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# Interaction Attributes

## Technical Reference

### Abstract

This document is for handler authors and programmers. It is a reference to object attributes used by Customer Interaction Center. An attribute is a piece of information about an object that travels with it throughout CIC.

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# Interaction Attributes Overview

The *Interaction Attributes Technical Reference* is for handler authors and programmers who need a reference to interaction attributes used by the Interaction Center platform. See Revisions for what's new in this release.

## About Objects and Attributes

*Interactions* are objects in CIC. *Objects* are entities that the CIC can perform actions on. Telephone interactions, chat sessions, and emails are all objects processed by the Interaction Center. Objects are typically processed by handlers or custom application programs.

Objects can have *attributes*. An object's *attribute* is a piece of information about an object that travels with it throughout the Interaction Center. Developers can define generic objects that have custom attributes. Developers can define custom attributes for any type of object. Telephone interactions, chat sessions, emails, and generic objects are entities that have some type of attribute associated with them.

Attributes are created by a variety of entities, including the Interaction Center itself. For example, the Telephony Services subsystem creates many default call object attributes when a call object is created. Handlers, CIC applications, and programs developed using various system APIs can create and modify attributes.

Attributes are name/value pairs. To retrieve the value of a call or chat object attribute, you specify an attribute name. The value returned for an attribute is normally string data. However, chat and call attributes can contain 32-bit binary data in DWORD format. Email objects return data that is stored in Interaction Designer's list variable format.

- Attribute names are not case-sensitive. "Eic\_StationName" and "eic\_stationname" refer to the same attribute. Although case is insensitive, the name of an attribute provides a clue to how the attribute is used.
- Most attributes are prefixed with "Eic\_" to indicate that they are reserved for normal operation of the system. Customers can create custom attributes, but should not prefix their names with "Eic\_".
- If the value of an attribute should not be modified by customers, this is noted in the description of the attribute. Except where explicitly noted, values can be changed using handlers or custom applications.
- Attributes whose name ends with "Raw" contain original, unprocessed values. These attributes are logged for reporting purposes.

Please note that the word "attribute" is a general computing term with multiple contexts. Databases have attributes (columns) that have no relationship to the attributes of an interaction. Directory Services "attributes" are not the same as the attributes described here. A Directory Services attribute is an item of information that is stored in Directory Services as a registry key. Interaction attributes travel with each object as it is processed by the Interaction Center server.

Invalid characters in attribute names are converted to underscores. If a name contains spaces, periods, colons or characters with values in the range 0x01 - 0x1F, these characters are automatically mapped to an underscore by Queue Manager. This ensures that attribute names are compatible with VoiceXML and other semantic systems.

Types of attributes	
Call Objects	Whenever a call is placed, or comes in to the Interaction Center, a new call object is created. That call object can have actions performed on it. For example, it can be transferred or placed in a user queue. Call objects have numerous attributes. For example, one attribute of a call object is the telephone number of the person who placed the call.
Chat Objects	In CIC, chat sessions are online, real-time, typed conversations between an Interaction Client user and a remote chat participant browsing your web site. Chat sessions are similar to a telephone conversation, except that the information is typed instead of spoken. Most chat object attributes are displayed in Interaction Client's chat window.
Email Objects	Email objects have attributes, but do not use named constants to retrieve a value. And unlike the values returned by call and chat object attributes, email object attributes return information that is in Interaction Designer's list variable format. For more information, see "Email Objects" in the Interaction Designer Help.
Generic Objects	Interaction Designer also supports <i>generic</i> objects. A generic object is typically a third-party interaction, such as a proprietary web chat, that is ACD routed by a Customer Interaction Center server. When a request comes in, Interaction Designer's <i>Create Generic Object</i> tool is used to specify the name of an ACD or agent queue. The tool step assigns a <i>generic object ID</i> to the object, which is similar to a call object ID. The generic object ID is used by the CIC to reference the object when it is routed from an ACD queue to the agent. The object itself is stored in Queue Manager. Several tools in Interaction Designer manipulate generic objects. Tools are provided that create, disconnect, get, set, and transfer generic objects. See "Generic Objects" in the <i>Interaction Designer Help</i> for more information.
Recording Objects	Recorded interactions are known as <i>recording objects</i> . The term <i>Recording</i> describes the asynchronous capture of the media content of an interaction (such as a chat or phone call) to a disk file. Multiple recordings can take place on the same interaction. These recordings can be started, stopped and paused independently. These objects have attributes that provide information about the recording.
Monitor Objects	CIC provides supervisors with monitoring capabilities. Monitoring describes the action of listening to or watching an interaction without being an active participant in the interaction.  Multiple monitors can be placed on the same interaction. These monitors can be started and stopped independently. Hosted monitoring is also supported. This allows a collection of users to monitor another call (or another conference). Users who are monitoring as part of a Hosted Monitor can hear all sides of the monitored call (or conference). However, the monitoring parties' audio cannot be heard by the monitored parties. If the monitored call is a simple two-party call, the monitoring parties can converse with each other.  All interactions in the CIC, including those that can be monitored or recorded, are treated as objects that may have attributes. Attributes travel with each object as it is processed by the system, such as placed in queues and so on.  Recorder objects and Monitor objects are created when recording or monitoring operations begin. When these activities are initiated, new recorder or monitor objects are placed in the queue that contains the object that represents the interaction, such as a call object.
SMS Objects	Short Message Service (SMS) is a text messaging service component of mobile communication systems. SMS attributes are used by the SMS tools in Interaction Designer to manage SMS interactions. All SMS attributes are reserved and should not be modified by customers.

## Dynamic call attributes

Call attributes are string values associated with the current call throughout its lifetime; they remain with a call even when it is transferred. These attributes are used within Attendant and other CIC components on both the server and client side.

- **Eic\_AttrCallbackCopyAttributes:** Set this attribute before the Request Callback node is processed. This attribute should contain a pipe delimited list of all attributes that should be moved over to the callback object.
- **Eic\_AttdynamicSkillstoAdd:** This attribute contains a list of skills that can be added to an in-queue interaction.
- **Eic\_AttdynamicSkillsToRemove:** This attribute contains a list of skills that can be removed from an in-queue interaction.
- **Eic\_AttdynamicUserVmail:** This attribute contains the user selected for voicemail transfer.
- **Eic\_AttdynamicWorkgroupVmail:** This attribute contains the workgroup to use for the voicemail transfer.
- **Eic\_AttdynamicWorkgroupName:** Use this attribute to organize multiple workgroups. For example, you can define your workgroups by area of expertise, such as web service calls or custom handler calls.
- **Eic\_AttdynamicWorkgroupSkills:** Defines a skill set based on one or more defined skills. The skills designated in this attribute must be separated using the pipe-delimited format. For example, if you want to specify that agents assigned to this

interaction attribute contain multiple language skills, enter the value for this attribute as "Spanish" or "Spanish|French|Norwegian".

- **Eic\_AttdynamicWorkgroupPriority:** Assigns priority value for interactions specified for a specific workgroup.
- **Eic\_AttdynamicAgentName:** Specifies the agent or user to which specific interactions are sent.
- **Eic\_AttdynamicExternalNumber:** Defines the external telephone number to which designated interactions are transferred.

# Interaction Attributes (alphabetical)

## CallLog

Interaction Client creates this attribute for each call. It contains information and timestamps describing the activities of a call. This information becomes the text sent along with voice mail messages describing what a call has done so far in CIC.

CallLog contains a new-line separated list of actions that have occurred on the interaction. The format is DateTime: Description of event followed by newline. In Interaction Designer, the Log Message and Get Call Log tools can be used to append or retrieve values in the Call Log attribute. Note also that this attribute is append-only. The maximum size of this attribute is 128,000 characters. QueueManager will no longer append data to this attribute once its size exceeds this threshold.

## CallLogEx

To support switchover, the CallLogEx attribute is updated with values that would normally be assigned to the CallLog attribute.

Since the CallLog attribute is treated as an append-only attribute, this caused an issue with the Switchover Interaction Resiliency feature, because the CallLog attribute was replicated from the primary server to the backup server. Each update resulted in an append operation instead of a set operation, which caused the CallLog to be skewed for interactions that existed at the time of a switchover.

