the customer name.
Description	<i>String</i>	This property contains the description.
Priority	<i>Integer</i>	This property contains the priority of the Callback.
QueueKey	<i>Integer</i>	This property contains the key of the queue.
QueueName	<i>String</i>	This property contains the name of the queue.
Result	<i>Integer</i>	This property contains the result code.
RetryDelay	<i>Integer</i>	This property contains the delay time for the next retry.
Status	<i>AcdCallbackStatusEnum</i>	This property contains the status of the Callback.
WaitTime	<i>Integer</i>	This property contains the waiting time in queue.
AttemptsRemaining	<i>Integer</i>	This property contains the remaining callback attempts.
ReservedUserKey	<i>Integer</i>	This property contains the User key reserved for the Callback.
ReservedUserId	<i>String</i>	This property contains the ACD User IDreserved for this Callback.

Property	Type	Description
ReservedUserName	String	This property contains the ACD User name reserved for the Callback.

Methods

Method	Return	Description
ToString	String	This method returns a string that indicates the current object.

2.5.6 IAcDCALLBACKDELIVEREDINFODATAx

This interface makes event data for the OnAcdCallbackDeliveredInfoEvent available.

Properties

Property	Type	Description
FunctionId	NodeTypeEnum	This property contains detailed information of the node type.
NodeNumber	String	This property contains the node number.
CallbackCallData	IAcdCallbackCallDataX	This property contains Callback information data.
LocationId	String	This property contains the node name.
UserId	String	This property contains the ACD User ID.

Methods

Method	Return	Description
ToString	String	This method returns a string that indicates the current object.

2.5.7 IAcDCALLBACKSCHEDULESDATAx

This interface makes detail information on execution time / schedule available.

Properties

Property	Type	Description
StartTime	String	This property contains the scheduled start time. Format = TT.MM.YYYY HH:MM:SS
EndTime	String	This property contains the scheduled end time.. Format = TT.MM.YYYY HH:MM:SS
Extension	String	This property contains the extension.
State	AcdCallbackSchedulesStateEnum	This property contains the schedule status.

Methods

Method	Return	Description
ToString	String	This method returns a string that indicates the current object.

2.5.8 IAcCallbackSchedulesDataListX

This interface makes a list of IAcCallbackSchedulesDataX objects available.

Properties

Property	Type	Description
Count	<i>Integer</i>	This property contains the number of lists.

Methods

get_Item	This method returns the IAcCallbackSchedulesDataX object.	
<i>Parameters</i>		
Index	<i>Integer</i>	List index
<i>Return</i>		
IAcCallbackSchedulesDataX		

GetEnumerator	This method returns an enumerator	
<i>Return</i>		
IEnumerator		

ToString	This method returns a string that indicates the current object.	
<i>Return</i>		
String		

2.5.9 IAcCheckPasswordDataX

This interface makes the result data for the **AcdCheckPassword** method and the **OnAcdCheckPasswordEvent** available.

Properties

Properties	Type	Description
Errorcode	<i>ErrorEnum</i>	This property contains the error code.
ErrorData	<i>String</i>	This property contains the error description.
LocationId	<i>String</i>	This property contains the node name.
MediaType	<i>AcdMediaTypeEnum</i>	This property contains the media type.
PasswordValid	<i>Boolean</i>	This property indicates whether the password was recognized as valid.
UserData	<i>String</i>	This property contains the additional user data.
UserId	<i>String</i>	This property contains the user ID.

Methods

Method	Return	Description
ToString	<i>String</i>	This method returns a string that indicates the current object

2.5.10 IAcContactDataListX

This interface makes a list of IAcContactDataX objects available.

Properties

Properties	Type	Description
Count	<i>Integer</i>	This property contains the number of lists.

Methods

get_Item	This method returns the IContactDataX object.	
<i>Parameters</i>		
Index	<i>Integer</i>	List index
Return		
IAcContactDataX		

GetEnumerator	This method returns an enumerator.	
<i>Return</i>		
IEnumerator		

ToString	This method returns a string that indicates the current object.	
<i>Return</i>		
String		

2.5.11 IAcDContactDataX

This interface makes the contact call data available.

Properties

Properties	Type	Description
Key	<i>String</i>	This property contains the key term.
Value	<i>String</i>	This property contains the value.

2.5.12 IAcDContactStateAdvancedDataListX

This interface makes a list of IContactStateAdvancedDataX objects available.

Properties

Properties	Type	Description
Count	<i>Integer</i>	This property contains the number of lists.

Methods

get_Item	This method returns the IContactStateAdvancedDataX object.	
<i>Parameters</i>		
Index	<i>Integer</i>	Listenindex
<i>Return</i>		
IAcDContactStateAdvancedDataX		

GetEnumerator	This method returns an enumerator.	
<i>Return</i>		

GetEnumerator	This method returns an enumerator.	
IEnumerator		

ToString	This method returns a string that indicates the current object.	
<i>Return</i>		
String		

2.5.13 IAcDContactStateAdvancedDataX

This interface makes detailed information on an ACD contact available.

Properties

Properties	Type	Description
AcdHandling	<i>Boolean</i>	This property indicates whether a contact is being handled by the ACD.
AutoWrapup	<i>Boolean</i>	This property indicates whether post-processing (automatic wrapup) is active.
AutoWrapupSuspended	<i>Boolean</i>	This property indicates whether automatic wrapup was suspended for a contact.
ContactId	<i>String</i>	This property contains the contact ID.
ContactType	<i>AcdContactTypeEnum</i>	This property contains the contact type.
HandlingState	<i>AcdHandlingStateEnum</i>	This property contains the handling state.
MandatoryWrapup	<i>Boolean</i>	This property specifies whether wrapup reasons must be entered.
ManualPostProcessingReason	<i>Integer</i>	This property contains the manually set reason for post-processing.
MediaType	<i>AcdMediaTypeEnum</i>	This property contains the media type.
PostProcessingPending	<i>Boolean</i>	This property indicates whether manually set post-processing is pending.
PostprocessingServicePermitted	<i>IAcdPostProcessingServPermFlagsX</i>	Diese Eigenschaft enthält die möglichen Aktionen im Nachkontaktaktivitätszustand
PrimaryContact	<i>Boolean</i>	This property indicates whether the contact is the primary contact.
RequeueCount	<i>Integer</i>	This property contains the number of requeues.

2.5.14 IAcDContactStateChangeInfoDataX

This interface makes data on the **OnAcDContactStateChangeInfoEvent** available.

Properties

Properties	Type	Description
ContactStateAdvancedList	<i>IAcDContactStateAdvancedDataListX</i>	This property contains the list of contact information.
Extension	<i>String</i>	This property contains the extension.
LocationId	<i>String</i>	This property contains the node name.
MediaType	<i>AcdMediaTypeEnum</i>	This property contains the media type.
UserId	<i>String</i>	This property contains the user ID.

Methods

Method	Return	Description
ToString	<i>String</i>	This method returns a string that indicates the current object.

2.5.15 IAcDContactStateDataListX

This interface makes a list of IContactStateDataX objects available.

Properties

Properties	Type	Description
Count	<i>Integer</i>	This property contains the number of lists.

Methods

get_Item	This methods returns IAcDContactStateDataX object.	
<i>Parameters</i>		
Index	<i>Integer</i>	List index
Return		
IAcDContactStateDataX		

GetEnumerator	This method returns an enumerator.	
<i>Return</i>		
IEnumerator		

ToString	This method returns a string that indicates the current object.	
<i>Return</i>		
String		

2.5.16 IAcDContactStateDataX

This interface makes the state data of an ACD contact available.

Properties

Property	Type	Description
AcdHandling	<i>Boolean</i>	This property indicates whether a contact is being handled by the ACD.
AutoWrapup	<i>Boolean</i>	This property indicates whether post-processing (automatic wrapup) is active.
AutoWrapupSuspended	<i>Boolean</i>	This property indicates whether automatic wrapup was suspended for a contact.
ContactId	<i>String</i>	This property contains the contact ID.
ContactType	<i>AcdContactTypeEnum</i>	This property contains the contact type.
HandlingState	<i>AcdHandlingStateEnum</i>	This property contains the handling state.
MandatoryWrapup	<i>Boolean</i>	This property specifies whether wrapup reasons must be entered.
ManualPostProcessingReason	<i>Integer</i>	This property contains the manually set reason for post-processing.
MediaType	<i>AcdMediaTypeEnum</i>	This property contains the media type.
PostProcessingPending	<i>Boolean</i>	This property indicates whether manually set post-processing is pending.
PrimaryContact	<i>Boolean</i>	This property indicates whether the contact is the primary contact.
RequeueCount	<i>Integer</i>	This property contains the number of requeues.

2.5.17 IAcDContactStateInfoDataX

This interface makes the result data for the **OnAcDContactStateInfoEvent** available.

This interface makes the result data for the **OnAcDContactStateInfoEvent** available.

Properties

Property	Type	Description
ContactStateDataList	<i>IAcDContactStateDataListX</i>	This property contains the list of contact states.
Extension	<i>String</i>	This property contains the extension.
FunctionId	<i>NodeTypeEnum</i>	This property contains detailed information on the node type.
LocationId	<i>String</i>	This property contains the node name.
MediaType	<i>MediaTypeEnum</i>	This property contains the media type.
NodeNumber	<i>String</i>	This property contains the node number.
PostProcessingEnabled	<i>Boolean</i>	This property indicates whether post-processing is enabled for this contact.
SetPostProcessingReason	<i>Boolean</i>	This property indicates whether the reason for post-processing can be changed manually for this contact.
UserId	<i>String</i>	This property contains the user ID.

Methods

Method	Return	Description
ToString	<i>String</i>	This method returns a string that indicates the current object.

2.5.18 IAcDExitPostProcessingStateDataX

This interface makes the result data for the **AcdExitPostProcessingState** method and the **OnAcDExitPostProcessingStateEvent** available.

Properties

Property	Type	Description
Errorcode	<i>ErrorEnum</i>	This property contains the error code.
ErrorData	<i>String</i>	This property contains the error description.
LocationId	<i>String</i>	This property contains the node name.
UserData	<i>String</i>	This property contains the additional user data.
UserId	<i>String</i>	This property contains the user ID.

Methods

Method	Return	Description
ToString	String	This method returns a string that indicates the current object.

2.5.19 IAcdFunctionTypeDataX

This interface makes the function type available.

Properties

Property	Type	Description
FunctionType	<i>AcdFunctionTypeEnum</i>	This property contains the function type.

2.5.20 IAcdFunctionTypeListX**Properties**

Properties	Type	Description
Count	<i>Integer</i>	This property contains the number of lists.

Methods

get_Item	This method returns the IAcdFunctionTypeDataX object.	
<i>Parameters</i>		
Index	<i>Integer</i>	List index
<i>Return</i>		
IAcdFunctionTypeDataX		

GetEnumerator	This method returns an enumerator.	
<i>Return</i>		
IEnumerator		

2.5.21 IAcdbusinessUnitForExtensionDataX

This interface makes the result data for the **AcdGetBusinessUnitForExtension** method and the **OnGetBusinessUnitForExtensionEvent** available.

Properties

Property	Type	Description
BusinessUnitKey	<i>Integer</i>	This property contains the key of the business unit.
BusinessUnitName	<i>String</i>	This property contains the name of the business unit.
Errorcode	<i>ErrorEnum</i>	This property contains the error code.
ErrorData	<i>String</i>	This property contains the error description.
Extension	<i>String</i>	This property contains the extension.
LocationId	<i>String</i>	This property contains the node name.
UserData	<i>String</i>	This property contains the additional user data.

Methods

Method	Return	Description
ToString	<i>String</i>	This method returns a string that indicates the current object.

2.5.22 IAcdbusinessUnitForUserIdDataX

This interface makes the result data for the **AcdGetBusinessUnitForUserId** method and the **OnGetBusinessUnitForUserIdEvent** available.

Properties

Property	Type	Description
BusinessUnitName	<i>String</i>	This property contains the name of the business unit.
Errorcode	<i>ErrorEnum</i>	This property contains the error code.
ErrorData	<i>String</i>	This property contains the error description.
LocationId	<i>String</i>	This property contains the node name.
UserData	<i>String</i>	This property contains the additional user data.
UserId	<i>String</i>	This property contains the user ID.

Methods

Method	Return	Description
ToString	String	This method returns a string that indicates the current object.

2.5.23 IAcdbusinessunitsdataX

This interface makes the result data for the **AcdGetBusinessUnits** method and the **OnGetBusinessUnitsEvent** available.

Properties

Property	Type	Description
BusinessUnitsList	<i>IAcdbusinessunitslistX</i>	This property contains the list of the business unit.
Errorcode	<i>ErrorEnum</i>	This property contains the error code.
ErrorData	<i>String</i>	This property contains the error description.
LocationId	<i>String</i>	This property contains the node name.
UserData	<i>String</i>	This property contains the additional user data.

Methods

Method	Return	Description
ToString	String	This method returns a string that indicates the current object.

2.5.24 IAcdbusinessunitsdataX

This interface makes the information data on an ACD voice contact available.

Properties

Property	Type	Description
AcdCallId	<i>String</i>	This property contains the ACD call ID.
Caption	<i>String</i>	This property contains the call description.
ContactDataList	<i>IAcdContactDataListX</i>	This property contains the list of call data (key value pairs).
ContactType	<i>AcdContactTypeEnum</i>	This property contains the contact type.
Errorcode	<i>ErrorEnum</i>	This property contains the error code.
ErrorData	<i>String</i>	This property contains the error description.
Extension	<i>String</i>	This property contains the extension.

Property	Type	Description
LocationId	<i>String</i>	This property contains the node name.
PabxCallId	<i>String</i>	This property contains the call ID.
QueueKey	<i>Integer</i>	This property contains the key of the queue.
QueueName	<i>String</i>	This property contains the name of the queue.
UserData	<i>String</i>	This property contains the additional user data.
UserId	<i>String</i>	This property contains the user ID.

Methods

Method	Return	Description
ToString	<i>String</i>	This method returns a string that indicates the current object.

2.5.25 IAcdGetPostProcessingReasonsDataX

This interface makes the result data for the **AcdGetPostProcessingReasons** method and the **OnGetPostProcessingReasonsEvent** available.

Properties

Property	Type	Description
Errorcode	<i>ErrorEnum</i>	This property contains the error code.
ErrorData	<i>String</i>	This property contains the error description.
LocationId	<i>String</i>	This property contains the node name.
PostProcessingReasonsList	<i>IAcdPostProcessingReasonsListX</i>	This property contains the list of post-processing reasons.
UserData	<i>String</i>	This property contains the additional user data.

Methods

Method	Return	Description
ToString	<i>String</i>	This method returns a string that indicates the current object.

2.5.26 IAcDGetPostProcessingStateDataX

This interface makes the result data for the **AcdGetPostProcessingState** method and the **OnAcdGetPostProcessingStateEvent** available.

Properties

Property	Type	Description
ContactStateDataList	<i>IAcdContactStateDataListX</i>	This property contains the list of contact states.
Errorcode	<i>ErrorEnum</i>	This property contains the error code.
ErrorData	<i>String</i>	This property contains the error description.
LocationId	<i>String</i>	This property contains the node name.
UserData	<i>String</i>	This property contains the additional user data.
UserId	<i>String</i>	This property contains the user ID.

Methods

Method	Return	Description
ToString	<i>String</i>	This method returns a string that indicates the current object.

2.5.27 IAcDGetQueuesDataX

This interface makes the result data for the **AcdGetQueues** method and the **OnAcdGetQueuesEvent** available.

Properties

Eigenschaft	Typ	Beschreibung
Errorcode	<i>ErrorEnum</i>	This property contains the error code.
ErrorData	<i>String</i>	This property contains the error description.
LocationId	<i>String</i>	This property contains the node name.
MediaType	<i>MediaTypeEnum</i>	This property contains the media type.
QueueDataList	<i>IAcdQueueDataListX</i>	This property contains the list of queue data.
UserData	<i>String</i>	This property contains the additional user data.

Methods

Methode	Return	Beschreibung
ToString	<i>String</i>	This method returns a string that indicates the current object.

2.5.28 IAcdGetTeamsDataX

This interface makes the result data for the **AcdGetTeams** method and the **OnAcdGetTeamsEvent** available.

Properties

Property	Type	Description
Errorcode	<i>ErrorEnum</i>	This property contains the error code.
ErrorData	<i>String</i>	This property contains the error description.
LocationId	<i>String</i>	This property contains the node name.
TeamDataList	<i>IAcdTeamDataListX</i>	This property contains the list of queue data.
UserData	<i>String</i>	This property contains the additional user data.

Methods

Methode	Return	Description
ToString	<i>String</i>	This method returns a string that indicates the current object.

2.5.29 IAcdGetUnavailableReasonsDataX

This interface makes the result data for the **AcdGetUnavailableReasons** method and the **OnAcdGetUnavailableReasonsEvent** available.

Properties

Property	Type	Description
Errorcode	<i>ErrorEnum</i>	This property contains the error code.
ErrorData	<i>String</i>	This property contains the error description.
LocationId	<i>String</i>	This property contains the node name.
UnavailableReasonDataList	<i>IAcdUnavailableReasonDataListX</i>	This property contains the list of unavailability reasons.
UserData	<i>String</i>	This property contains the additional user data.

Methods

Methode	Return	Description
ToString	<i>String</i>	This method returns a string that indicates the current object.

2.5.30 IAcdGetUserIdForUserNameDataX

This interface makes the result data for the **AcdGetUserIdForUserName** method and the **OnAcdGetUserIdForUserNameEvent** available.

Properties

Property	Type	Description
Errorcode	<i>ErrorEnum</i>	This property contains the error code.
ErrorData	<i>String</i>	This property contains the error description.
LocationId	<i>String</i>	This property contains the node name.
UserData	<i>String</i>	This property contains the additional user data.
UserId	<i>String</i>	This property contains the user ID.

Methods

Method	Return	Description
ToString	<i>String</i>	This method returns a string that indicates the current object.

2.5.31 IAcdGetUsersDataX

This interface makes the result data for the **AcdGetUsers** method and the **OnAcdGetUsersEvent** available.

Properties

Property	Type	Description
Errorcode	<i>ErrorEnum</i>	This property contains the error code.
ErrorData	<i>String</i>	This property contains the error description.
LocationId	<i>String</i>	This property contains the node name.
UserData	<i>String</i>	This property contains the additional user data.
UserDataList	<i>IAcdUserDataListX</i>	This property contains the list of user data.

Methods

Method	Return	Description
ToString	<i>String</i>	This method returns a string that indicates the current object.

2.5.32 IAcUserStateDataX

This interface makes the result data for the **AcdGetUserState** method and the **OnAcdGetUserStateEvent** available.

Properties

Property	Type	Description
Errorcode	<i>ErrorEnum</i>	This property contains the error code.
ErrorData	<i>String</i>	This property contains the error description.
Extension	<i>String</i>	This property contains the extension.
LocationId	<i>String</i>	This property contains the node name.
LoggedOnMediaTypeList	<i>IAcMediaListX</i>	This property contains the list of media types for which the user is logged on.
MediaType	<i>AcdMediaTypeEnum</i>	This property contains the media type (in case of a negative reply, otherwise awtNone).
UserData	<i>String</i>	This property contains the additional user data.
UserId	<i>String</i>	This property contains the user ID.
UserState	<i>UserAgentStatesEnum</i>	This property contains the ACD routing state.