The CallLogEx attribute resolves this. If an update includes the CallLogEx attribute, the value should be set as the value of the CallLog attribute.

Specifically, when interaction updates are replicated to the backup server to support the Switchover Interaction Resiliency feature, the CallLogEx attribute is updated instead of the CallLog attribute.

## Eic\_AccountCode

Stores the account code associated with this call. The account code may be blank. This attribute can be safely modified by custom handlers or user defined objects.

## Eic\_AcdCategory

A multi-value list of ACD categories separated by | characters. This attribute is set by handlers and is reserved for internal use. It should not be changed by custom handlers or user defined objects.

## Eic\_AcdSkillSet

A multi-value sorted list of ACD skills separated by | characters. The skills are those assigned to the interaction through configuration in Interaction Attendant or the "Acd Specify Interaction Skill" tool in Interaction Designer. This attribute should not be directly changed by custom handlers (using the Set Attribute tools) or by user defined objects.

## Eic\_AcdStateString

The StateString property, which is a string value that describes the current state of an ACD queue object (Connected, On Hold, etc). This is a copy of the localized ACD state string value written by handlers for persistence between threads and state changes. Typical state strings for call objects are:

- Initializing
- Dialing
- Proceeding
- Connected
- On Hold
- Disconnected
- Manual Dialing
- Station Audio
- Alerting
- Voice Mail
- Any User-defined string.

Typical states for chat objects are:

- Alerting
- Voicemail
- Connected
- Disconnected
- Initializing
- Proceeding
- ACD - Connected (Agent XX)
- Any user-defined string.

## Eic\_AcdWaitReason

This attribute is used to display information about ACD waiting interactions. It indicates the reason why an interaction is waiting to be connected to an agent. The possible reasons are:

- No available agents
- No agents with necessary utilization
- No available agents for this media type
- No available agents in category\*
- No available agents with skill\*
- No available agents for skill and min/max proficiency\*
- No available agents for skill and min/max desire\*

When an interaction is processed by ACDServer but cannot be handled right away, the interaction is placed in an ACD-Wait Agent state. Eic\_AcdWaitReason indicates why the interaction is waiting. The value of this attribute may change each time the interaction is considered by ACDServer. For example, when the call is first considered there might not be available agents. The second time the call was considered; perhaps no agents had the appropriate skill, and so on. The value of this attribute is updated each time the interaction is considered but not routed to an agent.

For items marked with an asterisk, additional data is appended to list a skill or category. For example, a reason might be: "No available agent with skill – Spanish".

## Eic\_AdviceOfChargeEnd

In Interaction Administrator, a packaged server parameter named Advice of Charge is used by default handlers and by various modules on the CIC server. This parameter, when set to a value of 1, tells TsServer to parse for the ISDN Advice of Charge information. By default, this parameter is set to 0 to turn off ISDN Advice of Charge parsing. This parameter is valid only for Germany, Switzerland, and Belgium.

This attribute applies to European ISDN lines only. When you have activated this Advice end of Charge service on your ISDN line, the network provides you with charging information indicating the recorded charges for a call when the call is released. The network sends the charging information to you in one of the call control messages clearing the call. That value is placed in this call attribute. See the following specifications for more information:

- EN 300 182-1 V1.2.4 (1998-06)
- European Standard (Telecommunications series)
- Integrated Services Digital Network (ISDN);
- Advice of Charge (AOC) supplementary service;
- Digital Subscriber Signaling System No. one (DSS1) protocol;
- Part 1: Protocol specification

## Eic\_AlertSound

This attribute contains a string of the sound name to play when the interaction is alerting.

## Eic\_AniDnisString

The ANI and DNIS string received on an inbound T1 call. This information is provided by the CO (Central Office, the local switch that services subscribers). Often the information passed is in the form "#xxxxxxxxx#yyyyyyyyy#" where x is the number from which the call originated, and y is the number dialed.

For example: "#3175551212#3178723000#" or any other string of varying length.

Please do not change the value of this attribute. It is reserved for use by the system.

## Eic\_AnsweringDevice

Contains a code indicating the result of a contact attempt. Possible values are:

0	No Answer
1	Live Voice
2	SIT
3	Fax Machine
4	Answering Machine

## Eic\_AnswerTime

Set by Queue Manager to the DateTime of this object's first transition to a Connected, Messaging, Held, Parked or System state, using time format yyyyymmddThhmmss.fffZ.

## Eic\_AssignedWorkgroup

This attribute is used by custom handlers to pass the Queue name displayed by Interaction Client. If no value is assigned to this attribute, Interaction Client uses the value of the Eic\_Workgroup attribute instead.

## **Eic\_AssociatedChatId**

This attribute contains the ID of an associated chat interaction.

## **Eic\_AssociatedClibId**

This attribute contains the ID of an associated Web Collaboration interaction.

## **Eic\_AttDynamicAgentName**

Agent name used by Interaction Attendant to specify which agent ID to transfer an interaction to, so that handlers can read the attribute and transfer the call based on its value. This attribute is used by dynamic actions in Attendant — see the Agent Transfer node for example — but could potentially be set outside of Attendant.

## **Eic\_AttDynamicExternalNumber**

External telephone number used by Interaction Attendant to specify which Agent or Station to transfer an interaction to, so that handlers can read the attribute and transfer the call based on its value. This attribute is used by dynamic actions in Attendant (See the External Transfer node for example), but could potentially be set outside of Attendant.

## **Eic\_AttDynamicWorkgroupName**

Workgroup name used by Interaction Attendant to specify which agent ID to transfer an interaction to, so that handlers can read the attribute and transfer the call based on its value. This attribute is used by dynamic actions in Attendant — see the Agent Transfer node for example — but could potentially be set outside of Attendant.

## **Eic\_AttDynamicWorkgroupPriority**

Priority attribute used by Interaction Attendant to specify which Agent or Station to transfer an interaction to, so that handlers can read the attribute and transfer the call based on its value. This attribute is used by dynamic actions in Attendant (See the External Transfer node for example), but could potentially be set outside of Attendant.

## **Eic\_AttDynamicWorkgroupSkills**

Skills attribute used by Interaction Attendant to specify which Agent or Station to transfer an interaction to, so that handlers can read the attribute and transfer the call based on its value. This attribute is used by dynamic actions in Attendant — see the External Transfer node for example — but could potentially be set outside of Attendant.

Eic\_AttDynamicWorkgroupSkills defines a skill set based on one or more defined skills. The skills designated in this attribute must be separated using the pipe-delimited format. For example, if you want to specify that agents assigned to this interaction attribute contain multiple language skills, enter the value for this attribute as "Spanish" or "Spanish|French|Norwegian".

## **Eic\_AudioFlow**

If this attribute is set to 1, an audio flow has been established with a remote party.

## **Eic\_BearerTransferCapability**

Indicates whether transferred bidirectional bearer connection capability is available. Please do not change the value of this attribute. It is reserved for use by the system.



## Eic\_BeenTransferred

String that indicates whether an interaction has been transferred out of a queue, set "True" to identify a call that is being transferred in accordance with call coverage settings.

## Eic\_ByPassCallForwarding

String that indicates whether call forwarding is in effect. If set to "True" this will effectively override call coverage settings on a target queue following transfer there.

## Eic\_Callback\_Completion

This numeric value indicates whether a callback interaction completed successfully. It contains a value of 83 if the callback succeeded, or 70 if the callback failed. Due to programming oversight, this attribute is set to a numeric value instead of "S" or "F" to indicate success or failure. It displays the decimal representation of the ASCII letters "S" or "F". See also [Eic\\_CallbackCompletionDisplay](#), which returns string values.

## Eic\_CallbackCompletionDisplay

Contains a localized string description of the callback completion status. Its value is "S" if the callback succeeded, "F" if the callback failed, or "" if the completion has not been assigned. See also [Eic\\_CallbackCompletion](#).

## Eic\_CallbackAssociatedCallId

This attribute is set by Interaction Web Tools to the Call ID of the last call made as a result of a Callback.

## Eic\_CallbackCreatedId

This attribute is set on calls so that Interaction Attendant can track which "one-time-only" profiles have had direct-to-queue processing. This attribute is used exclusively by Attendant handlers. Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_CallbackOriginalCallId

This attribute is set on calls so that Interaction Attendant can track which "one-time-only" profiles have had direct-to-queue processing. This attribute is used exclusively by Attendant handlers. Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_CallbackPhone

This attribute contains the callback phone number.

## Eic\_CallClassification

Used by Emergency Call Alerting, a feature that allows administrators to setup alerts to notify specific individuals or groups when an emergency call has been made. In some cases this will include 911 calls but can also include other emergency numbers, such as police, fire, internal emergency numbers, and so on. Individuals may be alerted by two methods: Email and by a popup in PureConnect client. This feature is configured as follows: In Dial Plan, a particular dial pattern can be assigned with a classification. For classifications that are in the Emergency Category an additional configuration item is available to alert specific users/workgroups when a call is made with that classification. In Interaction Administration, this feature is located under *System Configuration > Phone Numbers > Configuration > Manage Classifications*. The configuration includes the list of users or workgroups to receive the alert. Refer to the Interaction Administration Help for more information about this feature.

## Eic\_CallDirection

This attribute denotes whether the call is inbound or outbound, or is in an indeterminate dialing state. Please do not change the value of this attribute. It is reserved for use by the system.

Value	Description
"I"	Inbound call.
"O"	Outbound call. (Capital O, not a zero)
""	Call direction is indeterminate, meaning that the call is in an unknown or manual dialing state.

## Eic\_CalledTn

Eic\_CalledTn stores DNIS information about a TAPI 1.4 call. Please do not change the value of this attribute. It is reserved for use by the system.

## Eic\_CallerTn

ANI information about a TAPI 1.4 call. Please do not change the value of this attribute. It is reserved for use by the system.

## Eic\_CallFwdVMDestination

The destination mailbox of a call that was forwarded to voice mail.

## Eic\_CallFwdVMDestinationQueues

The destination queue of a call that was forwarded to voice mail.

## Eic\_CallId

Eic\_CallId is a 10-digit ID that temporarily identifies an active interaction in CIC. This identifier applies to all interaction types, not just phone calls. It is set by Queue Manager. A related attribute, [Eic\\_CallIdKey](#) uniquely identifies an interaction over time, and unlike Eic\_CallId, Eic\_CallIdKey can be used as the database key for an interaction.

### NOTE:

The *value* of the Eic\_CallId attribute is guaranteed to be unique, but the *format* of this key is subject to change without notice. Customers should not write custom code or handlers that rely upon the format of Eic\_CallId to remain fixed.

Again, the format and use of the Eic\_CallId attribute is reserved and should not be used as more than an opaque identifier. The format of this value may be changed at any time. The format of this attribute is documented only for description purposes and to assure customers that the design of the value will be unique across sites and long periods of time. For more information, see *Reporting Data Dictionary*.

## Eic\_CallIdKey

Eic\_CallIdKey is an 18-character alphanumeric string set by Queue Manager that uniquely identifies an interaction. Eic\_CallIdKey is used as a database key since it is guaranteed to be unique across related sites and over time.

**NOTE:** The value of the Eic\_CallIdKey attribute is guaranteed to be unique, but the format of this key is subject to change without notice. Customers should not write custom code or handlers that rely upon the format of Eic\_CallIdKey to remain fixed. In CIC, Eic\_CallIdKey is an 18 digit field, consisting of the ten digit Eic\_CallId usually followed by an eight digit date (YYYYMMDD). The format of Eic\_CallIdKey is not guaranteed to stay the same. Any code which relies on the format of the Eic\_CallIdKey (as opposed to its unique value) is unsafe.

Switchovers, allocations of very large numbers of interaction Ids and restarts may further modify the eleventh digit of Eic\_CallIdKey to make values unique. The value of the 11th character can be any alphanumeric value 0-9 or A-Z. If additional switchovers occur, the eleventh character may be mapped to 'A' and will be advanced to 'B' and beyond.

For example, suppose that the CallId of an interaction is 1234567890, and that the date is August 14, 2007. The resulting Eic\_CallIdKey would typically be 123456789020070814, but the eleventh digit (the "2" in "2007") might be changed to keep the string unique.

**IMPORTANT:** The format and use of the Eic\_CallIdKey attribute is reserved and should not be used as more than an opaque identifier. The format of this value may be changed at any time. The format of this attribute is documented only for description purposes and to assure customers that the design of the value will be unique across sites and long periods of time.

In summary, Eic\_CallIdKey is an alphanumeric string whose format may change in the future, but which is guaranteed to be unique over time. Eic\_CallId, on the other hand, is only guaranteed to be unique at an instant in time and may be reused within a short period of time.

For more information, see *Reporting Data Dictionary*.

## Eic\_CallingPNNumberDigits

Set for inbound ISDN calls only. It is extracted from the Calling Party Number Information Element (IE). Consult your Q.931 specification for more information. Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_CallingPNNumberingPlan

This attribute is set for inbound ISDN calls only. It is extracted from the Calling Party Number Information Element (IE). Consult your Q.931 specification for more information. Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_CallingPNScreeningInd

This attribute is set for inbound ISDN calls only. It is extracted from the Calling Party Number Information Element (IE). Consult your Q.931 specification for more information. Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_CallingPNTypeOfNumber

This attribute is set for inbound ISDN calls only. It is extracted from the Calling Party Number Information Element (IE). Consult your Q.931 specification for more information. Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_CallInitiationContext

String value used by handlers to indicate the reason why new calls object was created.

## Eic\_CallPurpose

This attribute identifies the purpose of a call for reporting purposes. CIC stores the call purpose code as a call attribute and value, as well as a column in the Call Detail table. The purpose code value indicates the reason why an interaction was made. If there is not particular purpose, no value need be specified.

For example, it can be used to distinguish Interaction Dialer calls from other types of calls, such as FAX calls. Eic\_CallPurpose is not supported by releases of CIC prior to release 2.0. This attribute is optional. No errors occur if a call does not have this attribute set. Purpose codes are currently set for FAX objects, Dialer calls; SIP and remote station connect calls.

Null	No specific purpose has been assigned to this call object.
1	FAX
2	The call was initiated by Interaction Dialer.
3	Tie Line
4	Remote Station
5	Forward
6	Conference Bridge
7	Voice Mail Return
8	Follow Me
9	SIP Station
10	Station Audio
11	Notification
12	TUI Login
13	Auto-Attendant: set for inbound calls that never leave the Auto-Attendant or outbound calls transferred by Auto-Attendant
14	Call was transferred to a user extension by Auto-Attendant
15	Inbound call was directed to a User (DID) Extension
16	Outbound call was placed from TUI
17	Reply to a voice mail through a live phone call
18	Caller pressed zero to be transferred
19	Call was placed on behalf of the voice mail Form
20	Station audio taking place after disconnect; i.e.: busy tone
21	Used during consult transfer. Consulting call will have this purpose code set.
22	Used when initiating ad-hoc conference.
> 100	Values above 100 are user-defined as needed in handlers.

## Eic\_CallSimulation

This attribute is used exclusively for testing. If Eic\_CallSimulation is set to any non-zero length value, auto-answer and ring-phone options are ignored for ACD calls.

## Eic\_CallState

A string that identifies the call state (Alerting, Connected, Dialing, Disconnected, Initializing, Manual Dialing, Offering, On Hold, Proceeding, Station Audio, etc.) Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_CallStateString

Eic\_CallStateString is the string displayed as call state information in a CIC client (e.g. "Connected"). Call state strings are displayed in the CIC client. Conversely, call state values are integers that represent a call state.

The call state string usually matches, but does not have to match the actual CallState. For example, although a call in voice mail has a state of 'Connected', the CallStateString displays 'VoiceMail' for a CIC client user. In Interaction Designer, the "Set Call State" tool changes the values of CallStateString.