Methods

Method	Return	Description
ToString	<i>String</i>	This method returns a string that indicates the current object.

2.5.33 IAcWorkReasonsDataX

This interface makes the result data for the **AcdGetWorkReasons** method and the **OnAcdGetWorkReasonsEvent** available.

Properties

Property	Type	Description
Errorcode	<i>ErrorEnum</i>	This property contains the error code.
ErrorData	<i>String</i>	This property contains the error description.
LocationId	<i>String</i>	This property contains the node name.
UserData	<i>String</i>	This property contains the additional user data.
WorkReasonsDataList	<i>IWorkReasonDataList</i>	This property contains the list of work reasons.

Methods

Method	Return	Description
ToString	String	This method returns a string that indicates the current object.

2.5.34 IAcDGetWrapupReasonsDataX

This interface makes the result data for the **AcdGetWrapupReasons** method and the **OnAcdGetWrapupReasonsEvent** available.

Properties

Property	Type	Description
Errorcode	<i>ErrorEnum</i>	This property contains the error code.
ErrorData	<i>String</i>	This property contains the error description.
LocationId	<i>String</i>	This property contains the node name.
UserData	<i>String</i>	This property contains the additional user data.
WorkReasonsDataList	<i>IWorkReasonDataListX</i>	This property contains the list of work reasons.

Methods

Method	Return	Description
ToString	String	This method returns a string that indicates the current object.

2.5.35 IAcDLogoffDataX

This interface makes the result data for the **AcdLogoff** method and the **OnAcdLogoffEvent** available.

Properties

Property	Type	Description
Errorcode	<i>ErrorEnum</i>	This property contains the error code.
ErrorData	<i>String</i>	This property contains the error description.
LocationId	<i>String</i>	This property contains the node name.
MediaType	<i>AcdMediaTypeEnum</i>	This property contains the media type.
UserData	<i>String</i>	This property contains the additional user data.
UserId	<i>String</i>	This property contains the user ID.

Methods

Method	Return	Description
ToString	String	This method returns a string that indicates the current object.

2.5.36 IAcLogonDataX

This interface makes the result data for the **AcdLogon** method and the **OnAcdLogonEvent** available.

Properties

Property	Type	Description
Errorcode	<i>ErrorEnum</i>	This property contains the error code.
ErrorData	<i>String</i>	This property contains the error description.
LocationId	<i>String</i>	This property contains the node name.
MediaType	<i>AcdMediaTypeEnum</i>	This property contains the media type.
UserData	<i>String</i>	This property contains the additional user data.
UserId	<i>String</i>	This property contains the user ID. NOTE: the OSCC User ID!!!

Methods

Method	Return	Description
ToString	String	This method returns a string that indicates the current object.

2.5.37 IAcMediaTypeDataX

This interface makes data of a media type available.

Properties

Property	Type	Description
MediaType	<i>AcdMediaTypeEnum</i>	This property contains the media type.

2.5.38 IAcMediaTypeListX

This interface makes a list of IAc(MediaTypeDataX objects available.

Properties

Property	Type	Description
Count	<i>Integer</i>	This property contains the number of lists.

Methods

get_Item	This method returns the IAcdMediaTypeDataX object.	
<i>Parameters</i>		
Index	<i>Integer</i>	List index
<i>Return</i>		
IAcdMediaTypeDataX		

GetEnumerator	This method returns an enumerator	
<i>Return</i>		
IEnumerator		

ToString	This method returns a string that indicates the current object.	
<i>Return</i>		
String		

2.5.39 IAcdPostProcessingReasonsDataX

This interface makes data of a post-processing reason available.

Properties

Property	Type	Description
BusinessUnitKey	<i>Integer</i>	This property contains the key of the business unit.
Description	<i>String</i>	This property contains a description of the post-processing reason.
ReasonKey	<i>Integer</i>	This property contains the key of the post-processing reason.
ReasonName	<i>String</i>	This property contains the name of the post-processing reason.
ReferenceKey	<i>Integer</i>	This property contains the reference key of the post-processing reason.

2.5.40 IAcdPostProcessingReasonsListX

This interface makes a list of IAcdPostProcessingReasonsDataX objects available.

Properties

Property	Type	Description
Count	<i>Integer</i>	This property contains the number of lists.

Methods

get_Item	This methods returns the IAcdPostProcessingReasonsData X object.	
<i>Parameters</i>		
Index	<i>Integer</i>	List index
<i>Return</i>		
IAcdPostProcessingReasonsDataX		

GetEnumerator	This method returns an enumerator.	
<i>Return</i>		
IEnumerator		

2.5.41 IAcdPostProcessingServPermFlagsX

This interface makes the possible actions in the post-processing state available.

Properties

Property	Type	Description
Exit	<i>Boolean</i>	This property indicates whether post-processing can be ended.
SetReason	<i>Boolean</i>	This property indicates whether the reason for post-processing can be changed manually.

Methods

Method	Return	Description
ToString	String	This method returns a string that indicates the current object.

2.5.42 IAcQueueDataListX

This interface makes a list of IAcQueueDataX objects available.

Properties

Property	Type	Description
Count	<i>Integer</i>	This property contains the number of lists.

Methods

get_Item	This methods returns the IAcQueueDataX object.	
<i>Parameters</i>		
Index	<i>Integer</i>	List index
<i>Return</i>		
IAcQueueDataX		

GetEnumerator	This method returns an enumerator	
<i>Return</i>		
IEnumerator		

ToString	This method returns a string that indicates the current object.	
<i>Return</i>		
String		

2.5.43 IAcQueueDataX

This interface makes detailed information on a queue available.

Properties

Property	Type	Description
BusinessUnitKey	<i>Integer</i>	This property contains the key of the business unit.
Description	<i>String</i>	This property contains a description of the queue.
MediaType	<i>MediaTypeEnum</i>	This property contains the media type.
QueueKey	<i>Integer</i>	This property contains the key of the queue.
QueueName	<i>String</i>	This property contains the queue name.
WrapupReasonKeyDataList	<i>IAcdWrapupReasonKeyDataList</i>	This property contains the list of wrapup reasons belonging to the queue.

2.5.44 IAcdRegisterForFunctionsDataX

This interface makes the result data for the **AcdRegisterForFunctions** method and the **OnAcdRegisterForFunctionsEvent** available.

Properties

Property	Type	Description
Errorcode	<i>ErrorEnum</i>	This property contains the error code.
ErrorData	<i>String</i>	This property contains the error description.
FunctionTypeList	<i>IAcdFunctionTypeListX</i>	This property contains the list of registered, special functions.
FunctionTypeListStringMask	<i>String</i>	This property contains a string representation of the list of registered, special functions.
LocationId	<i>String</i>	This property contains the node name.
UserData	<i>String</i>	This property contains the additional user data.
UserId	<i>String</i>	This property contains the user ID.

Methods

Method	Return	Description
ToString	<i>String</i>	This method returns a string that indicates the current object.

2.5.45 IAcdRegisterForGlobalEventsDataX

This interface makes the result data for the **AcdRegisterForGlobalEvents** method and the **OnAcdRegisterForGlobalEventsEvent** available.

Properties

Property	Type	Description
Errorcode	<i>ErrorEnum</i>	This property contains the error code.
ErrorData	<i>String</i>	This property contains the error description.
LocationId	<i>String</i>	This property contains the node name.
UserData	<i>String</i>	This property contains the additional user data.

Methods

Method	Return	Description
ToString	<i>String</i>	This method returns a string that indicates the current object.

2.5.46 IAcdRegisterForNodeEventsDataX

This interface makes the result data for the **AcdRegisterForNodeEvents** method and the **OnAcdRegisterForNodeEventsEvent** available.

Properties

Property	Type	Description
AcdRelease	<i>Integer</i>	This property contains the ACD release number.
AcdVersion	<i>Integer</i>	The property contains the ACD version number.
Errorcode	<i>ErrorEnum</i>	This property contains the error code.
ErrorData	<i>String</i>	This property contains the error description.
LocationId	<i>String</i>	This property contains the node name.
MediaType	<i>AcdMediaTypeEnum</i>	This property contains the media type.
UserData	<i>String</i>	This property contains the additional user data.
UserId	<i>String</i>	This property contains the user ID.

Methods

Method	Return	Description
ToString	<i>String</i>	This method returns a string that indicates the current object.

2.5.47 IAcdSaveWrapupDataX

This interface makes the result data for the **AcdSaveWrapupData** method and the **OnAcdSaveWrapupDataEvent** available.

Properties

Property	Type	Description
Errorcode	<i>ErrorEnum</i>	This property contains the error code.
ErrorData	<i>String</i>	This property contains the error description.
LocationId	<i>String</i>	This property contains the node name.
UserData	<i>String</i>	This property contains the additional user data.
UserId	<i>String</i>	This property contains the user ID.

Methods

Method	Return	Description
ToString	<i>String</i>	This method returns a string that indicates the current object.

2.5.48 IAcSetPostProcessingStateDataX

This interface makes the result data for the **AcdSetPostProcessingState** method and the **OnAcdSetPostProcessingStateEvent** available.

Properties

Property	Type	Description
Errorcode	<i>ErrorEnum</i>	This property contains the error code.
ErrorData	<i>String</i>	This property contains the error description.
LocationId	<i>String</i>	This property contains the node name.
UserData	<i>String</i>	This property contains the additional user data.
UserId	<i>String</i>	This property contains the user ID.

Methods

Method	Return	Description
ToString	<i>String</i>	This method returns a string that indicates the current object.

2.5.49 IAcSetPrimaryContactDataX

This interface makes the result data for the **AcdSetPrimaryContact** method and the **OnAcdSetPrimaryContactEvent** available.

Properties

Property	Type	Description
Errorcode	<i>ErrorEnum</i>	This property contains the error code.
ErrorData	<i>String</i>	This property contains the error description.
LocationId	<i>String</i>	This property contains the node name.
UserData	<i>String</i>	This property contains the additional user data.
UserId	<i>String</i>	This property contains the user ID.

Methods

Method	Return	Description
ToString	<i>String</i>	This method returns a string that indicates the current object.

2.5.50 IAcdTxDListX

This interface makes a list of IAcdTxDX objects available.

Properties

Property	Type	Description
Count	<i>Integer</i>	This property contains the number of lists.

Methods

get_Item	This method returns the IAcdTxDX object.	
<i>Parameters</i>		
Index	<i>Integer</i>	List index
<i>Return</i>		
IAcdTxDX		

GetEnumerator	This method returns an enumerator	
<i>Return</i>		
IEnumerator		

ToString	This method returns a string that indicates the current object.	
<i>Return</i>		
String		

2.5.51 IAcdTxDX

This interface makes detailed information on an agent team available.

Properties

Property	Type	Description
BusinessUnitKey	<i>Integer</i>	This property contains the key of the business unit.
Description	<i>String</i>	This property contains a description of the team.
TeamKey	<i>Integer</i>	This property contains the key of the team.
TeamName	<i>String</i>	This property contains the team name.

2.5.52 IAcdUnavailableDataX

This interface makes the result data for the **AcdUnavailable** method and the **OnAcdUnavailableEvent** available.

Properties

Property	Type	Description
Errorcode	<i>ErrorEnum</i>	This property contains the error code.
ErrorData	<i>String</i>	This property contains the error description.
LocationId	<i>String</i>	This property contains the node name.
MediaType	<i>AcdMediaTypeEnum</i>	This property contains the media type.
UserData	<i>String</i>	This property contains the additional user data.
UserId	<i>String</i>	This property contains the user ID.

Methods

Method	Return	Description
ToString	<i>String</i>	This method returns a string that indicates the current object.

2.5.53 IAcdUnavailableReasonDataListX

This interface makes a list of IAcdUnavailableReasonDataX objects available.

Properties

Property	Type	Description
Count	<i>Integer</i>	This property contains the number of lists.

Methods

get_Item	This method returns the IAcdUnavailableReasonDataX object.	
<i>Parameters</i>		
<i>Index</i>	<i>Integer</i>	List index
<i>Return</i>		
IAcdUnavailableReasonDataX		

GetEnumerator	This method returns an enumerator	
<i>Return</i>		
IEnumerator		

ToString	This method returns a string that indicates the current object.	
<i>Return</i>		
String		

2.5.54 IAcdUnavailableReasonDataX

This interface makes data of an unavailability reason available.

Properties

Property	Type	Description
BusinessUnitKey	<i>Integer</i>	This property contains the key of the business unit.
Description	<i>String</i>	This property contains a description of the unavailable reason.
ReasonKey	<i>Integer</i>	This property contains the key of the unavailable reason.
ReasonName	<i>String</i>	This property contains the name of the unavailable reason.
ReferenceKey	<i>Integer</i>	This property contains the reference key of the unavailable reason.

2.5.55 IAcdUnregisterForFunctionsDataX

This interface makes the result data for the **AcdUnregisterForFunctions** method and the **OnAcdUnregisterForFunctionsEvent** available.

Properties

Property	Type	Description
Errorcode	<i>ErrorEnum</i>	This property contains the error code.
ErrorData	<i>String</i>	This property contains the error description.
FunctionTypeList	<i>IAcdFunctionTypeListX</i>	This property contains the list of registered, special functions.
FunctionTypeListStringMask	<i>String</i>	This property contains a string representation of the list of registered, special functions.
LocationId	<i>String</i>	This property contains the node name.
UserData	<i>String</i>	This property contains the additional user data.

Property	Type	Description
UserId	<i>String</i>	This property contains the user ID.

Methods

Method	Return	Description
ToString	<i>String</i>	This method returns a string that indicates the current object.

2.5.56 IAcduRegisterForGlobalEventsDataX

This interface makes the result data for the **AcdUnregisterForGlobalEvents** method and the **OnAcdUnregisterForGlobalEventsEvent** available.

Properties

Property	Type	Description
Errorcode	<i>ErrorEnum</i>	This property contains the error code.
ErrorData	<i>String</i>	This property contains the error description.
LocationId	<i>String</i>	This property contains the node name.
UserData	<i>String</i>	This property contains the additional user data.

Methods

Method	Return	Description
ToString	<i>String</i>	This method returns a string that indicates the current object.

2.5.57 IAcduRegisterForNodeEventsDataX

This interface makes the result data for the **AcdUnregisterForNodeEvents** method and the **OnAcdUnregisterForNodeEventsEvent** available.

Properties

Property	Type	Description
Errorcode	<i>ErrorEnum</i>	This property contains the error code.
ErrorData	<i>String</i>	This property contains the error description.
FunctionTypeList	<i>IAcdFunctionTypeListX</i>	This property contains the list of registered, special functions.
FunctionTypeListStringMask	<i>String</i>	This property contains a string representation of the list of registered, special functions.
LocationId	<i>String</i>	This property contains the node name.

Property	Type	Description
UserData	<i>String</i>	This property contains the additional user data.
UserId	<i>String</i>	This property contains the user ID.

Methods

Method	Return	Description
ToString	<i>String</i>	This method returns a string that indicates the current object.

2.5.58 IAcidUserConfigDataX

The interface makes the data for the ACD user logon available.

Properties

Property	Type	Description
BusinessUnitName	<i>String</i>	This property contains the name of the business unit.
Password	<i>String</i>	This property contains the user password.
UserId	<i>String</i>	This property contains the ACD user ID.

2.5.59 IAcidUserDataX

This interface makes the user data available.

Properties

Property	Typ	Description
BusinessUnitKey	<i>Integer</i>	This property contains the key of the business unit.
Firstname	<i>String</i>	This property contains the first name.
Lastname	<i>String</i>	This property contains the last name.
MediaTypeList	<i>IAcdMediaTypeList</i>	This property contains the list of media types.
TeamKey	<i>Integer</i>	This property contains the team key.
UserId	<i>String</i>	This property contains the user ID.
UserKey	<i>Integer</i>	This property contains the user key.
UserName	<i>String</i>	This property contains the ACD user name.

2.5.60 IAcidUserDataSetX

This interface makes a list of IAcidUserDataX objects available.

Properties

Property	Type	Description
Count	<i>Integer</i>	This property contains the number of lists.

Methods

get_Item	This method returns the IAcidUserDataX object.	
<i>Parameters</i>		
Index	<i>Integer</i>	List index
<i>Return</i>		
IAcdUserDataX		

GetEnumerator	This method returns an enumerator	
<i>Return</i>		
IEnumerator		

ToString	This method returns a string that indicates the current object.	
<i>Return</i>		
String		

2.5.61 IAcidUserStateChangeInfoDataX

This interface makes the result data for the **OnAcdUserStateChangeInfoEvent** available.

Properties

Property	Type	Description
AcdReasonKey	<i>Integer</i>	This property contains the key of the state change reason.
Extension	<i>String</i>	This property contains the extension.
LocationId	<i>String</i>	This property contains the node name.
MediaTypeList	<i>IAcdMediaTypeListX</i>	This property contains the list of media types for which the user is logged on.
UserId	<i>String</i>	This property contains the user ID.

Property	Typ	Description
UserServicePermitted	<i>IUserAgentServPermitFlagX</i>	This property contains the options currently available for changing the routing state.
UserState	<i>UserAgentStatesEnum</i>	This property contains the ACD routing state.

2.5.62 IAcDVoiceRingingInfoDataX

This interface makes the data for the **OnAcdVoiceRingingInfoEvent** available.

Properties

Property	Typ	Description
AcdCallId	<i>String</i>	This property contains the ACD call ID.
Caption	<i>String</i>	This property contains the call description.
ContactDataList	<i>IAcdContactDataListX</i>	This property contains the list of call data (key value pairs).
ContactType	<i>AcdContactTypeEnum</i>	This property contains the contact type.
Extension	<i>String</i>	This property contains the extension.
FromPartyAgentKey	<i>Integer</i>	This property contains the agent key of the call source.
FromPartyDevice	<i>String</i>	This property contains the phone number of the call source.
FromPartyPartyType	<i>AcdPartyTypeEnum</i>	This property contains the subscriber type of the call source.
FunctionId	<i>NodeTypeEnum</i>	This property contains detailed information on the node type.
LocationId	<i>String</i>	This property contains the node name.
NodeNumber	<i>String</i>	This property contains the node number.
OriginalFromPartyAgentKey	<i>Integer</i>	This property contains the agent key of the original call source.
OriginalFromPartyDevice	<i>String</i>	This property contains the phone number of the original call source.
OriginalFromPartyPartyType	<i>AcdPartyTypeEnum</i>	This property contains the subscriber type of the original call source.
OriginalToPartyAgentKey	<i>Integer</i>	This property contains the agent key of the original call destination.
OriginalToPartyDevice	<i>String</i>	This property contains the phone number of the original call destination.
OriginalToPartyPartyType	<i>AcdPartyTypeEnum</i>	This property contains the subscriber type of the original call destination.
PabxCallId	<i>String</i>	This property contains the call ID.
Priority	<i>Integer</i>	This property contains the call priority.

Property	Typ	Description
QueueKey	<i>Integer</i>	This property contains the key of the queue.
QueueName	<i>String</i>	This property contains the name of the queue.
ToPartyAgentKey	<i>Integer</i>	This property contains the agent key of the call destination.
ToPartyDevice	<i>String</i>	This property contains the phone number of the call destination.
ToPartyPartyType	<i>AcdPartyTypeEnum</i>	This property contains the subscriber type of the call destination.
UserId	<i>String</i>	This property contains the ACD user ID.

Methods

Method	Return	Description
ToString	<i>String</i>	This method returns a string that indicates the current object.

2.5.63 IAcDWorkDataX

This interface makes the result data for the **AcdWork** method and the **OnAcdWorkEvent** available.

Properties

Property	Type	Description
Errorcode	<i>ErrorEnum</i>	This property contains the error code.
ErrorData	<i>String</i>	This property contains the error description.
LocationId	<i>String</i>	This property contains the node name.
MediaType	<i>AcdMediaTypeEnum</i>	This property contains the media type.
UserData	<i>String</i>	This property contains the additional user data.
UserId	<i>String</i>	This property contains the user ID.

Methods

Method	Return	Description
ToString	<i>String</i>	This method returns a string that indicates the current object.

2.5.64 IAcWorkReasonDataListX

This interface makes a list of IAcWorkReasonDataX objects available.

Properties

Property	Type	Description
Count	<i>Integer</i>	This property contains the number of lists.

Methods

get_Item	This method returns the IAcWorkReasonDataX object.	
<i>Parameters</i>		
Index	<i>Integer</i>	List index
<i>Return</i>		
IAcWorkReasonDataX		

GetEnumerator	This method returns an enumerator	
<i>Return</i>		
IEnumerator		

ToString	This method returns a string that indicates the current object.	
<i>Return</i>		
String		

2.5.65 IAcWorkReasonDataX

This interface makes data of a work reason available.

Properties

Property	Type	Description
BusinessUnitKey	<i>Integer</i>	This property contains the key of the business unit.
Description	<i>String</i>	This property contains a description of the work reason.
ReasonKey	<i>Integer</i>	This property contains the key of the work reason.
ReasonName	<i>String</i>	This property contains the name of the work reason.
ReferenceKey	<i>Integer</i>	This property contains the reference key of the work reason.

2.5.66 IAcDWrapupReasonDataX

This interface makes a wrapup reason available.

Properties

Property	Type	Description
BusinessUnitKey	<i>Integer</i>	This property contains the key of the business unit.
Description	<i>String</i>	This property contains a description of the wrapup reason.
ReasonKey	<i>Integer</i>	This property contains the key of the wrapup reason.
ReasonName	<i>String</i>	This property contains the name of the wrapup reason.

2.5.67 IAcDWrapupReasonKeyDataListX

This interface makes a list of IAcDWrapupReasonKeyDataX objects available.

Properties

Property	Type	Description
Count	<i>Integer</i>	This property contains the number of lists

Methods

get_Item	This methods returns the IAcDWrapupReasonKeyDataX object.	
<i>Parameters</i>		
Index	<i>Integer</i>	column index
Return		
IAcDWrapupReasonKeyDataX		

GetEnumerator	This method returns an enumerator.	
<i>Return</i>		
IEnumerator		

2.5.68 IAcDWrapupReasonKeyDataX

This interface makes a key for a wrapup reason available.

Properties

Property	Type	Description
WrapupReasonKey	<i>Integer</i>	This property contains the key of the wrapup reason.

2.5.69 IAcDWrapupReasonDataListX

This interface delivers a list of IAcDWrapupReasonDataX objects available.

Properties

Property	Type	Description
Count	<i>Integer</i>	This property contains the number of lists.

Methods

get_Item	This method returns the IAcDWrapupReasonsDataX object.	
<i>Parameters</i>		
Index	<i>Integer</i>	List index
<i>Return</i>		
IAcDWrapupReasonDataX		

GetEnumerator	This method returns an enumerator	
<i>Return</i>		
IEnumerator		

ToString	This method returns a string that indicates the current object.	
<i>Return</i>		
String		

2.5.70 IAgentAvailableDataX

This interface makes the result data for the **AgentAvailable** method and the **OnAgentAvailableEvent** available.

Properties

Property	Type	Description
AgentState	<i>UserAgentStatesEnum</i>	This property contains details on the agent state of an extension.
CstaError	<i>ICstaErrorX</i>	This property contains details on the CSTA error.
Errorcode	<i>ErrorEnum</i>	This property contains the error code.
Extension	<i>String</i>	This property contains the extension.

Methods

Method	Return	Description
IsCstaError	Boolean	This method indicates whether a CSTA error occurred.
IsError	Boolean	This method indicates whether an error occurred.
ToString	String	This method returns a string that indicates the current object.

2.5.71 IAgentLogoffDataX

This interface makes the result data for the **AgentLogoff** method and the **OnAgentLogoffEvent** available.

Properties

Property	Type	Description
AgentState	<i>UserAgentStatesEnum</i>	This property contains details on the agent state of an extension.
CstaError	<i>ICstaErrorX</i>	This property contains details on the CSTA error.
Errorcode	<i>ErrorEnum</i>	This property contains the error code.
Extension	<i>String</i>	This property contains the extension.

Methods

Method	Return	Description
IsCstaError	Boolean	This method indicates whether a CSTA error occurred.
IsError	Boolean	This method indicates whether an error occurred.
ToString	String	This method returns a string that indicates the current object.

2.5.72 IAgentLogonDataX

This interface makes the result data for the **AgentLogon** method and the **OnAgentLogonEvent** available.

Properties

Property	Type	Description
AgentState	<i>UserAgentStatesEnum</i>	This property contains details on the agent state of an extension.
CstaError	<i>ICstaErrorX</i>	This property contains details on the CSTA error.
Errorcode	<i>ErrorEnum</i>	This property contains the error code.
Extension	<i>String</i>	This property contains the extension.

Methods

Method	Return	Description
IsCstaError	Boolean	This method indicates whether a CSTA error occurred.
IsError	Boolean	This method indicates whether an error occurred.
ToString	String	This method returns a string that indicates the current object.

2.5.73 IAgentStateChangeInfoDataX

This interface makes the result data for the **OnAgentStateChangeInfoEvent** available.

Properties

Property	Type	Description
AgentId	<i>String</i>	This property contains the agent ID.
AgentServicePermitted	<i>IUserAgentServPermFlagsX</i>	This property contains the options currently available for changing the routing state.
AgentState	<i>UserAgentStatesEnum</i>	This property contains the agent routing state.
Extension	<i>String</i>	This property contains the extension.
UserData	<i>String</i>	This property contains the additional user data.

2.5.74 IAgentUnavailableDataX

This interface makes the result data for the **AgentUnavailable** method and the **OnAgentUnavailableEvent** available.

Properties

Property	Type	Description
AgentState	<i>UserAgentStatesEnum</i>	This property contains details on the agent state of an extension.
CstaError	<i>ICstaErrorX</i>	This property contains details on the CSTA error.
Errorcode	<i>ErrorEnum</i>	This property contains the error code.
Extension	<i>String</i>	This property contains the extension.

Methods

Method	Return	Description
IsCstaError	Boolean	This method indicates whether a CSTA error occurred.
IsError	Boolean	This method indicates whether an error occurred.
ToString	String	This method returns a string that indicates the current object.

2.5.75 IAgentWorkDataX

This interface makes the result data for the **AgentWork** method and the **OnAgentWorkEvent** available.

Properties

Property	Type	Description
AgentState	<i>UserAgentStatesEnum</i>	This property contains details on the agent state of an extension.
CstaError	<i>ICstaErrorX</i>	This property contains details on the CSTA error.
Errorcode	<i>ErrorEnum</i>	This property contains the error code.
Extension	<i>String</i>	This property contains the extension.

Methods

Method	Return	Description
IsCstaError	Boolean	This method indicates whether a CSTA error occurred.
IsError	Boolean	This method indicates whether an error occurred.
ToString	<i>String</i>	This method returns a string that indicates the current object.

2.5.76 IAlternateCallDataX

This interface makes the result data for the **AlternateCall** method and the **OnAlternateCallEvent** available.

Properties

Property	Type	Description
CstaError	<i>ICstaErrorX</i>	This property contains details on the CSTA error.
Errorcode	<i>ErrorEnum</i>	This property contains the error code.
Extension	<i>String</i>	This property contains the extension.

Methods

Method	Return	Description
IsCstaError	Boolean	This method indicates whether a CSTA error occurred.
IsError	Boolean	This method indicates whether an error occurred.
ToString	<i>String</i>	This method returns a string that indicates the current object.

2.5.77 IAnswerCallDataX

This interface makes the result data for the **AnswerCall** method and the **OnAnswerCallEvent** available.

Properties

Property	Type	Description
CstaError	<i>ICstaErrorX</i>	This property contains details on the CSTA error.
Errorcode	<i>ErrorEnum</i>	This property contains the error code.
Extension	<i>String</i>	This property contains the extension.

Methods

Method	Return	Description
IsCstaError	Boolean	This method indicates whether a CSTA error occurred.
IsError	Boolean	This method indicates whether an error occurred.
ToString	<i>String</i>	This method returns a string that indicates the current object.

2.5.78 ICallbackInfoDataX

This interface makes the result data for the **OnCallbackInfoEvent** available.

Properties

Property	Type	Description
CallbackDevice	<i>String</i>	This property contains the extension to which the callback is established.
CallId	<i>String</i>	This property contains the call ID of the initiated callback.
Extension	<i>String</i>	This property contains the extension.
SitId	<i>String</i>	This property contains the node name.

2.5.79 ICallDisconnectOnHoldInfoDataX

This interface makes the result data for the **OnCallDisconnectOnHoldInfoEvent** available.

Properties

Property	Type	Description
CallId	<i>String</i>	This property contains the call ID of the call on hold.
DisconnectingDevice	<i>String</i>	This property contains the disconnecting extension.
Extension	<i>String</i>	This property contains the extension.

2.5.80 ICallEstablishedInfoDataX

This interface makes the information data for the **OnCallEstablishedInfoEvent** available.

Properties

Property	Type	Description
AnsweringDevice	<i>String</i>	This property contains the accepting phone number.
CallAnswered	<i>Boolean</i>	This property indicates whether a call was accepted.
CallId	<i>String</i>	This property contains the call ID of the disconnected call.
CallingDevice	<i>String</i>	This property contains the incoming phone number.
EventCause	<i>EventCauseEnum</i>	This property contains the event reason for a CSTA command.
Extension	<i>String</i>	This property contains the extension.
LastRedirectingDevice	<i>String</i>	This property contains the extension of the last call redirection.
OriginalCalledDevice	<i>String</i>	This property contains the originally called number.

2.5.81 ICallPickupInfoDataX

This interface makes the information data for the **OnCallPickupInfoEvent** available.

Properties

Property	Type	Description
CallId	<i>String</i>	This property contains the call ID of the call.
CallingDevice	<i>String</i>	This property contains the incoming phone number.
Extension	<i>String</i>	This property contains the extension.
LastRedirectingDevice	<i>String</i>	This property contains the extension of the last call redirection.
OriginalCalledDevice	<i>String</i>	This property contains the originally called number.
PickupDevice	<i>String</i>	This property contains the extension that picks up the call.
SitId	<i>String</i>	This property contains the node name.

2.5.82 ICheckMonitoringDeviceDataX

This interface makes the result data for the **CheckMonitoringDevice** method and the **OnCheckMonitoringDeviceEvent** available.

Properties

Property	Type	Description
Errorcode	<i>ErrorEnum</i>	This property contains the error code.
Extension	<i>String</i>	This property contains the extension.
MonitorDeviceHandlingFlag	<i>MonitorDeviceHandlingFlagEnum</i>	This property contains details on the type of monitoring of an extension.
MonitorState	<i>MonitorStateEnum</i>	This property contains details on the monitoring state of an extension.
UserData	<i>String</i>	This property contains the additional user data.

Methods

Method	Return	Description
IsCstaError	Boolean	This method indicates whether a CSTA error occurred.
IsError	Boolean	This method indicates whether an error occurred.
ToString	<i>String</i>	This method returns a string that indicates the current object.

2.5.83 IClearConnectionDataX

This interface makes the result data for the **ClearConnection** method and the **OnClearConnectionEvent** available.

Properties

Property	Type	Description
CstaError	<i>ICstaErrorX</i>	This property contains details on the CSTA error.
Errorcode	<i>ErrorEnum</i>	This property contains the error code.
Extension	<i>String</i>	This property contains the extension.

Methods

Method	Return	Description
IsCstaError	Boolean	This method indicates whether a CSTA error occurred.
IsError	Boolean	This method indicates whether an error occurred.
ToString	<i>String</i>	This method returns a string that indicates the current object.

2.5.84 ICommonConfigDataX

This interface makes general configuration and setting data available.

Properties

Property	Type	Description
ApplicationIdentifier	<i>ApplicationIdentifierEnum</i>	This property contains the application identifier required for the license check.
DefaultUserData	<i>String</i>	This property contains the default user data that are used for various functions and events.
IPVersion	<i>IPVersionEnum</i>	This property contains the IP protocol version in use.
OscceVersion	<i>OscceVersionEnum</i>	This property contains the OSCC-E Version.
SynchronTimeout	<i>Integer</i>	This property contains the timeout value for synchronous method execution in milliseconds.

2.5.85 IConferenceCallDataX

This interface makes the result data for the **ConferenceCall** method and the **OnConferenceCallEvent** available.

Properties

Property	Type	Description
CallId	<i>String</i>	This property contains the call ID of the conference.
CstaError	<i>ICstaErrorX</i>	This property contains details on the CSTA error.
Errorcode	<i>ErrorEnum</i>	This property contains the error code.
Extension	<i>String</i>	This property contains the extension.

Methods

Method	Return	Description
IsCstaError	Boolean	This method indicates whether a CSTA error occurred.
IsError	Boolean	This method indicates whether an error occurred.
ToString	<i>String</i>	This method returns a string that indicates the current object.

2.5.86 IConferenceInfoDataX

This interface makes the result data for the **OnConferenceInfoEvent** available.

Properties

Property	Type	Description
CallId	<i>String</i>	This property contains the call ID of the conference.
ConferenceCreator	<i>Boolean</i>	This property indicates whether a subscriber convened the conference.
ConferenceEventType	<i>ConferenceEventTypeEnum</i>	This property contains the event that led to a change in the conference state.
ConsultCallId	<i>String</i>	This property contains the call ID with the consulted extension.
EventCause	<i>EventCauseEnum</i>	This property contains the event reason for a CSTA command.
Extension	<i>String</i>	This property contains the extension.
HeldCallId	<i>String</i>	This property contains the call ID with the extension on hold.
Lcs	<i>LocalConnectionStateEnum</i>	This property contains the connection state.
PartyList	<i>IPartyListX</i>	This property contains the subscriber list of the conference.
ReplacedCallId	<i>String</i>	This property contains the call ID replaced by the call ID of the conference.
SilentMonitoring	<i>Boolean</i>	This property indicates whether silent monitoring is enabled.
SitId	<i>String</i>	This property contains the node name.

2.5.87 IConfigDataX

This interface makes configuration and setting data available.

Properties

Property	Type	Description
AcdUserConfigData	<i>IAcdUserDatConfigDataX</i>	This property contains the user data for the ACD logon
CommonConfigData	<i>ICommonConfigDataX</i>	This property contains general configuration data.
ConnectBalancingConfigData	<i>IConnectBalancingConfigDataX</i>	This property contains the user data for the usage and logon for Connect Balancing.
CtiConnectivityConfigData	<i>ICtiConnectivityConfigDataX</i>	This property contains the configuration data for the CTI connection.
LogConfigData	<i>ILoggingConfigDataX</i>	This property contains the settings for the process log for program diagnosis.

2.5.88 IConnectBalancingConfigDataX

This interface makes general configuration and setting data for Connect Balancing available.

Properties

Property	Type	Description
UseConnectBalancing	<i>Boolean</i>	Activated Connect Balancing If OscceVersion = ov31xx, then this parameter is automatically „TRUE“ Please observe section “Open”.
PrimaryIpAddress	<i>String</i>	This property contains the IP address of the Primary Connect Balancing Server.
PrimaryPort	<i>Integer</i>	This property contains the port number of the Primary Connect Balancing Server.
SecondaryIpAddress	<i>String</i>	This property contains the IP address of the Secondary Connect Balancing Server.
SecondaryPort	<i>Integer</i>	This property contains the port number of the Secondary Connect Balancing Server.
WithOSCC	<i>Boolean</i>	With OSCC connected.

2.5.89 IConnectionDataX

This interface makes detailed information on a voice connection available.

Properties

Property	Typ	Description
ActiveCallId	<i>String</i>	This property contains the call ID of the connection.
Device	<i>String</i>	This property contains the extension or the trunk number (for external subscribers).
DeviceDisplay	<i>String</i>	This property contains the display of the extension.
DeviceType	<i>DeviceTypeEnum</i>	This property contains the extension type.
OldCallIdList	<i>IOldCallIdListX</i>	This property contains the list of former call IDs.
Position	<i>Integer</i>	This property indicates the position of the extension in the list of connection subscribers.

2.5.90 IConnectionListX

This interface makes a list of IConnectionDataX objects available.

Properties

Property	Type	Description
Count	<i>Integer</i>	This property contains the number of lists.

Methods

get_Item	This method returns the IConnectionDataX object.	
<i>Parameters</i>		
Index	<i>Integer</i>	List index
<i>Return</i>		
IConnectionDataX		

GetEnumerator	This method returns an enumerator.	
<i>Return</i>		
IEnumerator		

2.5.91 IConsultCallDataX

This interface makes the result data for the **ConsultCall** method and the **OnConsultCallEvent** available.

Properties

Property	Type	Description
CallId	<i>String</i>	This property contains the call ID of the consult call.
CstaError	<i>ICstaErrorX</i>	This property contains details on the CSTA error.
Errorcode	<i>ErrorEnum</i>	This property contains the error code.
Extension	<i>String</i>	This property contains the extension.

Methods

Method	Return	Description
IsCstaError	Boolean	This method indicates whether a CSTA error occurred.
IsError	Boolean	This method indicates whether an error occurred.
ToString	<i>String</i>	This method returns a string that indicates the current object.

2.5.92 ICreateCallbackDataX

This interface makes the result data for the **CreateCallback** method and the **OnCreateCallbackEvent** available.

Properties

Property	Type	Description
CstaError	<i>ICstaErrorX</i>	This property contains details on the CSTA error.
Destination	<i>String</i>	This property contains the callback number.
Errorcode	<i>ErrorEnum</i>	This property contains the error code.
Extension	<i>String</i>	This property contains the extension.

Methods

Method	Return	Description
IsCstaError	Boolean	This method indicates whether a CSTA error occurred.
IsError	Boolean	This method indicates whether an error occurred.
ToString	<i>String</i>	This method returns a string that indicates the current object.

2.5.93 ICstaErrorX

This interface makes detailed information on a CSTA error available.

Properties

Property	Type	Description
CstaErrorClass	<i>Integer</i>	This property contains the CSTA error class value.
CstaErrorClassTxt	<i>String</i>	This property contains the CSTA error class description.
CstaErrorValue	<i>Integer</i>	This property contains the CSTA error value.
CstaErrorValueTxt	<i>String</i>	This property contains the CSTA error description.

Methods

Methode	Return	Beschreibung
ToString	<i>String</i>	This method returns a string that indicates the current object.