Initializing	CIC is formatting the telephone number and looking for a line on which to place the outbound call. This state applies to inbound and outbound calls.
Offering	The call has been placed in a queue, but the call is not alerting. CIC is determining if the called party is available to take the call. This state applies to inbound calls only.
Dialing	CIC is dialing the remote telephone number. This state applies to outbound calls only.
Proceeding	The call is proceeding through the outside telephone network. 'Proceeding' is used if a CIC client user has enabled Call Analysis. This state applies to outbound calls only.
Connected	Both parties are connected and are able to speak with each other. This state applies to inbound and outbound calls.
On Hold	The call is on hold. This state applies to inbound and outbound calls.
Disconnected	The call is no longer active. This state applies to inbound and outbound calls.
Manual Dialing	A telephone handset has been picked up and a dial tone is being generated. This state applies to outbound calls.
Station Audio	An audio clip is being played to one or more Interaction Client users.
Alerting	A CIC client user is being notified that he or she has an incoming call. This state applies to inbound calls.
Voice Mail	The caller is leaving a voice mail message.

## Eic\_CallType

This attribute contains a numeric value indicating the capabilities of an Interaction. Eic\_CallType indicates whether the calling party is a Customer Interaction Center user. The table below shows possible values. Customers should not change the value of this attribute. It is reserved for use by the system.

Value	String	Meaning
0	I	The call is an "Intercom" call, which means that the caller is an internal CIC participant.
1	E	E stands for "external call". The caller is a non-CIC participant.
2	""	The call type is unknown. Possibly the caller is not an CIC user.

## Eic\_Capabilities

This numeric attribute stores a number indicating the capabilities available for an Interaction. Customers should not change the value of this attribute. It is reserved for use by the system.

Interaction Attribute	Numeric identifier	Description
None	0	The Interaction has no capabilities.
Consult	1	The Interaction can perform consults.
Disconnect	2	The Interaction can be disconnected.
Hold	4	The Interaction can be held.
Listen	8	The Interaction can perform listens.
Messaging	16	The Interaction can perform messaging.
Mute	32	The Interaction can be muted.
Park	64	The Interaction can be parked.
Pause	128	The Interaction can pause recording.
Pickup	256	The Interaction can be picked up.
Private	512	The Interaction can be marked private.
Record	1024	The Interaction can be recorded.
RequestHelp	2048	The Interaction can have help requested.
Transfer	4096	The Interaction can be transferred.
Join	8192	The Conference Interaction can be joined.
ObjectWindow	16384	The Interaction can have an object window displayed.
Conference	32768	The Interaction can be conferenced.
SidebarChat	65536	Contact your Genesys support representative for information on this attribute.
SecureRecordingPause	262144	The Interaction can pause recording for security.
Send	1048576	The Email Interaction can be sent.
Reply	2097152	A reply can be created for the Email Interaction.
ReplyAll	4194304	A reply to all can be created for the Email Interaction.
Forward	8388608	A forward can be created for the Email Interaction.
SecureInput	16777216	The Interaction can initiate secure input.
RecordingSnippet	33554432	The Interaction can create a snippet recording.
TransferToVoicemail	67108864	The Interaction can be transferred to someone else's voicemail.
Coach	2147483648	The Interaction can be coached.

## **Eic\_ClientMsg**

This attribute contains a string representing a client message to display.

## **Eic\_CoBrowserStartUrl**

This attribute contains the initial URL for a co-browser session.

## **Eic\_CobrowseSessionTempCode**

This is the session code supplied by a website visitor to an agent. The agent uses this code to initiate a Co-browse session.

This temporary code identifies the Co-browse session only while the session is active. It travels with Co-browse session during a transfer. After the Co-browse session ends, this temporary code may be reused for another, unrelated, Co-browse session.

## **Eic\_CobrowseSessionId**

The Co-browse session ID. This ID is unique and can be useful for troubleshooting and in reports.

Co-browse sessions are tied to interactions. Co-browse sessions don't exist independently as interactions.

## **Eic\_ConferenceChat**

The text of a conference call chat session conducted as part of a conference call. Interaction Client users participating in a conference call can also conduct a chat session. Interaction Client places the text from this chat session in a custom attribute that can be retrieved in a handler. E.g. Any string value.

## **Eic\_Conferenceld**

The Interaction ID of a conference object. Customers should not change the value of this attribute. It is reserved for use by the system.

## **Eic\_ConferenceMembers**

The Interaction IDs of conference members. Customers should not change the value of this attribute. It is reserved for use by the system.

## **Eic\_ConnectDurationTime**

Total time, in seconds, that the interaction has been connected.

## **Eic\_ConnectedAddress**

The connected address for QSIG, an ISDN based signaling protocol for signaling between private branch exchanges (PBXs) in a Private Integrated Services Network (PISN). Customers should not change the value of this attribute. It is reserved for use by the system.

## **Eic\_ConnectedName**

The name of the user who answered the outbound call (connected party name). Customers should not change the value of this attribute. It is reserved for use by the system.

## **Eic\_ConnectedNameIn**

The name of the user who answered the inbound call (connected party name). Customers should not change the value of this attribute. It is reserved for use by the system.

## **Eic\_ConnectedNumberle**

Integer value from ISDN Information Element for the connected number. Customers should not change the value of this attribute. It is reserved for use by the system.

## **Eic\_ConnectedTn**

Eic\_ConnectedTn stores the telephone number of a connected TAPI 1.4 call.

## **Eic\_ConnectEvtTime**

The time when a connection event occurred. Customers should not change the value of this attribute. It is reserved for use by the system.

## **Eic\_ConnectionCallBaseCall**

The Call that requested or initiated this connection call. Customers should not change the value of this attribute. It is reserved for use by the system.

## **Eic\_ConnectTime**

The time (yyyyMMddThhmmss.fffZ) of most recent client connect state in this user or station queue. This value is set by Queue Manager and should not be modified by customers. Continuous Monitor handlers use this attribute to sort calls. It is set to a string composed of nine to ten digits. These digits are a representation (in seconds) of the time at which the object first reached a Client Connected state. The value of the Eic\_ConnectTime attribute is empty when an object is first created; it is set to the current time when the object first reaches a client connected state.

If the object is subsequently transferred to a new user or station queue, the value of the Eic\_ConnectTime attribute is set back to an empty string. If the object subsequently reaches another client connected state, the attribute is again set to the current time.

## **Eic\_ConsultCallId**

The call IDs that are consulting for this call. Customers should not change the value of this attribute. It is reserved for use by the system.

## **Eic\_ConsultCallSpeakTo**

The 'speak to' state, such as "caller", "consult", "caller,consult", or "none". Customers should not change the value of this attribute. It is reserved for use by the system. Note that "caller,consult" does not contain a space..

## **Eic\_ConsultingCallid**

The call ID for which this call is a consult. Customers should not change the value of this attribute. It is reserved for use by the system.



## Eic\_ConsultTransferCallId

The call that this call was consult transferred to by a server. This value should not be changed by customers. It is reserved for use by the system.

## Eic\_ContactAddress

Address of the contact that was called. Please do not change the value of this attribute. It is reserved for use by the system.

## Eic\_ContinueRecordOnExternalTransfer

Handlers set this attribute is set to "1" if a recording should continue even after an external call is consult transferred to another external call.

## Eic\_ConversationUuid

Stores the conversation UUID (Universal Unique Identifier) for Workforce Engagement Management events. Each UUID is generated randomly and does not change when morphs occur.

For non-call interactions, a different UUID value will be set for each interaction.

For external call interactions a unique UUID will be used. For partners in an intercom call, the same UUID will be set for both interactions. The semantics of the UUID value for interactions in a conference are currently undefined.

## Eic\_CSSurveyId

The ID of the post call customer satisfaction survey to be played, if a survey has been offered to the caller. The Survey add-on to CIC provides a means to survey callers after the agent disconnects. The call flow is:

1. The Caller is asked to participate in a survey after talking to the agent.
2. The Agent talks to caller and disconnects.
3. Telephony Services catches the disconnect event and the Survey Service plays the appropriate survey.

Eic\_CSSurveyId and Eic\_CSSurveyState work together to allow wrap up codes to be entered by the agent while a survey is in progress. Agents assign a wrap-up code to indicate the nature of an interaction; for example, to identify the interaction as a billing problem, a new order, or a service request. Wrap-up codes are defined by the CIC administrator and are used in reports specific to wrap-up codes.