2.5.94 ICtiConnectivityConfigDataX

This interface makes general configuration and setting data for the CTI connection available.

Properties

Property	Type	Description
AutoReconnect	<i>Boolean</i>	This property indicates whether an attempt should automatically be made to reestablish the connection if a connection is lost.
ConnectAndMonitor	<i>Boolean</i>	This property indicates whether the state of the extension should be monitored after a successful logon.
Extension	<i>String</i>	This property contains the extension. The E164 format can be used.
IpAddress	<i>String</i>	This property contains the IP address of the Integration Connector. Will be ignored, if OscceVersion = ov31xx
Port	<i>Integer</i>	This property contains the port number of the Integration Connector. Will be ignored, if OscceVersion = ov31xx
Siteld	<i>String</i>	This property contains the node name. Will be ignored, if OscceVersion = ov31xx

2.5.95 IDeflectCallDataX

This interface makes the result data for the **DeflectCall** method and the **OnDeflectCallEvent** available.

Properties

Property	Type	Description
CstaError	<i>ICstaErrorX</i>	This property contains details on the CSTA error.
Errorcode	<i>ErrorEnum</i>	This property contains the error code.
Extension	<i>String</i>	This property contains the extension.

Methods

Method	Return	Description
IsCstaError	Boolean	This method indicates whether a CSTA error occurred.
IsError	Boolean	This method indicates whether an error occurred.
ToString	<i>String</i>	This method returns a string that indicates the current object.

2.5.96 IDeleteCallbackDataX

This interface makes the result data for the **DeleteCallback** method and the **OnDeleteCallbackEvent** available.

Properties

Property	Type	Description
CstaError	<i>ICstaErrorX</i>	This property contains details on the CSTA error.
Errorcode	<i>ErrorEnum</i>	This property contains the error code.
Extension	<i>String</i>	This property contains the extension.

Methods

Method	Return	Description
IsCstaError	Boolean	This method indicates whether a CSTA error occurred.
IsError	Boolean	This method indicates whether an error occurred.
ToString	<i>String</i>	This method returns a string that indicates the current object.

2.5.97 IDialDigitsDataX

This interface makes the result data for the **DialDigits** method and the **OnDialDigitsEvent** available.

Properties

Property	Type	Description
CstaError	<i>ICstaErrorX</i>	This property contains details on the CSTA error.
Errorcode	<i>ErrorEnum</i>	This property contains the error code.
Extension	<i>String</i>	This property contains the extension.

Methods

Method	Return	Description
IsCstaError	Boolean	This method indicates whether a CSTA error occurred.
IsError	Boolean	This method indicates whether an error occurred.
ToString	<i>String</i>	This method returns a string that indicates the current object.

2.5.98 IExtensionCallDataX

This interface makes information on a connected voice call available.

Properties

Property	Type	Description
Active	<i>Boolean</i>	This property indicates whether the call is active.
CallId	<i>String</i>	This property contains the call ID.
CallState	<i>CallStateEnum</i>	This property contains the connection state.
Cause	<i>EventCauseEnum</i>	This property contains the event reason for a CSTA command.
Direction	<i>CallDirectionEnum</i>	This property contains the connection direction.
PartyList	<i>IPartyListX</i>	This property contains the subscriber list of the conference.
RemoteParty	<i>String</i>	This property contains the remote party.
RemotePartyBusy	<i>Boolean</i>	This property indicates whether the remote party is busy.
ReplacedCallId	<i>String</i>	This property contains the call ID replaced by the call ID of the conference.
ServicePermittedFlags	<i>IServPermFlagsX</i>	This property contains the CTI functions currently available.

2.5.99 IExtensionCallListX

This interface makes a list of IExtensionCallDataX objects available.

Properties

Property	Type	Description
Count	<i>Integer</i>	This property contains the number of lists.

Methods

get_Item	This method returns the IExtensionCallDataX object.	
<i>Parameters</i>		
Index	<i>Integer</i>	List index
Return		
IExtensionCallDataX		

GetEnumerator	This method returns an enumerator.	
<i>Return</i>		
IEnumerator		

2.5.100 IFailoverInfoDataX

This interface makes the result data for the **OnFailoverInfoEvent** available.

Properties

Property	Type	Description
SiteId	<i>String</i>	This property contains the node name.
SiteType	<i>SiteTypeEnum</i>	This property contains the node type.
State	<i>SiteStateEnum</i>	This property contains the node state.
TypeDetail	<i>NodeTypeEnum</i>	This property contains detailed information on the node type.

2.5.101 IGetAgentStateDataX

This interface makes the result data for the **GetAgentState** method and the **OnGetAgentStateEvent** available.

Properties

Property	Type	Description
AgentId	<i>String</i>	This property contains the agent ID.
AgentState	<i>UserAgentStatesEnum</i>	This property contains the agent routing state.
CstaError	<i>ICstaErrorX</i>	This property contains details on the CSTA error.
Errorcode	<i>ErrorEnum</i>	This property contains the error code.
Extension	<i>String</i>	This property contains the extension.

Methods

Method	Return	Description
IsCstaError	Boolean	This method indicates whether a CSTA error occurred.
IsError	Boolean	This method indicates whether an error occurred.
ToString	<i>String</i>	This method returns a string that indicates the current object.

2.5.102 IGetAgentStateOsvHuntgroupDataX

This interface makes the result data for the **GetAgentStateOsvHuntgroup** method and the **OnGetAgentStateOsvHuntgroupEvent** available.

Properties

Property	Type	Description
AgentState	<i>AgentStateOsvHuntgroup Enum</i>	This property contains the agent routing state.
CstaError	<i>ICstaErrorX</i>	This property contains details on the CSTA error.
Errorcode	<i>ErrorEnum</i>	This property contains the error code.
Extension	<i>String</i>	This property contains the extension.

Methods

Methode	Return	Description
IsCstaError	Boolean	This method indicates whether a CSTA error occurred
IsError	Boolean	This method indicates whether an error occurred.
ToString	<i>String</i>	This method returns a string that indicates the current object.

2.5.103 IGetDoNotDisturbDataX

This interface makes the result data for the **GetDoNotDisturb** method and the **OnGetDoNotDisturbEvent** available.

Properties

Property	Type	Description
CstaError	<i>ICstaErrorX</i>	This property contains details on the CSTA error.
DoNotDisrurbState	<i>DoNotDisturbFlagEnum</i>	This property contains the do-not-disturb state.
Errorcode	<i>ErrorEnum</i>	This property contains the error code.
Extension	<i>String</i>	This property contains the extension.

Methods

Method	Return	Description
IsCstaError	Boolean	This method indicates whether a CSTA error occurred.
IsError	Boolean	This method indicates whether an error occurred.
ToString	<i>String</i>	This method returns a string that indicates the current object.

2.5.104 IGetExtensionCallListDataX

This interface makes the result data for the **GetExtensionCallList** method and the **OnGetExtensionCallListEvent** available.

Properties

Property	Type	Description
Errorcode	<i>ErrorEnum</i>	This property contains the error code.
ExtensionCallList	<i>IExtensionCallListX</i>	This property contains the list of connected calls.

2.5.105 IGetForwardingDataX

This interface makes the result data for the **GetForwarding** method and the **OnGetForwardingEvent** available.

Properties

Property	Type	Description
BusyDestination	<i>String</i>	The property contains the forwarding destination if busy.
CstaError	<i>ICstaErrorX</i>	This property contains details on the CSTA error.
Destination	<i>String</i>	The property contains the forwarding destination for immediate forwarding.
Errorcode	<i>ErrorEnum</i>	This property contains the error code.
Extension	<i>String</i>	This property contains the extension.
ForwardingState	<i>ForwardingStateEnum</i>	This property contains the forwarding state.
NoAnswerDestination	<i>String</i>	This property contains the forwarding destination for time-controlled forwarding (Ring-No-Answer forwarding).

Methods

Methode	Return	Description
IsCstaError	Boolean	This method indicates whether a CSTA error occurred
IsError	Boolean	This method indicates whether an error occurred.
ToString	<i>String</i>	This method returns a string that indicates the current object.

2.5.106 IGetPhoneStateDataX

This interface makes the result data for the **GetPhoneState** available.

Properties

Property	Type	Description
Errorcode	<i>ErrorEnum</i>	This property contains the error code.
PhoneStateInfoData	<i>IPhoneStateChangeInfoDataX</i>	This property contains the telephone state data.

2.5.107 IHoldCallDataX

This interface makes the result data for the **HoldCall** method and the **OnHoldCallEvent** available.

Properties

Property	Type	Description
CstaError	<i>ICstaErrorX</i>	This property contains details on the CSTA error.
Errorcode	<i>ErrorEnum</i>	This property contains the error code.
Extension	<i>String</i>	This property contains the extension.

Methods

Method	Return	Description
IsCstaError	Boolean	This method indicates whether a CSTA error occurred.
IsError	Boolean	This method indicates whether an error occurred.
ToString	<i>String</i>	This method returns a string that indicates the current object.

2.5.108 ILoggingConfigDataX

This interface makes the general setting data for the process log available.

Properties

Property	Type	Description
LogAdvancedDirectory	<i>String</i>	This property contains the path to the file directory in which the log files are saved.
LogAdvancedEnabled	<i>Boolean</i>	<p>This property indicates whether the messages sent in OnLoggingEvent are written to a SmartInspect log file.</p> <p>NOTE: This Log file (sil) belongs to the diagnostic documentation for error messages.</p>

Property	Type	Description
LogAdvancedFilename	<i>String</i>	This property contains the path of the current log file (the file name is generated automatically).
LogAdvancedFileParameter	<i>String</i>	This property contains the control values for the SmartInspect log files.
LogConnectivityMessages	<i>Boolean</i>	This property indicates whether the messages to and from the Integration Connector should be logged in <i>OnLoggingEvent</i> .
LogInternalMessages	<i>Boolean</i>	This property indicates whether internal function calls should be logged in <i>OnLoggingEvent</i> .
LogKeepAlive	<i>Boolean</i>	This property indicates whether keep-alive messages should be logged in <i>OnLoggingEvent</i> .
LogMessageDelimiter	<i>LogMessageDelimiterEnum</i>	This property specifies the delimiter used between individual values in <i>ToString</i> outputs of event files.
LogMsgDelimiterValue	<i>String</i>	This property specifies the delimiter used between individual values in <i>ToString</i> outputs of event files..
LogTcplpBuffer	<i>Boolean</i>	This property indicates whether the messages exchanged via TCP/IP should be logged in <i>OnLoggingEvent</i> .
LogTimerActivity	<i>Boolean</i>	This property indicates whether timer activity should be logged in <i>OnLoggingEvent</i> .
LogWithTimestamp	<i>Boolean</i>	This property indicates whether the date and time value of the message should be contained in <i>OnLoggingEvent</i> .

2.5.109 IMakeCallDataX

This interface makes the result data for the **MakeCall** method and the **OnMakeCallEvent** available.

Properties

Property	Type	Description
CallId	<i>String</i>	This property contains the call ID of the call.
CstaError	<i>ICstaErrorX</i>	This property contains details on the CSTA error.
Errorcode	<i>ErrorEnum</i>	This property contains the error code.
Extension	<i>String</i>	This property contains the extension.

Methods

Method	Return	Description
IsCstaError	Boolean	This method indicates whether a CSTA error occurred.
IsError	Boolean	This method indicates whether an error occurred.
ToString	String	This method returns a string that indicates the current object.

2.5.110 IOldCallIdListX

This interface makes a list of call IDs available.

Properties

Property	Type	Description
Count	<i>Integer</i>	This property contains the number of lists.

Methods

get_Item	This method returns the call ID.	
<i>Parameters</i>		
Index	<i>Integer</i>	List index
Return		
String		

GetEnumerator	This method returns an enumerator.	
<i>Return</i>		
IEnumerator		

2.5.111 IPartyDataX

This interface makes detailed information on a call party available.

Properties

Property	Type	Description
Device	<i>String</i>	This property contains the extension or the trunk number (for external subscribers).
DeviceDisplay	<i>String</i>	This property contains the display of the extension.
DeviceType	<i>DeviceTypeEnum</i>	This property contains the extension type.
Position	<i>Integer</i>	This property indicates the position of the extension in the list of conference participants.

2.5.112 IPartyListX

This interface makes a list of IPartyDataX objects available.

Properties

Property	Type	Description
Count	<i>Integer</i>	This property contains the number of lists.

Methods

get_Item	This method returns the IPartyDataX object.	
<i>Parameters</i>		
Index	<i>Integer</i>	List index
<i>Return</i>		
IPartyDataX		

GetEnumerator	This method returns an enumerator.	
<i>Return</i>		
IEnumerator		

2.5.113 IPhoneCallStateChangeInfoDataX

This interface makes the result data for the **OnPhoneCallStateChangeEvent** available.

Properties

Property	Type	Description
Action	<i>CallListChangeNotificationEnum</i>	This property specifies the action that led to the change.
Extension	<i>String</i>	This property contains the extension.
ExtensionCallList	<i>IExtensionCallList</i>	This property contains the list of connected calls.
Siteld	<i>String</i>	This property contains the node name.
UserData	<i>String</i>	This property contains the additional user data.

2.5.114 IPhoneClearedInfoDataX

This interface makes the information data for the **OnPhoneClearedInfoEvent** available.

Properties

Property	Type	Description
CallId	<i>String</i>	This property contains the call ID of the disconnected call.

Property	Type	Description
DisconnectedDevice	<i>String</i>	This property contains the phone number that was disconnected from the connection.
DisconnectingDevice	<i>String</i>	This property contains the phone number that disconnected the connection.
EventCause	<i>EventCauseEnum</i>	This property contains the event reason for a CSTA command.
Extension	<i>String</i>	This property contains the extension.

2.5.115 IPhoneDialingInfoDataX

This interface makes the information data for the **OnPhoneDialingInfoEvent** available.

Properties

Property	Type	Description
CalledDevice	<i>String</i>	This property contains the called phone number.
CallId	<i>String</i>	This property contains the call ID.
Extension	<i>String</i>	This property contains the extension.

2.5.116 IPhoneRingInfoDataX

This interface makes the information data for the **OnPhoneRingInfoEvent** available.

Properties

Property	Type	Description
CallId	<i>String</i>	This property contains the call ID of the disconnected call.
CallingDevice	<i>String</i>	This property contains the incoming phone number.
CallWaiting	<i>Boolean</i>	This property indicates the wait state.
EventCause	<i>EventCauseEnum</i>	This property contains the event reason for a CSTA command.
Extension	<i>String</i>	This property contains the extension.
LastRedirectingDevice	<i>String</i>	This property contains the extension of the last call redirection.
OriginalCalledDevice	<i>String</i>	This property contains the originally called number.
RingingDevice	<i>String</i>	This property contains the extension at which the call arrives.
SitId	<i>String</i>	This property contains the node name.

2.5.117 IPhoneStateBusyInfoDataX

This interface makes the information data for the **OnPhoneStateBusyInfoEvent** available.

Properties

Property	Type	Description
AlertingCallId	<i>String</i>	This property contains the call ID of the alerting call.
BusyState	<i>BusyStateEnum</i>	This property contains the busy state.
BusyStateDetail	<i>BusyStateDetailEnum</i>	This property contains details on the busy state.
Extension	<i>String</i>	This property contains the extension.
PartyDevice	<i>String</i>	This property contains the subscriber phone number.
SitId	<i>String</i>	This property contains the node name.
UserData	<i>String</i>	This property contains the additional user data.

2.5.118 IPhoneStateChangeInfoDataX

This interface makes the information data for the **OnPhoneStateChangeEvent** available.

Properties

Property	Type	Description
CallState	<i>CallStateEnum</i>	This property contains the connection state
Direction	<i>CallDirectionEnum</i>	This property contains the connection direction
Display	<i>String</i>	This property contains the text of the device display
Extension	<i>String</i>	This property contains the extension
RemotePartyBusy	<i>Boolean</i>	This property indicates whether the remote party is busy.
ServicePermittedFlags	<i>IServPermFlagsX</i>	This property contains the current CTI functions
UserData	<i>String</i>	This property contains the additional user data

2.5.119 IReconnectCallDataX

This interface makes the result data for the **ReconnectCall** method and the **OnReconnectCallEvent** available.

Properties

Property	Type	Description
CstaError	<i>ICstaErrorX</i>	This property contains details on the CSTA error.

Property	Type	Description
Errorcode	<i>ErrorEnum</i>	This property contains the error code.
Extension	<i>String</i>	This property contains the extension.

Methods

Method	Return	Description
IsCstaError	Boolean	This method indicates whether a CSTA error occurred.
IsError	Boolean	This method indicates whether an error occurred.
ToString	<i>String</i>	This method returns a string that indicates the current object.

2.5.120 IRetrieveCallIDataX

This interface makes the result data for the **RetrieveCall** method and the **OnRetrieveCallEvent** available.

Properties

Property	Type	Description
CstaError	<i>ICstaErrorX</i>	This property contains details on the CSTA error.
Errorcode	<i>ErrorEnum</i>	This property contains the error code.
Extension	<i>String</i>	This property contains the extension.

Methods

Method	Return	Description
IsCstaError	Boolean	This method indicates whether a CSTA error occurred.
IsError	Boolean	This method indicates whether an error occurred.
ToString	<i>String</i>	This method returns a string that indicates the current object.

2.5.121 ISendDTMFDataX

This interface makes the result data for the **SendDTMF** method and the **OnSendDTMFEVENT** available.

Properties

Property	Type	Description
CstaError	<i>ICstaErrorX</i>	This property contains details on the CSTA error.
Errorcode	<i>ErrorEnum</i>	This property contains the error code.
Extension	<i>String</i>	This property contains the extension.

Methods

Method	Return	Description
IsCstaError	Boolean	This method indicates whether a CSTA error occurred.
IsError	Boolean	This method indicates whether an error occurred.
ToString	String	This method returns a string that indicates the current object.

2.5.122 IServerConnectionStateChangeDataX

This interface makes the information data for the **OnServerConnectionStateChangeEvent** available.

Properties

Property	Type	Description
NewConnectionState	<i>ServerConnectionStateEnum</i>	This property contains the current connection state.
OldConnectionState	<i>ServerConnectionStateEnum</i>	This property contains the previous connection state.
ServerType	<i>ServerTypeEnum</i>	This property contains the server type.

2.5.123 IServPermFlagsX

This interface makes event data available which telephony functions are currently available or can be executed.

Properties

Property	Type
AcceptCall	<i>Boolean</i>
AlternateCall	<i>Boolean</i>
AnswerCall	<i>Boolean</i>
CallBack	<i>Boolean</i>
CallBackMessage	<i>Boolean</i>
CampOnCall	<i>Boolean</i>
ClearCall	<i>Boolean</i>
ClearConnection	<i>Boolean</i>
ConferenceCall	<i>Boolean</i>
ConsultationCall	<i>Boolean</i>
DeflectCall	<i>Boolean</i>
DialDigits	<i>Boolean</i>
DirectedPickupCall	<i>Boolean</i>

Property	Type
GroupPickupCall	<i>Boolean</i>
HoldCall	<i>Boolean</i>
IntrudeCall	<i>Boolean</i>
JoinCall	<i>Boolean</i>
MakeCall	<i>Boolean</i>
MakePredictiveCall	<i>Boolean</i>
ParkCall	<i>Boolean</i>
ReconnectCall	<i>Boolean</i>
RetrieveCall	<i>Boolean</i>
SingleStepConference	<i>Boolean</i>
SingleStepTransfer	<i>Boolean</i>
TransferCall	<i>Boolean</i>

Methods

Methode	Return	Description
ToString	<i>String</i>	This method returns a string that indicates the current object.