When an agent disconnects a call, it may not go into the disconnected state if the Interaction is set to have a survey. The call is not disconnected until the survey is completed. This presented a problem since the agent needs to supply a wrap-up code immediately following the call. To work around this problem, handlers wait for the survey start event to be triggered, instead of waiting for the call to end. The Eic\_CSSurveyId and Eic\_CSSurveyState call attributes are monitored to determine if a call is to be surveyed and the state of the survey.

## Eic\_CSSurveyIntercomId

This attribute is used by intercom calls that are surveyed. It stores the Interaction ID of the call that an agent participated on.

## Eic\_CSSurveyOrgCallIdKey

This attribute is used by intercom calls that are surveyed. It stores the CallIDKey of the call that an agent participated on. A CallIDKey is the 10 digit CallId plus an eight digit date in this format: YYYYMMDD.

## Eic\_CSSurveyState

The current state of a survey on the call. The state has the following possible values:

- Survey None
- Survey Requested
- Survey Optout
- Survey In Progress
- Survey Complete

Eic\_CSSurveyId and Eic\_CSSurveyState work together to allow wrap up codes to be entered by the agent while a survey is in progress. Agents assign a wrap-up code to indicate the nature of an interaction; for example, to identify the interaction as a billing problem, a new order, or a service request. Wrap-up codes are defined by the CIC administrator and are used in reports specific to wrap-up codes.

When an agent disconnects a call, it may not go into the disconnected state if the Interaction is set to have a survey. The call is not disconnected until the survey is completed. This presented a problem since the agent needs to supply a wrap-up code immediately following the call. To work around this problem, handlers wait for the survey start event to be triggered, instead of waiting for the call to end. The Eic\_CSSurveyId and Eic\_CSSurveyState call attributes are monitored to determine if a call is to be surveyed and the state of the survey.

## Eic\_CurrentURL

This attribute contains the current tracked URL of a web session object. This attribute will remain blank if the pages are not tracked.

## Eic\_CustomInfo

The custom information string passed from a web page.

## Eic\_DeallocationTime

The time (in seconds) for de-allocation to occur after disconnect. The default is 120 seconds. The maximum is 3600 seconds.

## Eic\_DestinationSubAddress

The Destination Subaddress, if supplied consists of the "type of subaddress" indicator and the actual subaddress, in accordance with ECMA-155. Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_DialerAllowInboundWrapUp

Set this attribute to any value to allow a prompt for a wrapup code when a Dialer call is transferred to an inbound ACD workgroup. Do not set this attribute to a value to suppress the prompt for a wrapup code when a Dialer call is transferred to an inbound ACD workgroup.

## Eic\_DisconnectRingNoAnswer

If set to yes when a user alert times out, the call is immediately disconnected.

## Eic\_DisplayAttributes

Multi-value string list of attribute names to be displayed by Interaction Client.

## Eic\_DisplayName

This attribute contains the user name that will be displayed during a web interaction.

## Eic\_DisplayName

Set by Interaction Web Tools to the name displayed in a chat or Instant Question session.

## Eic\_DispositionCode

This attribute returns a number indicating the disposition of the call object. Customers should not change the value of this attribute. It is reserved for use by the system.

""	Call has not been dispositioned.
1	No Answer
2	No ring back
3	No dial tone
4	Normal busy signal
5	SIT connection
6	No circuits available
7	Operator intercept
8	Answering machine
9	Unknown reason
10	No remote FAX tone detected
11	Remote disconnect
12	Local disconnect
13	Station hang up
14	Last party
15	Transferred
16	Duplicate conference
17	Server exit
18	Auto-disconnect due to silence, etc.
19	Manual dial replaced
20	Lost connection
21	Remote deactivated
22	Connection idle
23	Alarm on trunk

## Eic\_DivertingNumber

Stores the number of a call that was diverted from its intended destination. Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_DNDStatus

The recipient's Do Not Disturb status condition.

## Eic\_DNISRoutedCall

String that indicates whether the call was routed based on DNIS, set to "Yes" when a call is transferred to a queue based on settings in the DID/DNIS table in Interaction Administrator.

## Eic\_DotNetAvailable

This attribute indicates whether .NET is available for this interaction ("1" = Available, "0" = Not Available)

## Eic\_DueDate

In Interaction Process Automation (IPA), each packet of work routed to a user as a Work Item Interaction (WII) is assigned a Due Date, which is the date the user is expected to be done with the work item. Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_DueDateReminder

The due date reminder of a work item interaction. Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_EmailAttachments

Boolean value that indicates whether an email has attachments, set to 1 if attachments are present.

## Eic\_EmailCapabilitiesUpdate

This attribute is a DateTime value that indicates when Email capabilities were updated. The capabilities of an EmailInteraction are whether it can be edited, replied to, supports a reply all, can be forwarded, etc.

## Eic\_EmailChildren

The interaction ID of the child emails – the opposite of parent emails. Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_EmailConversationAttr

This attribute is reserved for internal use. It is used by threaded email features. Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_EmailConversationID

This attribute is used to support threaded email features. It links the email conversation ID with an external ID. Customers should not change the value of this attribute. It is reserved for use by the system.

## **Eic\_EmailExternalConversationID**

This attribute is used to support threaded email features. It links the email conversation ID with an external ID. Customers should not change the value of this attribute. It is reserved for use by the system.

## **Eic\_EmailImportance**

The importance of an email message. On most email systems, the importance of the message is "Low", "Normal", or "High".

## **Eic\_EmailMailbox**

The name of the mailbox that stores the message associated with the e-mail interaction.

## **Eic\_EmailMailboxName**

The mailbox display name for this user. Customers should not change the value of this attribute. It is reserved for use by the system.

## **Eic\_EmailMessage**

The moniker for the message associated with the e-mail interaction. Customers should not change the value of this attribute. It is reserved for use by the system.

## **Eic\_EmailMessageMoniker**

This attribute is set for email interactions to the internal moniker (name) of the email message. Customers should not change the value of this attribute. It is reserved for use by the system.

## **Eic\_EmailOutlookMode**

This attribute is set for email interactions to store the current Outlook mode. Customers should not change the value of this attribute. It is reserved for use by the system.

## **Eic\_EmailParent**

The interaction ID of the parent email. Customers should not change the value of this attribute. It is reserved for use by the system.

## **Eic\_EmailSubject**

The subject of an email message. Customers should not change the value of this attribute. It is reserved for use by the system.

## **Eic\_EmailType**

A string that represents the email type: "S"=System "N"=New "R"=Reply "A"=AutoReply "F"=Forward.

## **Eic\_EMSTargetExtension**

The target extension of an enhanced multi-site (EMS) call retrieved from the EMS note from the "sending" server, ignored if [Eic\\_EMSTargetQueue](#) is set.

## Eic\_EMSTargetQueue

The target queue of an enhanced multi-site call. If this attribute is set to a valid scoped queue id on an inbound call, the EMS handlers will transfer to the queue.

## Eic\_Encryption

A string that indicates whether interaction was encrypted. Customers should not change the value of this attribute. It is reserved for use by the system.

""	The interaction was not encrypted.
O	Content was successfully decrypted.
D	Content was encrypted, but decryption was denied by a CIC policy. Currently, this means the workgroup was not configured to allow encrypted emails, but other policies may be added later.
F	Content was encrypted, but CIC failed to decrypt the message. This could mean the private key was not installed, encryption algorithm was not supported, and so on.

## Eic\_EncryptionAlgorithm

The algorithm used to encrypt. This is one of the OpenSSL Cipher Types listed in `openssl.exe enc -h`. Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_EncryptionCertificateIssuer

Eic\_EncryptionCertificateIssuer is the Issuer of the certificate used to encrypt an e-mail. The string contains the issuer Distinguished Name (DN) of the certificate used to encrypt. This is not necessarily the root CA. This attribute allows handlers to access the Issuer easily. Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_EncryptionCertificateSubject

Eic\_EncryptionCertificateSubject is the Subject from the certificate used to encrypt the email. This attribute allows handlers to access the Subject easily. This string contains the subject Distinguished Name (DN) of the certificate used to encrypt. Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_ExternalWebId

The Interaction ID of an external web session.