2.5.124 ISetAgentStateOsvHuntgroupDataX

This interface makes the result data for the **SetAgentStateOsvHuntgroup** method and the **OnSetAgentStateOsvHuntgroupEvent** available.

Properties

Property	Type	Description
CstaError	<i>ICstaErrorX</i>	This property contains details on the CSTA error.
Errorcode	<i>ErrorEnum</i>	This property contains the error code.
Extension	<i>String</i>	This property contains the extension.

Methods

Method	Return	Description
IsCstaError	<i>Boolean</i>	This method indicates whether a CSTA error occurred.
IsError	<i>Boolean</i>	This method indicates whether an error occurred.
ToString	<i>String</i>	This method returns a string that indicates the current object.

2.5.125 ISetForwardingDataX

This interface makes the result data for the **SetForwarding** method and the **OnSetForwardingEvent** available.

Properties

Property	Type	Description
CstaError	<i>ICstaErrorX</i>	This property contains details on the CSTA error.
Errorcode	<i>ErrorEnum</i>	This property contains the error code.
Extension	<i>String</i>	This property contains the extension.

Methods

Method	Return	Description
IsCstaError	Boolean	This method indicates whether a CSTA error occurred.
IsError	Boolean	This method indicates whether an error occurred.
ToString	<i>String</i>	This method returns a string that indicates the current object.

2.5.126 ISingleStepTransferCallIDataX

This interface makes the result data for the **SingleStepTransferCall** method and the **OnSingleStepTransferCallEvent** available.

Properties

Property	Type	Description
CallId	<i>String</i>	This property contains the call ID of the transfer call.
CstaError	<i>ICstaErrorX</i>	This property contains details on the CSTA error.
Errorcode	<i>ErrorEnum</i>	This property contains the error code.
Extension	<i>String</i>	This property contains the extension.

Methods

Method	Return	Description
IsCstaError	Boolean	This method indicates whether a CSTA error occurred.
IsError	Boolean	This method indicates whether an error occurred.
ToString	<i>String</i>	This method returns a string that indicates the current object.

2.5.127 ISiteIdDataX

This interface makes the node name available.

Properties

Property	Type	Description
Siteld	<i>String</i>	This property contains the node name.

2.5.128 ISiteIdListX

This interface makes a list of ISiteIdDataX objects available.

Properties

Property	Type	Description
Count	<i>Integer</i>	This property contains the number of lists.

Methods

get_Item	This method returns the ISiteIdDataX object.	
<i>Parameters</i>		
Index	<i>Integer</i>	List index
<i>Return</i>		
ISiteIdDataX		

GetEnumerator	This method returns an enumerator.	
<i>Return</i>		
IEnumerator		

ToString	This method returns a string that indicates the current object.	
<i>Return</i>		
String		

2.5.129 ISiteStateInfoDataX

This interface makes the result data for the **OnSiteStateInfoEvent** available.

Properties

Property	Type	Description
FailoverFlag	<i>Boolean</i>	This property indicates whether, in the case of geographically separated OSV instances, an error led to a node change.
FunctionNodeId	<i>Integer</i>	This property contains the ID of the function node.
FunctionNodeSoftwareVersion	<i>String</i>	This property contains the version number of the function node.
OSCCSiteKey	<i>String</i>	This property contains the key of the OSCC instance (only with the HPPC connector type).
Siteld	<i>String</i>	This property contains the node name.
SiteType	<i>SiteTypeEnum</i>	This property contains the node type.
State	<i>SiteStateEnum</i>	This property contains the state of the node.
TypeDetail	<i>NodeTypeEnum</i>	This property contains detailed information on the node type.

2.5.130 ISnapshotAdvCallListX

This interface makes a list of ISnapshotAdvCallX objects available.

Properties

Property	Type	Description
Count	<i>Integer</i>	This property contains the number of lists.

Methods

get_Item	This method returns the ISnapshotAdvCallX object.	
<i>Parameters</i>		
Index	<i>Integer</i>	List index
Return		
ISnapshotAdvCallX		

GetEnumerator	This method returns an enumerator.	
<i>Parameters</i>		
IEnumerator		

ToString	This method returns a string that indicates the current object	
<i>Return</i>		
String		

2.5.131 ISnapshotAdvCallX

This interface makes the state of a call determined by a snapshot available.

Properties

Property	Type	Description
CallID	<i>String</i>	This property contains the call ID of the connection.
Lcs	<i>LocalConnectionStateEnum</i>	This property contains the connection state.
ServicePermittedFlags	<i>IServPermFlagsX</i>	This property contains the CTI functions currently available.

Methods

Method	Return	Description
ToString	<i>String</i>	This method returns a string that indicates the current object.

2.5.132 ISnapshotDeviceAdvancedDataX

This interface makes the result data for the **SnapshotDeviceAdvanced** method and the **OnSnapshotDeviceAdvancedEvent** available.

Properties

Property	Type	Description
CallList	<i>ISnapshotAdvCallListX</i>	This property contains the list of connected calls.
CstaError	<i>ICstaErrorX</i>	This property contains details on the CSTA error.
Errorcode	<i>ErrorEnum</i>	This property contains the error code.
Extension	<i>String</i>	This property contains the extension.
UserData	<i>String</i>	This property contains the additional user data.

Methods

Method	Return	Description
IsCstaError	Boolean	This method indicates whether a CSTA error occurred.
IsError	Boolean	This method indicates whether an error occurred.
ToString	String	This method returns a string that indicates the current object.

2.5.133 ISnapshotDeviceDataX

This interface makes the result data for the **SnapshotDevice** method and the **OnSnapshotDeviceEvent** available.

Properties

Property	Type	Description
CallId	<i>String</i>	This property contains the call ID of the current call.
CstaError	<i>ICstaErrorX</i>	This property contains details on the CSTA error.
CstaVersion	<i>CstaVersionEnum</i>	This property contains the CSTA log version.
Errorcode	<i>ErrorEnum</i>	This property contains the error code.
Extension	<i>String</i>	This property contains the extension.
Lcs	<i>LocalConnectionStateEnum</i>	This property contains the connection state.
UserData	<i>String</i>	This property contains the additional user data.

Methods

Method	Return	Description
IsCstaError	Boolean	This method indicates whether a CSTA error occurred.
IsError	Boolean	This method indicates whether an error occurred.
ToString	String	This method returns a string that indicates the current object.

2.5.134 IStartMonitorDeviceDataX

This interface makes the result data for the **StartMonitorDevice** method and the **OnStartMonitorDeviceEvent** available.

Properties

Property	Type	Description
Busy	<i>Boolean</i>	This property indicates whether the extension is busy.
CallId	<i>String</i>	This property contains the call ID of the current call.
CstaError	<i>ICstaErrorX</i>	This property contains details on the CSTA error.

Property	Type	Description
CstaVersion	<i>CstaVersionEnum</i>	This property contains the CSTA log version.
Errorcode	<i>ErrorEnum</i>	This property contains the error code.
Extension	<i>String</i>	This property contains the extension.
Lcs	<i>LocalConnectionStateEnum</i>	This property contains the connection state.
MonitorDeviceHandlingFlag	<i>MonitorDeviceHandlingFlagEnum</i>	This property contains details on the type of monitoring of the extension.
NodeType	<i>NodeTypeEnum</i>	This property contains detailed information on the node type.
Siteld	<i>String</i>	This property contains the node name.
UserData	<i>String</i>	This property contains the additional user data.

Methods

Methode	Return	Description
IsCstaError	Boolean	This method indicates whether a CSTA error occurred
IsError	Boolean	This method indicates whether an error occurred.
ToString	<i>String</i>	This method returns a string that indicates the current object.

2.5.135 IStopMonitorDeviceDataX

This interface makes the result data for the **StopMonitorDevice** method and the **OnStopMonitorDeviceEvent** available.

Properties

Property	Type	Description
CstaError	<i>ICstaErrorX</i>	This property contains details on the CSTA error.
CstaVersion	<i>CstaVersionEnum</i>	This property contains the CSTA log version.
Errorcode	<i>ErrorEnum</i>	This property contains the error code.
Extension	<i>String</i>	This property contains the extension.
MonitorDeviceHandlingFlag	<i>MonitorDeviceHandlingFlagEnum</i>	This property contains details on the type of monitoring of the extension.
Siteld	<i>String</i>	This property contains the node name.

Property	Type	Description
UserData	<i>String</i>	This property contains the additional user data.

Methods

Methode	Return	Description
IsCstaError	Boolean	This method indicates whether a CSTA error occurred
IsError	Boolean	This method indicates whether an error occurred.
ToString	<i>String</i>	This method returns a string that indicates the current object.

2.5.136 ITransferCallDataX

This interface makes the result data for the **TransferCall** method and the **OnTransferCallEvent** available.

Properties

Property	Type	Description
CallId	<i>String</i>	This property contains the call ID of the current call.
CstaError	<i>ICstaErrorX</i>	This property contains details on the CSTA error.
Errorcode	<i>ErrorEnum</i>	This property contains the error code.
Extension	<i>String</i>	This property contains the extension.

Methods

Methode	Return	Description
IsCstaError	Boolean	This method indicates whether a CSTA error occurred
IsError	Boolean	This method indicates whether an error occurred.
ToString	<i>String</i>	This method returns a string that indicates the current object.

2.5.137 ITransferCompletedInfoDataX

This interface makes the result data for the **OnTransferCompletedInfoEvent** available.

Properties

Property	Type	Description
CallId	<i>String</i>	This property contains the call ID of the transfer call.
ConnectionList	<i>IConnectionListX</i>	This property contains the list of subscribers connected after the transfer.
EventCause	<i>EventCauseEnum</i>	This property contains the event reason of the CSTA command.
Extension	<i>String</i>	This property contains the transferred extension
LastRedirectionDevice	<i>String</i>	This property contains the extension of the last call redirection
Lcs	<i>LocalConnectionStateEnum</i>	This property contains the connection state.
OldCallIdOnHold	<i>String</i>	This property contains the call ID of the original call.
OldCallIdTransferTo	<i>String</i>	This property contains the call ID of the consultation call.
SitId	<i>String</i>	This property contains the node name.
TransferredDevice	<i>String</i>	This property contains the transferred extension.
TransferredToDevice	<i>String</i>	This property contains the called number of the transfer.
TransferringDevice	<i>String</i>	This property contains the transferring extension.

2.5.138 ITransferredInfoDataX

This interface makes the result data for the **OnTransferredInfoEvent** available.

Properties

Property	Type	Description
CallId	<i>String</i>	This property contains the call ID of the transfer call.
ConnectionList	<i>IConnectionListX</i>	This property contains the list of subscribers connected after the transfer.
EventCause	<i>EventCauseEnum</i>	This property contains the event reason of the CSTA command.
Extension	<i>String</i>	This property contains the transferred extension.
LastRedirectionDevice	<i>String</i>	This property contains the extension of the last call redirection.

Property	Type	Description
Lcs	<i>LocalConnectionStateEnum</i>	This property contains the connection state.
OldCallId	<i>String</i>	This property contains the call ID of the consultation call.
SitId	<i>String</i>	This property contains the node name.
TransferredDevice	<i>String</i>	This property contains the transferred extension.
TransferredToDevice	<i>String</i>	This property contains the called number of the transfer.
TransferingDevice	<i>String</i>	This property contains the transferring extension.

2.5.139 IUserAgentServPermFlagsX

This interface makes the possible agent state functions available.

Properties

Property	Type	Description
Available	<i>Boolean</i>	This property indicates whether the agent could change to the "available" state.
Logon	<i>Boolean</i>	This property indicates whether the agent could change to the "logged on" state.
Logoff	<i>Boolean</i>	This property indicates whether the agent could change to the "logged off" state.
Unavailable	<i>Boolean</i>	This property indicates whether the agent could change to the "unavailable" state.
Work	<i>Boolean</i>	This property indicates whether the agent could change to the "work" state.

3 Realtime

3.1 Basics

The real-time interface enables access to the real-time data of a contact center. This interface can be used to collect real-time data of the contact center.

There are three types of real-time information.

- Queues

These real-time data deliver the current state of a queue. This includes how many agents are currently available in the status, information on the accessibility of the queue and the average wait period for incoming calls.

- Groups

These data contain the current figures on the handled tasks within a group and information on the current load.

NOTE:

Groups are only used in connection with Genesys.

- Agents

In addition to general information, these data contain, for example, the average processing time of a task and the current state of an agent.

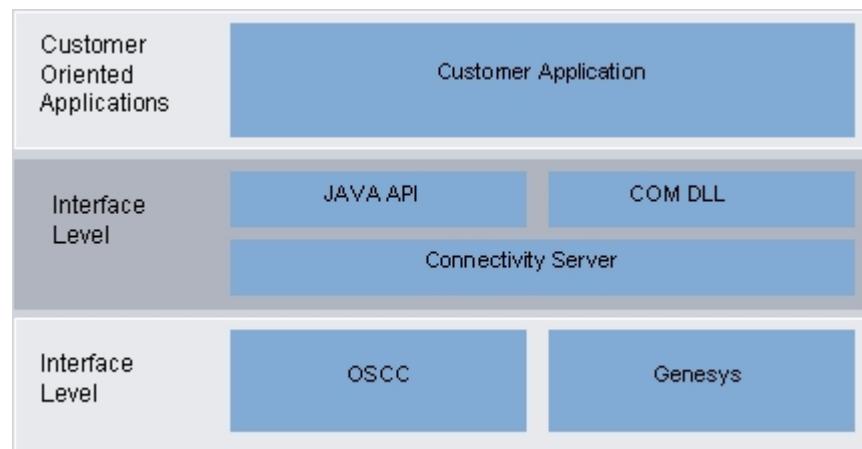
3.1.1 System architecture

The data described above can be used via the interface library.

The interface is available as a COM DLL and Java API.

The interface library can therefore be used in any programming language that exists for a COM implementation, e.g. Visual Basic®, Visual C#® and Delphi®. The Java API is used in Java projects.

The following figure shows how the information flow between the various layers in the architecture is structured.



The **Platform Level** contains the basic physical system. Two different contact centers are shown here, namely the OSCC (OpenScape ContactCenter) and Genesys.

The **Interface Level** provides the interfaces for the customer, ultimately making it possible to use any system on the "Platform Level".

The implementation of the various systems is handled by the **Connectivity Server**. The Connectivity Server with the interfaces is the middleware in this layer model. With the aid of the Connectivity Server, the interfaces deliver data that have already been processed and can be simply integrated in an application.

This three-layer architecture simplifies access to the real-time data of a contact center and also makes it possible to use your own solution with various contact centers.

3.1.2 Application example COM DLL

The following examples are written in C#. Usage is similar in other COM-compatible programming languages.

3.1.2.1 Registration of the interface library

Before the interface library can be used, it must be registered in the operating system. This can take place in the development environment or directly under Windows with the following command, for example:

```
regsvr32.exe cocorealtimeplibcust.dll
```

During development, the COM DLL must be imported into the project.

3.1.2.2 Establishing a connection with the Connectivity Server

To establish a connection with the Connectivity Server, an object of the *RealtimeLink* class is required. Before the *OpenConnection()* function can be called, the connection data must be passed to the object.

```
1 this.realtimeLink = new RealtimeLink();
2 this.realtimeLink.Address = ip;
3 this.realtimeLink.Port = port;
```

In this example, a *realtimeLink* class variable is generated and the parameters *Address* (IP address) and *Port* (port address) are passed. After instantiation of the object, the connection to the Connectivity Server can be established. Before the connection is established, it is advisable to implement the events of the *RealtimeLinks* to be able to respond to events of the interface later on.

```
1 this.realtimeLink.OnAgentConfigReceived += new
     IRealtimeEvents_OnAgentConfigReceivedEventHandler
     (realtimeLink_OnAgentConfigReceived);
2 this.realtimeLink.OnAgentDataReceived += new
     IRealtimeEvents_OnAgentDataReceivedEventHandler
     (realtimeLink_OnAgentDataReceived);
3 this.realtimeLink.OnError += new
     IRealtimeEvents_OnErrorEventHandler
     (realtimeLink_OnError);
4 this.realtimeLink.OnGroupConfigReceived += new
     IRealtimeEvents_OnGroupConfigReceivedEventHandler
     (realtimeLink_OnGroupConfigReceived);
5 this.realtimeLink.OnGroupDataReceived += new
     IRealtimeEvents_OnGroupDataReceivedEventHandler
     (realtimeLink_OnGroupDataReceived);
```

```

1   this.realtimeLink.OnAgentConfigReceived += new
      IRealtimeLinkEvents_OnAgentConfigReceivedEventHandler
      (realtimeLink_OnAgentConfigReceived);
6   this.realtimeLink.OnLogoffResponse += new
      IRealtimeLinkEvents_OnLogoffResponseEventHandler
      (realtimeLink_OnLogoffResponse);
7   this.realtimeLink.OnLogonResponse += new
      IRealtimeLinkEvents_OnLogonResponseEventHandler
      (realtimeLink_OnLogonResponse);
8   this.realtimeLink.OnQueueConfigReceived += new
      IRealtimeLinkEvents_OnQueueConfigReceivedEventHandler
      (realtimeLink_OnQueueConfigReceived);
9   this.realtimeLink.OnQueueDataReceived += new
      IRealtimeLinkEvents_OnQueueDataReceivedEventHandler
      (realtimeLink_OnQueueDataReceived);
10  this.realtimeLink.OnServerStateChange += new
      IRealtimeLinkEvents_OnServerStateChangeEventHandler
      (realtimeLink_OnServerStateChange);
11  this.realtimeLink.OnTeamConfigReceived += new
      IRealtimeLinkEvents_OnTeamConfigReceivedEventHandler
      (realtimeLink_OnTeamConfigReceived);
12  this.realtimeLink.OnDebug += new
      IRealtimeLinkEvents_OnDebugEventHandler
      (realtimeLink_OnDebug);

```

In this example, all events of the *RealtimeLinks* are evaluated. For this purpose, one event handler was added to each event.

In the next step, a connection is established to the Connectivity Server.

1	EnumErrorCode errorCode = this.realtimeLink.OpenConnection();
---	---

The *OpenConnection()* function returns an enumeration of type *EnumErrorCode* and indicates, if applicable, whether the connection was established. If the connection was established, *NO_ERROR* is returned.

Because each user can be assigned different access authorizations, a login must be performed. As soon as the *realtimeLink_OnServerStateChanged* event is triggered and the delivered state is *SST_UP*, a login can take place.

1	void realtimeLink_OnServerStateChange(EnumServerState State)
2	{
3	if (State.Equals(EnumServerState.SST_UP))
4	{
5	ILogonResponse logonResponse =
6	this.realtimeLink.Logon(AgentId, AgentPassword, false);
7	}
8	}

The login is performed via the *Logon* method. The Agent ID, Agent Password and a Boolean for synchronous execution of the method are passed as parameters. The method returns a *ILogonResponse* that delivers detailed information on the login process.