## Eic\_FacilityDisplay

The facility display value of the ISDN Information Element. Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_FaxEnvelopId

If the call was used for a fax, this is the two-part envelope ID used to identify the Envelope ID. EnvP1::EnvP2. Both parts are numeric and together they make a 64 bit unique value. This value is reserved for use by the system. Customers should not modify this attribute.

## **Eic\_FaxUserExt**

Set by handlers and used by Tracker Server to determine the CIC User for an inbound Fax.

## **Eic\_ForExtension**

This attribute indicates where an interaction will be forwarded to. For faxes, this is the queue extension for which a fax is being received; for calls it contains the number of a forward status call.

## **Eic\_ForQueue**

Queue where calls will be forwarded to. For faxing, this is the queue identifier for which a fax is being received,

## **Eic\_Forwarded**

String that indicates whether an interaction was forwarded to a destination appropriate for that type of interaction.

## **Eic\_ForwardExtensions**

List of follow-me routing extensions configured by the user. This is a pipe delimited list of numbers appended in the case of multiple forward status events to prevent a loop.

## **Eic\_ForwardVoicemail**

Indicates whether the call was forwarded to voice mail.

## **Eic\_HeldTimeout**

The amount of time in seconds after an interaction was put on hold until a timeout notification was sent.

## **Eic\_Hold**

Set to "Hold" when a call hits the held call timeout threshold. This is so it can be put back on hold (vs. parked) after trying to re-alert the user queue where the call was holding.

## **Eic\_IgnoreDNDStatus**

Indicates whether to ignore do-not-disturb status. If set to "Yes" when a call is transferred to a user queue, DND status is ignored and the user is alerted.

## **Eic\_ImmediateAccess**

Set internally by the system to indicate whether to allow immediate access to an interaction. Customers should not change the value of this attribute. It is reserved for use by the system.

## **Eic\_InfoMsgContents**

The contents of an informational message. Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_InitialConnectTime

The time (yyyyMMddThhmmss.fffZ) of first client Connect state in this user or station queue.

## Eic\_InitiationTime

This attribute stores the time when an interaction was initiated (yyyyMMddThhmmss.fffZ). Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_IntcPushAvailable

This attribute indicates whether Interaction Client can push preset standard text messages, or URLs to the visitor's browser, when polling is ON.

## Eic\_InteractionUuid

A unique, read-only, attribute that is associated with each CIC interaction and can be used to track a CIC interaction that moves into another environment. When a new interaction is instantiated in CIC, it is assigned a 10 character Interaction ID which is set in the Eic\_CallId attribute. At the same time, QueueManager creates a UUID derived from the InteractionId and assigns it to the Eic\_InteractionUuid attribute. The value of the Eic\_InteractionUuid attribute will be unique over time; the value of the Eic\_CallId attribute will be reused.

For example, suppose that a CIC interaction's Interaction ID is 3001173400. If so, then Eic\_InteractionUuid attribute might be 40f8f749-7f72-c3dc-8e05-003001173400.

## Eic\_IntercomParty

The interaction ID of other party in an intercom call. Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_IpaPriority

Priority setting reserved for use by Interaction Process Automation (IPA). Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_IpaProcessed

This Boolean attribute is set on non-work item interactions to indicate that the interaction is associated with an IPA process. Note that this attribute does not indicate that the interaction was generated by an IPA process. Customers should not change the value of this attribute.

## Eic\_IpInfo

String set by Telephony Services to store internally used IP information. Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_IRAttrWatches

Attributes that IR should monitor for updates. This attribute is used by Interaction Recorder. Customers should not modify this attribute since it is reserved for use by the system.



## Eic\_IRIntxState

Stores the state of the interaction specific to Interaction Recorder. This attribute is used by Interaction Recorder. Customers should not modify this attribute.

## Eic\_IRKeywordSpots

This attribute is used by Interaction Recorder. Customers should not modify this attribute since it is reserved for use by the system. This attribute serializes the following keyword attribute information into a single attribute:

- Eic\_IRKeywordAgentScores
- Eic\_IRKeywordChannels
- Eic\_IRKeywordConfidences
- Eic\_IRKeywordCustomerScores
- Eic\_IRKeywordDurations
- Eic\_IRKeywordNames
- Eic\_IRKeywordSetNames
- Eic\_IRKeywordStartTimes
- Eic\_IRKeywordTags
- Eic\_IRKeywordUtterances

---

## Eic\_IRKeywordAgentScores

This attribute is still defined, but no longer set by Interaction Recorder. This attribute is replaced by Eic\_IRKeywordSpots, which serializes this and other keyword information into a single attribute. Customers should not modify this attribute.

---

## Eic\_IRKeywordChannels

This attribute is still defined, but no longer set by Interaction Recorder. This attribute is replaced by Eic\_IRKeywordSpots, which serializes this and other keyword information into a single attribute. Customers should not modify this attribute.

---

## Eic\_IRKeywordConfidences

This attribute is still defined, but no longer set by Interaction Recorder. This attribute is replaced by Eic\_IRKeywordSpots, which serializes this and other keyword information into a single attribute. Customers should not modify this attribute.

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## Eic\_IRKeywordCustomerScores

This attribute is still defined, but no longer set by Interaction Recorder. This attribute is replaced by Eic\_IRKeywordSpots, which serializes this and other keyword information into a single attribute. Customers should not modify this attribute.

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## Eic\_IRKeywordDurations

This attribute is still defined, but no longer set by Interaction Recorder. This attribute is replaced by Eic\_IRKeywordSpots, which serializes this and other keyword information into a single attribute. Customers should not modify this attribute.

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## Eic\_IRKeywordNames

This attribute is still defined, but no longer set by Interaction Recorder. This attribute is replaced by Eic\_IRKeywordSpots, which serializes this and other keyword information into a single attribute. Customers should not modify this attribute.

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## **Eic\_IRKeywordStartTimes**

This attribute is still defined, but no longer set by Interaction Recorder. This attribute is replaced by Eic\_IRKeywordSpots, which serializes this and other keyword information into a single attribute. Customers should not modify this attribute.

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## **Eic\_IRKeywordTags**

This attribute is still defined, but no longer set by Interaction Recorder. This attribute is replaced by Eic\_IRKeywordSpots, which serializes this and other keyword information into a single attribute. Customers should not modify this attribute.

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## **Eic\_IRKeywordUtterances**

This attribute is still defined, but no longer set by Interaction Recorder. This attribute is replaced by Eic\_IRKeywordSpots, which serializes this and other keyword information into a single attribute. Customers should not modify this attribute.

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## **Eic\_IRObservedStartBufTime**

Contains the time when Interaction Recorder server received the StartBuffering event. Customers should not modify this attribute.

## **Eic\_IRProactivePoliciesChecked**

This attribute keeps track of when Interaction Recorder has checked the policies for a proactive recording. It is used internally by Interaction Recorder. Customers should not modify this attribute.

## **Eic\_IRRecordingDate**

This attribute contains the IR\_RecordingMedia.RecordingDate as it is stored to the database. This attribute is used internally by Interaction Recorder. Customers should not modify this attribute.

## **Eic\_IRRecordingFlags**

This attribute is used to store flags on the recording specific to Interaction Recorder.

## **Eic\_IRRecordingId**

This attribute is used to tag a Interaction Recorder object with a uuid for cache lookups. Customers should not change the value of this attribute. It is reserved for use by the system.

## **Eic\_IRRecordingInitiatedFor**

This attribute stores the user ID that a recording was initiated for.

## **Eic\_IRRecordingIntx**

This attribute stores the recording object id on the recorded object id. It is set by and used internally by Interaction Recorder. Customers should not modify this attribute since it is reserved for use by the system.

## **Eic\_IRRecordingTags**

This attribute stores tags on a Recorder object initiated by Interaction Recorder. It is set by and used internally by Interaction Recorder. Customers should not modify this attribute since it is reserved for use by the system.

## Eic\_IRRelatedSnippetRecordings

For call, chat, and email interactions, this attribute contains the userid, recording ID (GUID) and timestamp of each currently active snippet recording for that interaction, separated by the pipe character ("|").