3.1.2.3 Receiving data

In a fixed time interval, the Connectivity Server sends the current state of the various data sources after the login. The data of the queue can be received as follows.

Queues

Receiving and processing the information of the queues:

```
1 void realtimeLink_OnQueueDataReceived(IQueuesData QueuesData)
2 {
3     for (int i = 1; i < QueuesData.QueueObjectsList.Count; i++)
4     {
5         IQueueObject queue =
6             QueuesData.QueueObjectsList.get_Item(i);
7         string queueName = queue.QueueName;
8         string accessibility = queue.QueueAccessibility;
9         string averageWaitTime = queue.AverageWaitTime;
10    }
11 }
12 }
```

The event brings along an object of the *IQueuesData* class. This object contains the current states of the queues that the logged-in user is permitted to see. This example shows how a *for* loop can be used to access the various queues and their parameters. In this example, the queue name (*QueueName*), the accessibility (*QueueAccessibility*) and the average wait time of a task (*AverageWaitTime*) are read out.

3.1.2.4 Agents

Receiving and processing the information of the agents:

```
1 void realtimeLink_OnAgentDataReceived(IAgentsData AgentsData)
2 {
3     for (int i = 1; i <= AgentsData.AgentObjectsList.Count; i++)
4     {
5         IAgentObject agent =
6             AgentsData.AgentObjectsList.get_Item(i);
7         string id = agent.AgentId;
8         string extension = agent.ExtensionNumber;
9         EnumAgentState state = agent.AgentState;
10    }
11 }
```

The event delivers an object of the *IAgentData* class. This object contains an array with agents. As with the queues, the list is run through with a "for" loop. In this example, the agent ID (*AgentId*), the extension (*ExtensionNumber*) and the current state of the agent (*AgentState*) are read out. The various states that an agent can take on are defined in the *EnumAgentState* enumeration.

Groups

Receiving and processing the information of the groups:

```
1 void realtimeLink_OnGroupDataReceived(IGroupsData GroupsData)
2 {
3     for (int i = 1; i < GroupsData.GroupObjectsList.Count; i++)
4     {
5         IGroupObject group =
6             GroupsData.GroupObjectsList.get_Item(i);
7         string groupName = group.GroupName;
8         string available = group.TotalAgentsAvailable;
9         string unavailable = group.TotalAgentsIdle;
10        string wrapup = group.TotalAgentsWrapup;
11    }
12 }
```

The processing of group information is similar to the evaluations used for queues and agents. In this example, the group name (*GroupName*), the number of agents that are available (*TotalAgentsAvailable*), the number of agents that are unavailable (*TotalAgentsIdle*) and the number of agents that are currently in the wrapup state (*TotalAgentsWrapup*) are read out.

3.1.3 Application development with Java API

This manual only describes the COM-variant. The description for the Java API's are located on the OSCC-E Setup DVD in folder Integration Connector in **PABX Java API** and **Realtime Java API**.

The documentation for programmer can be found in the Java documentation:

Realtime Java API \ V.... \ doc
PABX Java API \ V....\ doc

Example code can be found here:

Realtime Java API \ V.... \ example\
PABX Java API \ V....\ examples\

3.2 Enumeration types

3.2.1 EnumAgentColumnType

The enumeration type describes all possible agent columns.

EnumAgentColumnType	
AGENT_ID	Agent ID. NOTE: =User name from Configuration Management
AGENT_IDENTIFIER	Agent's unique identifier / consists of OSCC ID and Agent ID.
AGENT_STATE	Agent's status (DEPRECATED)
AGENT_TIME_IN_STATE	Agent's time in state. (DEPRECATED)
AVERAGE_TASK_TIME	The average amount of time that the user spent handling routed and direct contacts - since midnight (cumulative).
CALL_TYPE	The type of contact that the user is handling
CUSTOM_VALUE1	
CUSTOM_VALUE10	
CUSTOM_VALUE2	
CUSTOM_VALUE3	
CUSTOM_VALUE4	
CUSTOM_VALUE5	
CUSTOM_VALUE6	
CUSTOM_VALUE7	
CUSTOM_VALUE8	
CUSTOM_VALUE9	
ELIGIBLE_CONTACTS	(DEPRECATED)
EXTENSION	The telephone extension that the user is logged on to
FIRST_NAME	Agent' first name.
HANDLED_TASKS	The number of routed and direct contacts that were offered to the user - all media, since midnight (cumulative)
IS_PRIMARY	Is contact primary
LAST_NAME	Agent's last name
LOGGED_ON_MEDIA	The media types that the user is logged on to (DEPRECATED)
REASON_CODE	Agent's reason code.
TEAM_KEY	Team key of the team the user belongs to
TIME_IN_USER_HANDLING_STATE	The amount of time that the user has been in the current handling state
TIME_IN_USER_PRESENCE_STATE	The amount of time that the user has been in the current presence state
TIME_IN_USER_ROUTING_STATE	The amount of time that the user has been in the current routing state

EnumAgentColumnType	
TOTAL_TALK_TIME	The amount of time that the user spent handling routed and direct contacts - since midnight (cumulative)
USER_HANDLING_STATE	The user's current handling state: Consulting, Dialing,Holding, Line Busy, Line Queued, Pending, Postprocessing,Processing, Ringing, or Talking
USER_HANDLING_STATE_REASON	User Handling State Reason
USER_PRESENCE_STATE	The user's current presence state: Active, Away, Busy,Idle, or Logged Off
USER_ROUTING_STATE	The user's current routing state: Available, Unavailable,or Work.

3.2.2 EnumAgentState (only OSCC V7)

The enumeration type describes all possible agent states.

EnumAgentState	
AVAILABLE	Agent is logged on and available for calls.
BUSY	Agent's extension is busy.
CONSULTING	Agent is consulting.
DIALING	Agent is dialing an outgoing call.
HOLDING	Agent's extension is in hold state.
IDLE	Agent is logged on and unavailable for calls
LOGGED_OFF	Agent is logged off.
LOGGED_ON	Agent is logged on.
OUT_OF_SERVICE	Agent's extension is out of service (e.g.: extension could be unplugged, the phone may be defective, etc).
PENDING	Agent has a call and is pending for them.
PROCESSING	Agent is processing the current call.
QUEUED	Agent is queued for a conference.
RINGING	Agent's extension is ringing.
TALKING	Agent is talking.
UNKOWN	Unknown agent state.
WORKING	Agent is logged on and in work state.

3.2.3 EnumCallType

This enumeration type describes all call types.

EnumCallType	
CONTACT_TYPE_MAX	Contact type max.
DIRECT_INCOMING_VOICE	Direct incoming voice call.
DIRECT_INTERNAL_VOICE	Direct internal voice call.
DIRECT_OUTGOING_EMAIL	Direct outgoing email.
DIRECT_OUTGOING_VOICE	Direct outgoing voice call.
NONE	No call.
ROUTED_CALLBACK	Routed call back call.
ROUTED_EMAIL	Routed email.
ROUTED_VOICE	Routed voice call.
ROUTED_WEB_COLLABORATION	Routed web collaboration.

3.2.4 EnumDataType

The enumeration type describes all possible data types.

EnumDataType	
DOUBLE_TYPE	Double data type.
INT_TYPE	Integer data type.
PERCENT_TYPE	Percentage data type.
STRING_TYPE	String data type.
TIME_TYPE	Time data type.

3.2.5 EnumErrorCode

The enumeration type describes all possible error codes.

EnumErrorCode	
CANNOT_CHECK_PASSWORD	Unable to check password.
CONN_ALREADY_OPEN	There is already an open connection.
DATABASE_ERROR	Database error.
GLOBAL	Global error.
HEARTBEAT_NO_ANSWER	No answer to heartbeat.
INTERNAL_UNKNWON	Internal unknown error.
KDO_TIMEOUT	Commando timeout.
LINK_NOT_UP	Link is down.
LOGGED_IN_OTHER_ADDR	Already logged in with same login on another ip address.
LOGGED_IN_SAME_ADDR	Already logged in with same login on same ip address.
LOGIN_FAILED	Login failed.
LOGIN_UNKNOWN	Login id unknown.

EnumErrorCode	
MSG_TYPE_INVALID	Message type is invalid.
NO_CONNECTION_TO_DB	There is no connection to database.
NO_DATA_AVAILABLE	There is no data available.
NO_ERROR	Everything seems to be fine.
PROP_NOT_VALID	Property is not valid.
REGISTER_FAILED	Register failed.
SOCKET	Socket error.
UNKNWON_MSG_TYPE	Message type is unknown.
WRONG_PASSWORD	Password seems to be wrong.

3.2.6 EnumGroupColumnType

The enumeration type describes all possible group columns.

EnumGroupColumnType	
CUSTOM_VALUE1	
CUSTOM_VALUE10	
CUSTOM_VALUE2	
CUSTOM_VALUE3	
CUSTOM_VALUE4	
CUSTOM_VALUE5	
CUSTOM_VALUE6	
CUSTOM_VALUE7	
CUSTOM_VALUE8	
CUSTOM_VALUE9	
GROUP_NAME	Group name.
NOT_USED_10	
NOT_USED_11	
NOT_USED_12	
NOT_USED_13	
NOT_USED_2	Agent's reason code.
NOT_USED_4	
NOT_USED_5	
NOT_USED_6	
NOT_USED_7	
RESERVED1	
RESERVED10	
RESERVED2	
RESERVED3	
RESERVED4	
RESERVED5	

EnumGroupColumnType	
RESERVED6	
RESERVED7	
RESERVED8	
RESERVED9	
TOTAL_AGENTS_AVAILABLE	Group total agents available.
TOTAL_AGENTS_IDLE	Group total agents unavailable.
TOTAL_AGENTS_WRAPUP	Group total agents wrap up.
TOTAL_HANDLED	Group total handled tasks.

3.2.7 EnumIPVersion

This enumeration type describes the used IP protocol versions.

EnumIPVersion	
IPIPV4	ipIPv4
IPIPV6	ipIPv6

3.2.8 EnumLoggedOnMedia

This enumeration type describes all possible media for which an agent can be logged on. *Note: effective as of V5.0.0.0.*

EnumLoggedOnMedia	
UNKNOWN	unknown
VOICE	voice
CALLBACK	Callback
VOICE_CALLBACK	Voice and Callback
EMAIL	Email
VOICE_EMAIL	Voice and Email
CALLBACK_EMAIL	Callback and Email
VOICE_CALLBACK_EMAIL	Voice and Callback and Email
WEBCHAT	Web Chat
VOICE_WEBCHAT	Voice and WebChat
CALLBACK_WEBCHAT	Callback and WebChat
VOICE_CALLBACK_WEBCHAT	Voice and Callback and WebChat
EMAIL_WEBCHAT	Email and WebChat
VOICE_EMAIL_WEBCHAT	Voice and Email and WebChat
CALLBACK_EMAIL_WEBCHAT	Callback and Email and WebChat
VOICE_CALLBACK_EMAIL_WEBCHAT	Voice and Callback and Email and WebChat

3.2.9 EnumMediaType

The enumeration type describes all possible media types.

EnumMediaType	
ALL	All the MediaTypes.
CALLBACK	A callback call
EMAIL	An email call.
MEDIAROUTING1	Media routing 1
MEDIAROUTING2	Media routing 2
MEDIAROUTING3	Media routing 3
MEDIAROUTING4	Media routing 4
MEDIAROUTING5	Media routing 5
SECURETRANSFER	Secure transfer
TICKETROUTING	Ticket routing
VOICE	An inbound voice call.
WEBCHAT	A chat session.

3.2.10 EnumNodeState

The enumeration type describes, whether the node is activ or inactive.

EnumNodeState	
DOWN	Die Node ist deaktiv.
UP	Die Node ist aktiv.

3.2.11 EnumNodeType

The enumeration type describes all possible node types.

EnumNodeType	
GENESYS	Genesys node
HPPC	HPPC Node.
OSCC_V8	OSCC V8 Node
OSCC_V8R1	OSCC V8R1 Node
OSCC_V8R2	OSCC V8R2 Node

3.2.12 EnumOscceVersion

The enumeration type describes the OSCC-E version

EnumOscceVersion	
ov21xx	OSCC-E V2R1
ov30xx	OSCC-E V3R0
ov31xx	OSCC-E V3R1

3.2.13 EnumQueueColumnType

The enumeration type describes all possible queue columns.

EnumQueueColumnType	
ACCESSIBILITY	Queue's accessibility
AVERAGE_WAIT_TIME	Queue's average wait time.
CUSTOM_VALUE1	
CUSTOM_VALUE10	
CUSTOM_VALUE2	
CUSTOM_VALUE3	
CUSTOM_VALUE4	
CUSTOM_VALUE5	
CUSTOM_VALUE6	
CUSTOM_VALUE7	
CUSTOM_VALUE8	
CUSTOM_VALUE9	
LONGEST_ITEM	Queue's longest waiting task.
MEDIA_TYPE	Media type
QUEUE_IDENTIFIER	Queue ID.
QUEUE_NAME	Queue name.
SERVICE_LEVEL	Queue's service level.
TERMINATION_RATE	Queue's termination rate.
TOTAL_AGENTS_AVAILABLE	Queue's total agents available.
TOTAL_AGENTS_BUSY	Queue's total busy agents.
TOTAL_AGENTS_IDLE	Queue's total agents unavailable.
TOTAL_AGENTS_LOGGED_IN	Queue's total agents logged in.
TOTAL_AGENTS_POST_PROCESSING	Total number of agents in Post-processing state
TOTAL_AGENTS_PRESENCE_IDLE	Total number of agents in Presence state „Idle“
TOTAL_AGENTS_PRESENCE_AWAY	Total number of agents in Presence state „Away“
TOTAL_AGENTS_PRESENCE_BUSY	Total number of agents in Presence state „Busy“
TOTAL_AGENTS_PRESENCE_ACTIVE	Total number of agents in Presence state „Active“
TOTAL_AGENTS_WRAPUP	Queue's total agents wrap up.
TOTAL_DEFLECT	Queue's total deflect tasks.
TOTAL_DISCONNECTED	Queue's total disconnected tasks.
TOTAL_DISCONNECTED_IN_SERVICE	Queue's total disconnected calls within the service level interval.
TOTAL_DISCONNECTED_IN_SERVICE2	Queue's total disconnected calls within service level 2.
TOTAL_DISCONNECTED_IN_SERVICE3	Queue's total disconnected calls within service level 3.
TOTAL_DISCONNECTED_IN_SERVICE4	Queue's total disconnected calls within service level 4.
TOTAL_DISCONNECTED_IN_SERVICE5	Queue's total disconnected calls within service level 5.
TOTAL_HANDLED	Queue's total handled tasks.

EnumQueueColumnType	
TOTAL_HANDLED_IN_SERVICE	Queue's total handled calls within the service level interval.
TOTAL_HANDLED_IN_SERVICE2	Queue's total handled calls within service level 2.
TOTAL_HANDLED_IN_SERVICE3	Queue's total handled calls within service level 3.
TOTAL_HANDLED_IN_SERVICE4	Queue's total handled calls within service level 4.
TOTAL_HANDLED_IN_SERVICE5	Queue's total handled calls within service level 5.
TOTAL_OFFERED	Queue's total offered tasks.
WAITING_CONTACTS	Queue's waiting contacts.

3.2.14 EnumServerErrorType

This enumeration type describes the "User logged in a second time" error.

EnumServerErrorType	
USER_LOGGED_IN_SECOND_TIME	User logged in at server second time

3.2.15 EnumServerState

The enumeration type describes all possible server states.

EnumServerState	
SST_CONNECTED	Server connected.
SST_CONNECTING	Connecting to server.
SST_DISCONNECTING	Server disconnected.
SST_DOWN	Server is down.
SST_UP	Server is up.

3.2.16 EnumUserHandlingState (only OSCC V8)

The enumeration type describes all possible agent handling states.

EnumUserHandlingState	
UHS_BUSY	Agent's extension is busy
UHS_CONSULTING	Agent is consulting.
UHS_DIALING	Agent is dialing an outgoing call.
UHS_HOLDING	Agent's extension is in hold state.
UHS_NONE	None
UHS_PENDING	Agent has a call and is pending for them.
UHS_POST_PROCESSING	Agent is ibusy in post-processing
UHS_PROCESSING	Agent is processing the current call
UHS_QUEUED	Agent is queued for a conference.
UHS_RINGING	Agent's extension is ringing.
UHS_TALKING	Agent is talking.

EnumUserHandlingState	
UHS_UNKNOWN	Unknown agent state.

3.2.17 EnumUserPresenceState (only OSCC V8)

The enumeration type describes all possible agent presence states.

EnumUserPresenceState	
UPS_AWAY	Agent has no active contacts and his routing state is Unavailable
UPS_BUSY	Agent has no active contacts and his routing state is Work
UPS_IDLE	Agent has no active contacts and his routing state is Available
UPS_NOT_LOGGEDON	Agent is not logged on to any media type.
UPS_UNKNOWN	Agent is in unknown state
UPS_ACTIVE	Agent is handling one or more contacts.

3.2.18 EnumUserRoutingState (only OSCC V8)

The enumeration type describes all possible agent routing states.

EnumUserRoutingState	
URS_AVAILABLE	Agent is logged on to one of the contact media and is free to receive routed contacts.
URS_NOT_LOGGEDON	Agent is not logged on to any media type.
URS_UNAVAILABLE	Agent is logged on to one of the contact media but is not available to handle routed contacts. For example, he might be having lunch or taking a break.
URS_UNKNOWN	Agent is in unknown state
URS_WORK	Agent is logged on to one of the contact media but is performing a work-related task and is not available to handle routed contacts. For example, he might be attending a meeting or training session.

3.2.19 EnumValid

This enumeration type describes the validity flag.

EnumValid	
NOT_VALID	Real time data is not valid.
VALID	Real time data is valid.

3.3 Classes

3.3.1 IRealtimeLink

Main class of the real-time interface.

3.3.1.1 Properties

The properties listed in the following table and further new properties are bundled in the property **ConfigData**.

➔ See [IConfigDataX](#)

Property	Typ	Description Only retained because of compatibility reasons beibehalten. All are mapped on the new <u>ConfigData</u> property.
Address	<i>String</i>	IP address of the real-time server.
Address_CB1	<i>String</i>	IP address of the first Connect Balancing server.
Address_CB2	<i>String</i>	IP address of the second Connect Balancing server.
AutoReconnect	<i>Boolean</i>	Configures reconnect, true enables reconnect, false disables reconnect.
DebugAllPublicMethods	<i>Boolean</i>	This property activates logging for all public methods. (DEPRECATED)
DebugIgnoreHeartbeat	<i>Boolean</i>	When this property is set to "true", heartbeat messages are ignored during logging. (DEPRECATED)
DebugInternalMethods	<i>Boolean</i>	This property enables logging for the internal methods of the interface. (DEPRECATED)
DebugTcp	<i>Boolean</i>	This property enables TCP logging. (DEPRECATED)
Port	<i>Integer</i>	Port number of the real-time server.
Port_CB1	<i>Integer</i>	Port number of the first Connect Balancing server.
Port_CB2	<i>Integer</i>	Port number of the second Connect Balancing server.
Region_CB	<i>String</i>	This property sets the region that may be required for Connect Balancing, depending on the configuration.
UseAgentRealtimeData	<i>Boolean</i>	Activates the processing of agent realtime information
UseConnectBalancing	<i>Boolean</i>	Enables or disables Connect Balancing.
UseQueueRealtimeData	<i>Boolean</i>	Activates the processing of queue realtime information

3.3.1.2 Methods

CloseConnection

This method closes the current connection to the OSCC-E real-time server.

CloseConnection		
<i>Return</i>		
EnumErrorCode		

Logoff

This method logs off the agent.

Logoff		
<i>Parameters</i>		
UserName	<i>string</i>	NOTE: User Name from Configuration Management
Sync	<i>Boolean</i>	Synchronous execution
Tenant	<i>string</i>	Tenant (Default = DEFAULT)
<i>Return</i>		
ILogoffResponse		

Logon

This method logs on the agent.

Logon		
<i>Parameters</i>		
UserName	<i>string</i>	NOTE: User Name from Configuration Management
Password	<i>string</i>	Password
Sync	<i>bool</i>	Synchronous execution
<i>Return</i>		
ILogonResponse		

OpenConnection

This method opens the connection to the OSCC-E real-time server.

OpenConnection		
<i>Return</i>		
EnumErrorCode		

3.3.1.3 Events

OnAgentConfigReceived

Event is output when the agent configuration from the server is received.

OnAgentConfigReceived		
Parameter		
ConfigData	<i>IAgentConfig</i>	Agent configuration

OnAgentDataReceived

Event is output when the agent data from the server are received.

OnAgentDataReceived		
Parameter		
AgentsData	<i>IAgentsData</i>	Agent data

OnConfiguredViewsReceived

Event is output when configured data from the server are received.

OnConfiguredViewsReceived		
Parameter		
ConfiguredViews	<i>IConfiguredViewsEvent</i>	Configured views

OnDebug

Event is output when the debug information from the server is received.

OnDebug		
Parameter		
Message	<i>string</i>	Message

OnError

Event is output when the error information from the server is received.

OnError		
Parameter		
Message	<i>string</i>	Message
Module	<i>string</i>	Module
Nr	<i>Int</i>	Number

OnGroupConfigReceived

Event is output when the group configuration from the server is received.

OnGroupConfigReceived		
Parameter		
ConfigData	<i>IGroupConfig</i>	Group configuration

OnGroupDataReceived

Event is output when the group data from the server are received.

OnGroupDataReceived		
Parameter		
GroupsData	<i>IGroupsData</i>	Group data

OnLogoffResponse

Event is output when the logoff response message is received.

OnLogoffResponse		
Parameter		
Response	<i>ILogoffResponse</i>	Logoff response

OnLogonResponse

Event is output when the logon response message is received.

OnLogonResponse		
Parameter		
Response	<i>ILogonResponse</i>	Logon response

OnNodeStateReceived

Event is output when the status of the Node changes

OnNodeStateReceived		
Parameter		
NodeStateInfo	<i>INodeStateInfo</i>	Status info of the Node

OnQueueConfigReceived

Event is output when the queue configuration from the server is received.

OnQueueConfigReceived		
Parameter		
ConfigData	<i>IQueueConfig</i>	Queue configuration

OnQueueDataReceived

Event is output when the queue data from the server are received.

OnQueueDataReceived		
Parameter		
QueuesData	<i>IQueuesData</i>	Queue data

OnServerErrorReceived

Event is output when an error message from the server is received.

OnServerErrorReceived		
<i>Parameter</i>		
Server Error Event	<i>IServerErrorEvent</i>	Server Error

OnServerStateChange

Event is output when the general server status changes.

OnServerStateChange		
<i>Parameter</i>		
State	<i>EnumServerState</i>	Server State

OnTeamConfigReceived

Event is output when the team configuration from the server is received.

OnTeamConfigReceived		
<i>Parameter</i>		
TeamConfig	<i>ITeamConfig</i>	Team configuration

OnVirtualAgentDataReceived

Event is output when the virtual agent message from the server is received.
The VirtualAgentData object contains a list with all of the available queues.

OnVirtualAgentDataReceived		
<i>Parameter</i>		
VirtualAgentData	<i>IVirtualAgentsData</i>	Virtual Agent Data

3.4 Interfaces

3.4.1 IAcDContact

This interface makes the framework for an Acd contact available.

Properties

Property	Type	Description
IsActive	<i>Boolean</i>	This property indicates whether the contact is active:
CallType	<i>EnumCallType</i>	This property contains the call type.
TimeInUserHandlingState (nur OSCC V8)	<i>Integer</i>	This property shows the time in the current state (handling) in seconds.
UserHandlingState (nur OSCC V8)	<i>EnumUserHandlingState</i>	This property indicates the agent handling state.
UserHandlingStateReason (nur OSCC V8)	<i>String</i>	This property indicates the agent handling state reason.

3.4.2 IAcDContactList

This interface provides the model for a list of ACD contact object.

Properties

Property	Type	Description
Count	<i>Integer</i>	This property contains the number of lists.

Methods

get_Item	This methods returns the ACD contact object.	
<i>Parameters</i>		
Index	<i>Integer</i>	column index
Return		
IAcDContact		

GetEnumerator	This method returns an enumerator.	
<i>Return</i>		
IEnumerator		

3.4.3 IAcdStep

This interface provides the framework for the steps in ACD.

Properties

Property	Type	Description
TotalAgentsAvailable	<i>Integer</i>	This property contains the number of available agents in the queue.
TotalAgentsBusy	<i>Integer</i>	This property contains the number of agents with busy status in the queue.
TotalAgentsIdle	<i>Integer</i>	This property contains the number of unavailable agents in the queue.
TotalAgentsLoggedIn	<i>Integer</i>	This property contains the number of logged-on agents in the queue.
TotalAgentsPresenceIdle	<i>Integer</i>	This property contains the number of agents in presence state <i>Idle</i> . (only from OSCC V8 or higher)
TotalAgentsPresenceBusy	<i>Integer</i>	This property contains the number of agents in presence state <i>Busy</i> . (only from OSCC V8 or higher)
TotalAgentsPresenceAway	<i>Integer</i>	This property contains the number of agents in presence state <i>Away</i> . (only from OSCC V8 or higher)
TotalAgentsPresenceActive	<i>Integer</i>	This property contains the number of agents in presence state <i>Active</i> . (only from OSCC V8 or higher)
TotalAgentsPostProcessing (only OSCC V8)	<i>Integer</i>	This property contains the number of agents with post-processing status in the queue.
TotalAgentsWrapUp	<i>Integer</i>	This property contains the number of agents with wrapup status in the queue.

3.4.4 IAcdStepList

This property contains a list of all AcdStep objects in the queue.

The first AcdStep object contains the accumulated values of all individual steps, i.e. in a queue with two configured steps, the list contains three elements.

Properties

Property	Type	Description
Count	<i>Integer</i>	This property contains the number of lists.

Methods

get_Item	This method returns the Step object in the ACD.	
<i>Parameters</i>		
Index	<i>Integer</i>	column index

get_Item	This method returns the Step object in the ACD.	
<i>Return</i>		
IAcStep		
GetEnumerator		This method returns an enumerator.
<i>Return</i>		
IEnumerator		

3.4.5 IAgentColumnConfig

This interface provides the framework for the agent column configuration.

Properties

Property	Typ	Description
ColumnIndex	<i>Integer</i>	This property contains the column index.
ColumnType	<i>EnumAgentColumnType</i>	This property contains the column type.
DataType	<i>EnumDataType</i>	This property contains the data type.
HeaderCustom	<i>String</i>	This property contains the customized header.
HeaderEnglish	<i>String</i>	This property contains the English header.
HeaderFrance	<i>String</i>	This property contains the French header.
HeaderGerman	<i>String</i>	This property contains the German header.
HeaderSpain	<i>String</i>	This property contains the Spanish header.
MaxWidth	<i>Integer</i>	This property contains the maximum width of the column.
RESERVED1	<i>String</i>	This property is reserved for future implementations and is not yet in use.
RESERVED2	<i>String</i>	This property is reserved for future implementations and is not yet in use.
RESERVED3	<i>String</i>	This property is reserved for future implementations and is not yet in use.
RESERVED4	<i>String</i>	This property is reserved for future implementations and is not yet in use.
RESERVED5	<i>String</i>	This property is reserved for future implementations and is not yet in use.

3.4.6 IAgentColumnConfigList

This interface provides the framework for a list of IAgentColumnConfig objects.

Properties

Property	Type	Description
Count	<i>Integer</i>	This property contains the number of lists.

Methods

get_Item	This methods returns the agent column configuration (AgentColumnConfig) object.	
<i>Parameters</i>		
Index	<i>Integer</i>	column index
<i>Return</i>		
IAgentColumnConfig		

GetEnumerator	This method returns an enumerator.	
<i>Return</i>		
IEnumerator		

3.4.7 IAgentConfig

This interface provides the framework for the agent configuration.

Properties

Property	Typ	Description
ColumnCount	<i>Integer</i>	This property contains the number of columns.
ColumnList	IAgentColumnConfigList	This property contains a list with agent columns.
MaxColumnType	<i>Integer</i>	This property contains the maximum value of the EnumAgentColumnType enumerator. This property has been retained for reasons of downward compatibility but is no longer required.
MediaType	<i>EnumMediaType</i>	This property contains the media type.
NodeType	<i>EnumNodeType</i>	This property contains the node type.

3.4.8 IAgentObject

This interface provides the framework for an agent.

Properties

Property	Typ	Description
ACDContacts	<i>IacdContactList</i>	This property contains a list with all active contacts of the agent.
AgentId	<i>String</i>	This property contains the AgentID NOTE: User Name from Configuration Management
AgentIdentifier	<i>String</i>	This property contains the globally unique AgentID:
AgentKey	<i>String</i>	This property contains the agent key:
AgentState (OSCC V7 only):	<i>EnumAgentState</i>	This property contains the agent status:
AgentTimeInState	<i>String</i>	This property contains the current duration of the present status in seconds.
AveragePostProcessingTime (OSCC V8 only)	<i>String</i>	This property contains the average post-processing time in seconds.
AverageTaskTime (OSCC 7 only)	<i>String</i>	This property contains the average processing time in seconds.
CustomValue1	<i>String</i>	This property is reserved for future customized implementations and is not yet in use.
CustomValue2	<i>String</i>	This property is reserved for future customized implementations and is not yet in use.
CustomValue3	<i>String</i>	This property is reserved for future customized implementations and is not yet in use.
CustomValue4	<i>String</i>	This property is reserved for future customized implementations and is not yet in use.
CustomValue5	<i>String</i>	This property is reserved for future customized implementations and is not yet in use.
CustomValue6	<i>String</i>	This property is reserved for future customized implementations and is not yet in use.
CustomValue7	<i>String</i>	This property is reserved for future customized implementations and is not yet in use.
CustomValue8	<i>String</i>	This property is reserved for future customized implementations and is not yet in use.

Property	Typ	Description
CustomValue9	<i>String</i>	This property is reserved for future customized implementations and is not yet in use.
CustomValue10	<i>String</i>	This property is reserved for future customized implementations and is not yet in use.
EligibleContacts	<i>String</i>	<p>This property contains the number of contacts an agent can accept.</p> <hr/> <p>Note: The number of contacts is independant on the media (Voice, Callback, Email). This value only allows sensible content for agents owning only one mains kill (i.e. purely Voice Contact Center).</p>
ExtensionNumber	<i>String</i>	This property contains the extension.
FirstName	<i>String</i>	This property contains the first name.
HandledTask	<i>String</i>	This property contains the number of calls handled.
LastName	<i>String</i>	This property contains the last name.
LoggedOnMedia	<i>EnumLoggedOnMedia</i>	<p>This property indicates the media for which the agent is logged on.</p> <p>Note: effective as of V5.0.0.0.</p>
ReasonCode	<i>String</i>	This property contains the absence reason in legible text.
Team	<i>ITeamEntry</i>	This property contains the team.
TimeInUserPresenceState (OSCC V8 only)	<i>String</i>	This property shows the time in the current state (presence) in seconds.
TimeInUserRoutingState (OSCC V8 only)	<i>String</i>	This property shows the time in the current state (routing) in seconds (OSCC V8)
TotalTalkTime	<i>String</i>	<p>This property indicates the absolute talk time of the agent.</p> <p>Note: effective as of V5.0.0.0.</p>
UniqueId	<i>String</i>	This property contains a unique identifier.
UserPresenceState (OSCC V8 only)	<i>EnumUserPresenceState</i>	This property indicates the agent presence state.
UserRoutingState (OSCC V8 only)	<i>EnumUserRoutingState</i>	This property indicates the agent routing state.
UserRoutingStateReason (OSCC V8 only)	<i>String</i>	This property indicates the agent routing state reason.
Valid	<i>EnumValid</i>	This property indicates whether the Agent object is valid or invalid.

3.4.9 IAgentObjectList

This interface provides the model for a list of Agent objects.

Properties

Property	Type	Description
Count	<i>Integer</i>	This property contains the number of lists.

Methods

get_Item	This method returns the Agent object.	
<i>Parameters</i>		
Index	<i>Integer</i>	column index
<i>Return</i>		
IAgentObject		

GetEnumerator	This method returns an enumerator.	
<i>Return</i>		
IEnumerator		

3.4.10 IAgentsData

This interface provides the framework for the agent data.

Properties

Property	Type	Description
AgentCount	<i>Integer</i>	This property contains the number of agents.
AgentObjectList	<i>IAgentObjectsList</i>	This property contains the AgentObject list.
FieldCount	<i>Integer</i>	This property contains the number of fields.
ImmediateXfer	<i>Boolean</i>	This property contains yes or no; if OSCC or Genesys is used, always no. (1 = yes).
MediaType	<i>EnumMediaType</i>	This property contains the media type.
NodeType	<i>EnumNodeType</i>	This property contains the node type.
Valid	<i>EnumValid</i>	This property indicates whether the AgentData object is valid or invalid.

3.4.11 IColumnConfig

This interface provides the framework for the column configuration.

Properties

Property	Type	Description
ColumnIndex	<i>Integer</i>	This property contains the column index.
DataType	<i>EnumDataType</i>	This property contains the data type.
HeaderCustom	<i>String</i>	This property contains the customized header.
HeaderEnglish	<i>String</i>	This property contains the English header.
HeaderFrance	<i>String</i>	This property contains the French header.
HeaderGerman	<i>String</i>	This property contains the German header.
HeaderSpain	<i>String</i>	This property contains the Spanish header.
MaxWidth	<i>Integer</i>	This property contains the maximum width of the column.
RESERVED1	<i>String</i>	This property is reserved for future implementations and is not yet in use.
RESERVED2	<i>String</i>	This property is reserved for future implementations and is not yet in use.
RESERVED3	<i>String</i>	This property is reserved for future implementations and is not yet in use.
RESERVED4	<i>String</i>	This property is reserved for future implementations and is not yet in use.
RESERVED5	<i>String</i>	This property is reserved for future implementations and is not yet in use.

3.4.12 ICommonConfigData

This interface provides general configuration and settings data.

Properties

Property	Type	Description
UseAgentRealtimeData	<i>Boolean</i>	Activates the processing of the Agent Realtime information.
UseQueueRealtimeData	<i>Boolean</i>	Activates the processing of the Queue Realtime information.
IPVersion	<i>EnumIPVersion</i>	Contains the IP protocol version used.
AutoReconnect	<i>Boolean</i>	Configures the Auto Reconnect. True=activ / false=deactivated.
OscceVersion	<i>EnumOscceVersion</i>	Provides the connected OSCC-E version. OscceVersion =ov31xx then Connect Balancing has to be used.

3.4.13 IConfigDataX

This interface provides configuration and settings data.

Properties

Property	Type	Description
RtConnectivityConfigData	<i>IRtConnectivityConfigData</i>	This property holds configuration data for the Realtime Server Connection Diese Eigenschaft enthält die Konfigurationsdaten für die Verbindung zum Realtime Server. Werden ignoriert wenn ConnectBalancing aktiviert ist oder es sich um eine Oscce V31xx Anschaltung handelt.
CommonConfigData	<i>ICommonConfigData</i>	Diese Eigenschaft enthält allgemeine Konfigurationsdaten.
ConnectBalancingConfigData	<i>IConnectBalancingConfigData</i>	Diese Eigenschaft enthält die Nutzerdaten für die Verwendung und Anmeldung mit Hilfe von Connect Balancing.
LoggingConfigData	<i>ILoggingConfigData</i>	Diese Eigenschaft enthält die Einstellungen der Ablaufprotokollierung zur Programmdiagnose.

3.4.14 IConfiguredViewsEvent

Properties

Property	Type	Description
AgentCount	<i>Integer</i>	This property contains the number of agents. Die Eigenschaft enthält die Anzahl der für dieses Login konfigurierten „Allowed Agents“.
AgentGroupCount	<i>Integer</i>	This property contains the number of queues. Diese Eigenschaft enthält die Anzahl der für dieses Login konfigurierten „Allowed AgentGroups“..
NodeSiteKeyList	<i>INodeSiteKeyList</i>	Eine Liste der Nodes, aus denen dieses Login die Informationen bezieht
QueueCount	<i>Integer</i>	This property contains the number of agent groups. Diese Eigenschaft enthält die Anzahl der für dieses Login konfigurierten „Allowed Queues“.

3.4.15 IConnectBalancingConfigData

Dieses Interface stellt allgemeine Konfigurations- und Einstellungsdaten für die Verwendung von Connect Balancing bereit.

Properties

Property	Type	Description
UseConnectBalancing	<i>Boolean</i>	Soll Connect Balancing verwendet werden. Bitte auch Kapitel “Open” beachten.
PrimaryIpAddress	<i>String</i>	Diese Eigenschaft enthält die IP-Adresse des Primary Connect Balancing Servers.

Property	Type	Description
PrimaryPort	<i>Integer</i>	Diese Eigenschaft enthält die Portnummer des Primary Connect Balancing Servers.
SecondaryIpAddress	<i>String</i>	Diese Eigenschaft enthält die IP-Adresse des Secondary Connect Balancing Servers.
SecondaryPort	<i>Integer</i>	Diese Eigenschaft enthält die Portnummer des Secondary Connect Balancing Servers .
Siteld	<i>String</i>	Diese Eigenschaft setzt den Knotennamen, welche bei ConnectBalancing benötig werden kann, abhängig von der Konfiguration.

3.4.16 IGroupColumnConfig

This interface makes the framework for the group column configuration available.

Properties

Property	Type	Description
ColumnIndex	<i>Integer</i>	This property contains the column index.
ColumnType	<i>EnumGroupColumnType</i>	This property contains the column type.
DataType	<i>EnumDataType</i>	This property contains the data type.
HeaderCustom	<i>String</i>	This property contains the customized header.
HeaderEnglish	<i>String</i>	This property contains the English header.
HeaderFrance	<i>String</i>	This property contains the French header.
HeaderGerman	<i>String</i>	This property contains the German header.
HeaderSpain	<i>String</i>	This property contains the Spanish header.
MaxWidth	<i>Integer</i>	This property contains the maximum width of the column.
RESERVED1	<i>String</i>	This property is reserved for future implementations and is not yet in use.
RESERVED2	<i>String</i>	This property is reserved for future implementations and is not yet in use.
RESERVED3	<i>String</i>	This property is reserved for future implementations and is not yet in use.
RESERVED4	<i>String</i>	This property is reserved for future implementations and is not yet in use.
RESERVED5	<i>String</i>	This property is reserved for future implementations and is not yet in use.