## Eic\_IRRelatedSnippetRecorderInteractions

For recording interactions on email snippet recordings, this attribute is set to a list of interaction ID:userid pairs separated by pipe characters ("|")

## Eic\_IRScreenScreenIntxs

This attribute associates an interaction with one or more screen recordings.

## Eic\_IR\_SnippetRecordingID

On the recording interaction for a snippet recording, this attribute is set to the recording ID (GUID) for the recorded interaction.

## Eic\_IsdnCauseValue

The Eic\_IsdnCauseValue attribute identifies an event affecting a call. These cause codes report conditions that affect ISDN calls. For example, if you dial out on an ISDN PRI line, and the call reaches a busy number, a cause code of "17" is returned to indicate "busy signal". Although the return value is numeric, it is returned as a string, since call object attributes are always strings in CIC.

Please do not change the value of this attribute. This attribute is used internally by telephony services. The value of Eic\_IsdnCauseValue is one of the following "cause codes" that originate on the D channel of an ISDN line:

Value	Description
0	Valid cause code not yet received
1	Unallocated (unassigned) number - wrong dial #
2	No route to specified transit network (WAN)
3	No route to destination
4	Send special information tone
5	Misdialed trunk prefix
6	Channel unacceptable
7	Call awarded, being delivered in an established channel
8	Prefix 0 dialed but not allowed
9	Prefix 1 dialed but not allowed
10	Prefix 1 dialed but not required
11	More digits received than allowed, call is proceeding
16	Normal call clearing
17	User busy
18	No user responding
19	No answer from user (user alerted)

21	Call rejected
22	Number changed
23	Reverse charging rejected
24	Call suspended
25	Call resumed
26	Non-selected user clearing
27	Destination out of order
28	Invalid number format (incomplete number)
29	Facility rejected
30	Response to STATUS ENQUIRY
31	Normal, unspecified
33	Circuit out of order
34	No circuit/channel available
35	Destination unattainable
37	Degraded service
38	Network (WAN) out of order
39	Transit delay range cannot be achieved
40	Throughput range cannot be achieved
41	Temporary failure
42	Switching equipment congestion
43	Access information discarded
44	Requested circuit channel not available
45	Preempted
46	Precedence call blocked
47	Resource unavailable, unspecified
49	Quality of service unavailable
50	Requested facility not subscribed
51	Reverse charging not allowed
52	Outgoing calls barred
53	Outgoing calls barred within CUG
54	Incoming calls barred
55	Incoming calls barred within CUG
56	Call waiting not subscribed

57	Bearer capability not authorized
58	Bearer capability not presently available
63	Service or option not available, unspecified
65	Bearer service not implemented
66	Message not implemented
67	Transit network selection not implemented
68	Message not implemented
69	Requested facility not implemented
70	Only restricted digital information bearer capability is available
79	Service or option not implemented, unspecified
81	Invalid call reference value
82	Identified channel does not exist
83	A suspended call exist, but this call identity does not
84	Call identity in use
85	No call suspended
86	Call having the requested call identity has been cleared
87	Called user not member of CUG
88	Incompatible destination
89	Non-existent abbreviated address entry
90	Destination address missing, and direct call not subscribed
91	Invalid transit network selection (national use)
92	Invalid facility parameter
93	Mandatory information element is missing
95	Invalid message, unspecified
96	Mandatory information element is missing
97	Message type non-existent or not implemented
98	Message not compatible with call state or message type non-existent or not implemented
99	Information element non-existent or not implemented
100	Invalid information element contents
101	Message not compatible with call state
102	Recovery on timer expiry
103	Parameter non-existent or not implemented, passed on?
111	Protocol error, unspecified

## Eic\_IsdnRawCauseValue

The original, unprocessed cause code value that identifies an event affecting a call. Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_ISDNUUIData

The last used value of the User to User Information field. This attribute can be used to add User data which can be sent to an AudioCodes Gateway.

## Eic\_IVRAppName

This attribute is set by a handler or IVR application when a call enters IVR. It stores the name of the IVR application. When the call leaves IVR, the attribute is reset by Queue Manager.

## Eic\_IVRCurrentNode

This attribute is reserved solely for use by Interaction Processor and its handlers. It is used by IVR reporting tools. Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_IVRPreviousNode

This attribute is reserved solely for use by Interaction Processor and its handlers. It is used by IVR reporting tools. Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_IwpMonitorOrg

The IWP Organization that is being monitored by an eavesdropper.

## Eic\_IwpMonitorUser

The IWP Eavesdropper user name.

## Eic\_KwsAgentChannelAnalyzed

Eic\_KwsAgentChannelAnalyzed is one of two attributes set to indicate the state of the keyword spotting process. It applies to the Agent side of the conversation. The other attribute, [Eic\\_KwsCustomerChannelAnalyzed](#) applies to the customer side of the conversation.

Both call attributes support the following values:

Value	Description
No value	The call has never had keyword spotting for this channel of the call.
A	Keyword spotting is active for this channel of the call.
S	Keyword spotting is not active but was previously for this channel of the call.

## Eic\_KwsAgentKeywords

This attribute is set by Interaction Analyzer. It contains a pipe-delimited list of the first 20 agent keywords detected. The list stops updating after 20 keywords. Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_KwsAgentLastKeyword

The last keyword detected by Interaction Analyzer on the agent side of a call.

## Eic\_KwsAgentNumSpotted

This call attribute contains the count of agent keywords spotted. Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_KwsAgentScore

Stores the sum of Eic\_KwsAgentPositiveScore and Eic\_KwsAgentNegativeScore. This is the overall score for the respective agent, to support the filtered queues feature that allows server-side sorting of interactions based on the "overall score" of either an agent or customer.

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## Eic\_KwsAgentNegativeScore

This call attribute is updated each time a keyword is spotted. It contains an agent's negative score. Customers should not change the value of this attribute. It is reserved for use by the system.

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## Eic\_KwsAgentPositiveScore

This call attribute is updated each time a keyword is spotted. It contains an agent's positive score. Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_KwsCustomerChannelAnalyzed

Eic\_KwsCustomerChannelAnalyzed is one of two attributes set to indicate the state of the keyword spotting process. It applies to the customer's side of the conversation. The other attribute, [Eic\\_KwsAgentChannelAnalyzed](#) applies to the agent side of the conversation. Both call attributes support the following values:

Value	Description
No value	The call has never had keyword spotting for this channel of the call.
A	Keyword spotting is active for this channel of the call.
S	Keyword spotting is not active but was previously for this channel of the call.

## Eic\_KwsCustomerKeywords

This attribute is set by Interaction Analyzer. It contains a pipe-delimited list of the first 20 customer keywords detected. The list stops updating after 20 keywords. Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_KwsCustomerLastKeyword

The last keyword detected by Interaction Analyzer on the customer side of a call. Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_KwsCustomerNumSpotted

This call attribute contains the count of customer keywords spotted. Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_KwsCustomerScore

Stores the sum of Eic\_KwsCustomerPositiveScore and Eic\_KwsCustomerNegativeScore. This is the overall score for the respective customer, to support the filtered queues feature that allows server-side sorting of interactions based on the "overall score" of either an agent or customer.

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## Eic\_KwsCustomerNegativeScore

This call attribute is updated each time a keyword is spotted. It contains a customer's negative score. Customers should not change the value of this attribute. It is reserved for use by the system.

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## Eic\_KwsCustomerPositiveScore

This call attribute is updated each time a keyword is spotted. It contains a customer's positive score. Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_Language

This attribute is created in "Set Language", an optional handler used in non-English speaking call centers. The "Get Attribute" subroutine then retrieves this value to determine what language should be used to play a prompt. Language is not one of the default call object attributes created with Interaction Designer's "Set Attribute" tool, such as "English" or another language.

## Eic\_LastConnectedUser

Stores name of user queue for the last user in a connect status for this interaction. This attribute is set by Queue Manager when an interaction enters Connected state. The value of the attribute is the un-scoped name of the user queue containing the interaction. If the interaction is not on a user queue (which can happen if the interaction is transferred to a station), the value of the attribute is set to an empty string.

## Eic\_LastInsertionQueues

A multi-value, pipe-delimited list of fully qualified queue names on which this interaction was last inserted. This attribute is set by Queue Manager for examination by handlers. Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_LastQueueExtension

The extension number of the queue that this interaction was last on, updated to the extension of the queue for each call coverage transfer. It will contain the extension of the final queue in a chain.