3.4.17 IGroupColumnConfigList

This interface makes the framework for a list of GroupColumnConfig objects available.

Properties

Property	Type	Description
Count	<i>Integer</i>	This property contains the number of lists.

Methods

get_Item	This method returns the group column configuration.	
<i>Parameters</i>		
Index	<i>Integer</i>	column index
<i>Return</i>		
IGroupColumnConfig		

GetEnumerator	This method returns an enumerator.	
<i>Return</i>		
IEnumerator		

3.4.18 IGroupConfig

This interface makes the framework for the group configuration available.

Properties

Property	Type	Description
ColumnCount	<i>Integer</i>	This property contains the number of columns.
ColumnList	IGroupColumnConfigList	This property contains a list with group configurations.
MaxColumnType	<i>Integer</i>	This property contains the maximum value of the EnumGroupColumnType enumerator. This property has been retained for reasons of downward compatibility but is no longer required.
MediaType	<i>EnumMediaType</i>	This property contains the media type.
NodeType	<i>EnumNodeType</i>	This property contains the node type.

3.4.19 IGroupObject

This interface makes the framework for the Group object available.

Properties

Property	Type	Description
CustomValue1	<i>String</i>	This property is reserved for future customized implementations and is not yet in use.
CustomValue2	<i>String</i>	This property is reserved for future customized implementations and is not yet in use.
CustomValue3	<i>String</i>	This property is reserved for future customized implementations and is not yet in use.
CustomValue4	<i>String</i>	This property is reserved for future customized implementations and is not yet in use.
CustomValue5	<i>String</i>	This property is reserved for future customized implementations and is not yet in use.
CustomValue6	<i>String</i>	This property is reserved for future customized implementations and is not yet in use.
CustomValue7	<i>String</i>	This property is reserved for future customized implementations and is not yet in use.
CustomValue8	<i>String</i>	This property is reserved for future customized implementations and is not yet in use.
CustomValue9	<i>String</i>	This property is reserved for future customized implementations and is not yet in use.
CustomValue10	<i>String</i>	This property is reserved for future customized implementations and is not yet in use.
GroupName	<i>String</i>	This property contains the group name.
TotalAgentsAvailable	<i>String</i>	This property contains the number of agents in the "available" state.
TotalAgentsIdle	<i>String</i>	This property contains the number of agents in the "unavailable" state.
TotalAgentsWrapup	<i>String</i>	This property contains the number of agents in the "wrapup" state.
TotalAgentsPresenceIdle	<i>Integer</i>	This property contains the number of agents in presence state idle. (only OSCC V8 or higher.)
TotalHandled	<i>String</i>	This property contains the number of handled tasks.
UniqueIdentifier	<i>String</i>	This property contains a unique identifier.
Valid	<i>EnumValid</i>	This property indicates whether the Group object is valid or invalid.

3.4.20 IGroupObjectList

This interface makes the framework for a list of GroupObjects available.

Properties

Property	Type	Description
Count	<i>Integer</i>	This property contains the number of lists.

Methods

get_Item	This method returns the IGroupObject object..	
<i>Parameters</i>		
Index	<i>Integer</i>	column index
<i>Return</i>		
IGroupObject		

GetEnumerator	This method returns an enumerator.	
<i>Return</i>		
IEnumerator		

3.4.21 IGroupsData

This interface makes the framework for the group data available.

Properties

Property	Type	Description
FieldCount	<i>Integer</i>	This property contains the number of fields.
GroupCount	<i>Integer</i>	This property contains the number of groups.
GroupObjectList	<i>IGroupObjectsList</i>	This property contains the GroupObjectList.
ImmediateXfer	<i>Boolean</i>	This property contains yes or no; if OSCC or Genesys is used, always no. (1 = yes).
MediaType	<i>EnumMediaType</i>	This property contains the media type.
NodeType	<i>EnumNodeType</i>	This property contains the node type.
Valid	<i>EnumValid</i>	This property indicates whether the AgentData object is valid or invalid.

3.4.22 ILoggingConfigData

Dieses Interface stellt allgemeine Einstellungsdaten für die Ablaufprotokollierung bereit.

Properties

Property	Type	Description
LogAdvancedDirectory	<i>String</i>	Diese Eigenschaft enthält den Pfad auf das Dateiverzeichnis, in dem die Protokolldateien geschrieben werden.
LogAdvancedEnabled	<i>Boolean</i>	Diese Eigenschaft gibt an, ob die im OnLoggingEvent gesendeten Nachrichten in eine SmartInspect-Protokolldatei geschrieben werden sollen. HINWEIS: Dieses Logfile (sil) gehört bei Fehlermeldungen zu den Diagnoseunterlagen.
LogAdvancedFilename	<i>String</i>	Diese Eigenschaft (nur lesen) enthält Pfad der aktuellen Protokolldatei (der Dateiname wird automatisch generiert).
LogAdvancedFileParameter	<i>String</i>	Diese Eigenschaft (nur lesen) enthält Steuerwerte für die SmartInspect-Protokolldateien.
LogConnectivityMessages	<i>Boolean</i>	Diese Eigenschaft gibt an, ob im OnLoggingEvent Nachrichten an den und vom Integration-Connector protokolliert werden sollen.
LogInternalMessages	<i>Boolean</i>	Diese Eigenschaft gibt an, ob im OnLoggingEvent interne Funktionsaufrufe protokolliert werden sollen.
LogKeepAlive	<i>Boolean</i>	Diese Eigenschaft gibt an, ob im OnLoggingEvent die Keep-Alive-Nachrichten protokolliert werden sollen.
LogMessageDelimiter	<i>EnumLogMessageDelimiter</i>	Diese Eigenschaft spezifiziert das verwendet Trennzeichen für Einzelwerte in ToString-Ausgaben von Ereignisdaten.
LogMsgDelimiterValue	<i>String</i>	Diese Eigenschaft enthält das Trennzeichen für Einzelwerte in ToString-Ausgaben von Ereignisdaten.
LogTcplpBuffer	<i>Boolean</i>	Diese Eigenschaft enthält gibt an, ob im OnLoggingEvent die via TCP/IP ausgetauschen Nachrichten protokolliert werden sollen.

Property	Type	Description
LogTimerActivity	<i>Boolean</i>	Eigenschaft gibt an, ob im OnLoggingEvent Timeraktivitäten protokolliert werden sollen
LogWithTimestamp	<i>Boolean</i>	Diese Eigenschaft gibt an, ob im OnLoggingEvent zu einer Nachricht der Datums- und Zeitwert enthalten sein soll.

3.4.23 ILogoffResponse

This interface makes the framework for a Logoff Response object available.

Properties

Property	Type	Description
ErrorCode	<i>EnumErrorCode</i>	This property contains the error code.

3.4.24 ILogonResponse

This interface makes the framework for a Logon Response object available.

Properties

Property	Type	Description
ErrorCode	<i>EnumErrorCode</i>	This property contains the error code.

3.4.25 INodeSiteKey

Dieses Interface stellt das Gerüst für den SiteKey einer Node bereit.

Properties

Property	Type	Description
NodeSiteKey	<i>String</i>	Diese Eigenschaft enthält den SiteKey einer Node

3.4.26 INodeSiteKeyList

Dieses Interface stellt das Modell für eine Liste von NodeSiteKey-Objekten bereit.

Properties

Property	Type	Description
Count	<i>Integer</i>	Diese Eigenschaft enthält die Listenanzahl

Methods

get_Item	Diese Methode gibt das NodeSiteKey- Objekt zurück.	
<i>Parameters</i>		

get_Item	Diese Methode gibt das NodeSiteKey- Objekt zurück.	
Index	<i>Integer</i>	column index
<i>Return</i>		
INodeSiteKey		

GetEnumerator	Diese Methode gibt einen Zähler zurück.	
<i>Return</i>		
IEnumerator		

3.4.27 INodeStateInfo

Dieses Interface stellt das Gerüst für die Status Informationen einer Node bereit.

Properties

Property	Type	Description
NodeType	<i>EnumNodeType</i>	Diese Eigenschaft enthält den Node Typ.
NodeState	<i>EnumNodeState</i>	Status der Node
SiteId	<i>String</i>	SitID des verbundenen HPPC
AliasName	<i>String</i>	Name der der Node gegeben werden kann
NodeId	<i>String</i>	ID der Node

3.4.28 IQueueColumnConfig

This interface makes the framework for the queue column configuration available.

Properties

Property	Type	Description
ColumnIndex	<i>Integer</i>	This property contains the column index.
ColumnType	<i>EnumQueueColumnType</i>	This property contains the column type.
DataType	<i>EnumDataType</i>	This property contains the data type.
HeaderCustom	<i>String</i>	This property contains the customized header.
HeaderEnglish	<i>String</i>	This property contains the English header.
HeaderFrance	<i>String</i>	This property contains the French header.
HeaderGerman	<i>String</i>	This property contains the German header.

Property	Type	Description
HeaderSpain	<i>String</i>	This property contains the Spanish header.
MaxWidth	<i>Integer</i>	This property contains the maximum width of the column.
RESERVED1	<i>String</i>	This property is reserved for future implementations and is not yet in use.
RESERVED2	<i>String</i>	This property is reserved for future implementations and is not yet in use.
RESERVED3	<i>String</i>	This property is reserved for future implementations and is not yet in use.
RESERVED4	<i>String</i>	This property is reserved for future implementations and is not yet in use.
RESERVED5	<i>String</i>	This property is reserved for future implementations and is not yet in use.

3.4.29 IQueueColumnConfigList

This interface makes the framework for a list of QueueColumnConfig objects available.

Properties

Property	Type	Description
Count	<i>Integer</i>	This property contains the number of lists.

Methods

get_Item	This methods returns the QueueColumnConfig object.	
<i>Parameters</i>		
Index	<i>Integer</i>	column index
<i>Return</i>		
IQueueColumnConfig		

GetEnumerator	This method returns an enumerator.	
<i>Return</i>		
IEnumerator		

3.4.30 IQueueConfig

This interface makes the framework for the queue configuration available.

Properties

Property	Type	Description
ColumnCount	<i>Integer</i>	This property contains the number of columns.
ColumnList	IQueueColumnConfigList	This property contains a list with queue configurations.
MaxColumnType	<i>Integer</i>	This property contains the maximum value of the <code>EnumQueueColumnType</code> enumerator. This property has been retained for reasons of downward compatibility but is no longer required.
MediaType	<i>EnumMediaType</i>	This property contains the media type.
NodeType	<i>EnumNodeType</i>	This property contains the node type.

3.4.31 IQueueObject

This interface makes the framework for a queue available.

Properties

Property	Type	Description
AcdSteps	<i>IAcdStepList</i>	The property contains the average wait time for the queue in seconds.
AverageWaitTime	<i>String</i>	The property contains the average wait time for the queue in seconds.
CustomValue1	<i>String</i>	This property is reserved for future customized implementations and is not yet in use.
CustomValue2	<i>String</i>	This property is reserved for future customized implementations and is not yet in use.
CustomValue3	<i>String</i>	This property is reserved for future customized implementations and is not yet in use.
CustomValue4	<i>String</i>	This property is reserved for future customized implementations and is not yet in use.
CustomValue5	<i>String</i>	This property is reserved for future customized implementations and is not yet in use.
CustomValue6	<i>String</i>	This property is reserved for future customized implementations and is not yet in use.
CustomValue7	<i>String</i>	This property is reserved for future customized implementations and is not yet in use.
CustomValue8	<i>String</i>	This property is reserved for future customized implementations and is not yet in use.
CustomValue9	<i>String</i>	This property is reserved for future customized implementations and is not yet in use.
CustomValue10	<i>String</i>	This property is reserved for future customized implementations and is not yet in use.

Property	Type	Description
LongestItem	<i>String</i>	This property contains the duration in seconds of the contact in the queue that has been waiting the longest.
MediaType	<i>EnumMediaType</i>	This property contains the media type.
QueueAccessibility	<i>String</i>	This property contains the accessibility of the queue.
QueueKey	<i>String</i>	The property contains the queue key.
QueueName	<i>String</i>	This property contains the queue name.
ServiceLevel	<i>String</i>	This property contains the service level (there is only one main service level) of the queue.
TerminationRate	<i>String</i>	This property contains the termination rate of the queue.
TotalDeflect	<i>String</i>	This property contains the number of overflowed calls in the queue.
TotalDisconnected	<i>String</i>	This property contains the number of disconnected calls in the queue.
TotalDisconnectedInService	<i>String</i>	This property contains the percentage of the contacts disconnected during intervall 1 in relation to the total contacts disconnected
TotalDisconnectedInService2	<i>String</i>	This property contains the percentage of the contacts disconnected during intervall 2 in relation to the total contacts disconnected
TotalDisconnectedInService3	<i>String</i>	This property contains the percentage of the contacts disconnected during intervall 3 in relation to the total contacts disconnected
TotalDisconnectedInService4	<i>String</i>	This property contains the percentage of the contacts disconnected during intervall 4 in relation to the total contacts disconnected
TotalDisconnectedInService5	<i>String</i>	This property contains the percentage of the contacts disconnected during intervall 5 in relation to the total contacts disconnected
TotalHandled	<i>String</i>	This property contains the number of answered calls in the queue.
TotalHandledInService	<i>String</i>	This property contains the percentage of the contacts handled during intervall 1 in relation to the total contacts handled.
TotalHandledInService2	<i>String</i>	This property contains the percentage of the contacts handled during intervall 2 in relation to the total contacts handled.
TotalHandledInService3	<i>String</i>	This property contains the percentage of the contacts handled during intervall 3 in relation to the total contacts handled.
TotalHandledInService4	<i>String</i>	This property contains the percentage of the contacts handled during intervall 4 in relation to the total contacts handled.

Property	Type	Description
TotalHandledInService5	<i>String</i>	This property contains the percentage of the contacts handled during interval 5 in relation to the total contacts handled.
TotalOffered	<i>String</i>	This property contains the number of received calls in the queue.
UniqueId	<i>String</i>	This property contains a unique identifier.
Valid	<i>EnumValid</i>	This property indicates whether the Queue object is valid or invalid.
WaitingContacts	<i>String</i>	This property contains the number of callers currently waiting in the queue.

3.4.32 IQueueObjectsList

This interface makes the framework for a list of Queue objects available.

Properties

Property	Type	Description
Count	<i>Integer</i>	This property contains the number of lists.

Methods

get_Item	This method returns the IQueueObject object.	
<i>Parameters</i>		
Index	<i>Integer</i>	column index
Return		
IQueueObject		

GetEnumerator	This method returns an enumerator.	
Return		
IEnumerator		

3.4.33 IQueuesData

This interface makes the framework for the queue data available.

Properties

Property	Type	Description
FieldCount	<i>Integer</i>	This property contains the number of fields.
ImmediateXfer	<i>Boolean</i>	This property contains yes or no; if OSCC or Genesys is used, always no. (1 = yes).
MediaType	<i>EnumMediaType</i>	This property contains the media type.
NodeType	<i>EnumNodeType</i>	This property contains the node type.
QueueCount	<i>Integer</i>	This property contains the number of queues.
QueueObjectsList	<i>IQueueObjectsList</i>	This property contains the QueueObjects lists.
Valid	<i>EnumValid</i>	This property indicates whether the QueueData object is valid or invalid.

3.4.34 IQueueVirtualAgentObject

This interface makes the framework for virtual agents available.

Properties

Property	Type	Description
QueueKey	<i>String</i>	This property contains the queue key.
QueueName	<i>String</i>	This property contains the queue name.
UniqueId	<i>String</i>	This property contains a unique identifier.
VirtualAgentsList	<i>IVirtualAgentObjectsList</i>	This property contains a VirtualAgent list.

3.4.35 IQueueVirtualAgentObjectsList

This interface makes the framework for a list of VirtualAgent objects available.

Properties

Property	Type	Description
Count	<i>Integer</i>	This property contains the number of lists.

Methods

get_Item	This method returns the IQueueVirtualAgentObject object.	
<i>Parameters</i>		
Index	<i>Integer</i>	column index
<i>Return</i>		
IQueueVirtualAgent Object		

GetEnumerator	This method returns an enumerator.	
<i>Return</i>		
IEnumerator		

3.4.36 IRtConnectivityConfigData

Dieses Interface stellt allgemeine Konfigurations- und Einstellungsdaten für die Realtime Server-Verbindung bereit. Diese werden ignoriert falls Connect Balancing verwendet wird.

Properties

Property	Type	Description
IpAddress	<i>String</i>	Diese Eigenschaft enthält die IP-Adresse des Realtimeservers.
Port	<i>Integer</i>	Diese Eigenschaft enthält die Portnummer des Realtimeservers.

3.4.37 ITeamConfig

This interface makes the framework for the Team Configuration object available.

Properties

Property	Type	Description
MediaType	<i>EnumMediaType</i>	This property contains the media type.
NodeType	<i>EnumNodeType</i>	This property contains the node type.
TeamEntryCount	<i>Integer</i>	This property contains the number of teams.
TeamList	<i>ITeamList</i>	This property contains the team list.

3.4.38 ITeamEntry

This interface makes the framework for a Team object available.

Properties

Property	Type	Description
Description	<i>String</i>	This property contains the description of the team.
Key	<i>String</i>	This property contains the team key.
Name	<i>String</i>	This property contains the team name.

3.4.39 ITeamList

This interface makes a framework for a list of Team objects available.

Properties

Property	Type	Description
Count	<i>Integer</i>	This property contains the number of lists.

Methods

get_Item	This method returns the ITeamEntry object.	
<i>Parameters</i>		
Index	<i>Integer</i>	column index
<i>Return</i>		
ITeamEntry		
GetEnumerator	This method returns an enumerator.	
<i>Return</i>		
IEnumerator		

3.4.40 IServerErrorEvent

Properties

Property	Type	Description
ServerErrorEvent	<i>EnumServerErrorType</i>	This property contains the ServerErrorEvent.

3.4.41 IVirtualAgentObject

This interface makes the framework for VirtualAgent objects available.

Properties

Property	Type	Description
AgentKey	<i>String</i>	This property contains the AgentKey.
FirstName	<i>String</i>	This property contains the agent's first name.
LastName	<i>String</i>	This property contains the agent's last name.

3.4.42 IVirtualAgentObjectsList

This interface makes the framework for a list of VirtualAgent objects available.

Properties

Property	Type	Description
Count	<i>Integer</i>	This property contains the number of lists.

Methods

get_Item	This method returns the VirtualAgent object.	
<i>Parameters</i>		
Index	<i>Integer</i>	column index
Return		
IVirtualAgentObject		

GetEnumerator	This method returns an enumerator.	
Return		
IEnumerator		

3.4.43 IVirtualAgentsData

This interface makes the framework for the virtual agent data available.

Properties

Property	Type	Description
MediaType	<i>EnumMediaType</i>	This property contains the media type.
NodeType	<i>EnumNodeType</i>	This property contains the node type.
QueueCount	<i>Integer</i>	This property contains the number of queues.
QueueList	<i>IQueueVirtualAgentsObjectsList</i>	This property contains a queue list.