## Eic\_LastRemovalQueues

A multi-value, pipe-delimited list of fully qualified queue names from which this interaction was last removed. This attribute is used by handlers to determine where a parked call came from, but may well be useful in other contexts as well. The value of this attribute is set by Queue Manager. Customers should not change the value of this attribute. It is reserved for use by the system.



## Eic\_LineName

This attribute identifies the line queue that an inbound or outbound call is using. Lines are named when they are configured in Interaction Administrator. Queue Manager sets Eic\_LineName to the un-scoped line queue name of the queue containing the interaction. For external inbound or outbound calls:

- (317) 555-1212
- T1Channel1
- Any other string of varying length.
- For Intercom calls or outgoing calls not yet placed on a line: System

Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_LineQueueTimestamp

The time (yyyyMMddThhmmss.fffZ) when the interaction was placed on a queue. This attribute is set by Queue Manager. Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_ListeningFrom

Indicates whether a listen operation is listening to a "call" or "station". Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_LocalAddress

This attribute contains the address of local party (telephone number or IP address). In most cases, this attribute holds the extension number of the party who initiated the call in Interaction Client. This attribute is empty if the call was initiated by a handler.

## Eic\_LocalEndpointImmutable

The standardized local address set once and only once by Telephony Services. Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_LocalName

Eic\_LocalName contains the display name of the user who initiated the call object. Normally, this is the CIC user name associated with the station as it is configured in Interaction Administrator. However, this can also be the name of the station if the CIC user name cannot be retrieved, such as "StephenS" or any other string of varying length. Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_LocalId

Eic\_LocalId contains the displayable address of a local party. This might be a formatted telephone number, and IP address, or the station that a chat participant is on. This value is displayed in the Station field in a queue, such as My Calls queue.

## Eic\_LocalPartyType

This attribute indicates the type of local party. Some versions of CIC return an alphabetic code, while others return an enumerated value. The table below shows possible values.

Enum	Code	Meaning
0	I	Internal (Intercom)
1	E	External
2	S	System
3	""	Unknown

Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_LocalSecurityLevelRequested

Numeric value used to indicate that the local security level was requested. Customers should not change the value of this attribute. It is reserved for use by the system.

Value	Meaning
0	None
80	Trusted
100	Encrypted

## Eic\_LocalTnRaw

The value of this call attribute is populated according to the same rules as Eic\_LocalTn. However, this value is used for reporting purposes and should not be changed. For example, "93178723000", or "External Call" if the info is unavailable, or any other string of varying length. Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_LocalUserId

The name of the last user queue this call was on. In other words, the Windows User ID of the local user associated with the call. This can also be the name of the station if the CIC user name cannot be retrieved, such as "StephenS" or any other string of varying length. Please do not change the value of this attribute. It is reserved for use by the system.

## Eic\_MCTActivationTime

The time when a malicious call trace (MCT) was activated. Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_MediaServerEngineTracingBias

The Tracing bias to be applied to the Interaction Media Server engine for this call.

## Eic\_MediaServerLocation

This attribute is set only by a recording interaction. It stores the configured location of a media server. Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_MonitoredCall

The Interaction ID of a monitored call. Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_MonitoredObjectId

The object ID of a monitored party, set on a monitored object. Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_MonitoringUserId

The User name of the Interaction Client user who monitors the call. This can also be the NT User ID of the person recording the call, such as "BobJ" or any other string of varying length. Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_Monitors

This attribute stores the names of non-supervisors who are monitoring a call. Customers should not change the value of this attribute. It is reserved for use by the system. The Eic\_Monitors attribute is set on the monitored call by the monitor object to indicate the names of the users who have requested non-supervisory monitors on a specified call.

- If a monitoring operation is stopped, the Monitor object removes the name of the monitoring user from the Eic\_Monitors attribute. When multiple users are monitoring a call, their names are separated by the "|" delimiter.
- If a given user is monitoring a call from multiple stations, that user's name appears once in the Eic\_Monitors list. It is removed when the last monitor for that user (for that call) is stopped.

The monitor object does not clear this attribute when the monitored call disconnects.

## Eic\_MonitorsCombinedCount

The names of the supervisors who are monitoring this call. Customers should not change the value of this attribute.

## Eic\_MonitorsSupv

The Eic\_MonitorsSupv attribute behaves exactly like the Eic\_Monitors attribute (above) except that it contains the names of users who have requested supervisory (rather than non-supervisory) monitors on the call. In most situations, this attribute will contain the names of supervisors. Customers should not change the value of this attribute. It is reserved for use by the system.

- If a monitoring operation is stopped, the monitor object removes the name of the monitoring user from the Eic\_MonitorsSupv attribute. When multiple users are monitoring a call, their names are separated by the "|" delimiter.
- If a given user is monitoring a call from multiple stations, that user's name appears once in the Eic\_Monitors list. It is removed when the last monitor for that user (for that call) is stopped.

The monitor object does not clear this attribute when the monitored call disconnects.

## Eic\_MonitorType

This attribute indicates whether an interaction is being monitored or coached by someone with supervisory rights. Customers should not change the value of this attribute. It is reserved for use by the system.

C	Coach
M	Monitor
""	Null

## Eic\_MultipartAccountCode

The multi-part account code for an interaction. Account codes are typically used to track work performed for a customer or account. This attribute can contain up to six parts, delimited by a character configured in Tracker. The delimiter can be a dash, vertical bar, comma or other designator. Using a dash as delimiter, the general format of Eic\_MultipartAccountCode is:

ClientID	-	UserID	-	Required Matter Code	-	Additional Matter Code	-	Additional Matter Code	-	Additional Matter Code
----------	---	--------	---	----------------------	---	------------------------	---	------------------------	---	------------------------

ClientID>

ClientID is an internal Client ID (customer ID number) defined in Interaction Tracker. This is followed by a delimiter.

UserID

UserID is the CIC UserID of the person who added account code data to the interaction. This is followed by a delimiter.

Required Matter Code

Required Matter Code is any code defined in an external system. This is any alphanumeric string that has meaning in the customer's database. For example, a legal department might use 0001 as the matter code for a particular type of lawsuit. This is followed by a delimiter.

Additional Matter Codes (up to 3)

Three Additional Matter Codes provide the means to further quantify interaction activity. These are optional, and must be separated by delimiters.

## Examples:

CUST121 – SteveJ - 0001

CUST123 – BillG – 0001 – 0037 – A22 - 394

## Eic\_Muted

This attribute is assigned a value of "1" if the interaction is currently muted. Otherwise, the value is "". Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_NoEnteredStats

This attribute is used for e-mails that were re-queued after a switchover event. Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_NoStatistics

The Eic\_NoStatistics call attribute instructs the StatServer subsystem to ignore a station audio call. Statistics are suppressed if this attribute is set. The possible values are "1" or attribute not set. This attribute is for system use and should not be arbitrarily modified by handlers or custom objects. CIC sets this attribute True for all calls to SIP stations and remote stations.

## Eic\_Note

Any text a user types in a CIC client call notes window is saved in this attribute. This attribute is created by Interaction Client, but can be retrieved in a handler. It can be any string value.

## Eic\_ObjectType

This reserved attribute is set by session manager to identify the object type of an interaction, whether Call, Callback or Email. Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_OnHoldAudioFile

This attribute stores the filename to use for playing hold music on a given interaction. This attribute is created in the SystemIVRTransfer subroutine. It is used to select a random music recording to play to a caller who is on hold. Eic\_OnHoldAudioFile is not one of the default call object attributes created with the "Set Attribute" tool such as: "SystemAudioOnHold4.wav", or the same name with some other number that represents another .wav file).

## Eic\_OnHoldMsg

The message text sent when an interaction is placed on hold in Interaction Client.

## Eic\_OnPhone

This is set to "True" when a call is transferred to a user with an active call. It is used for prompt selection after the call is offered to the user.

## Eic\_OperatorEscape

This is set to "Yes" when a caller presses '0' to escape a menu, such as the voice mail menu. This does not apply to ACD calls.

## Eic\_OrbitName

The un-scoped name of the orbit queue containing an interaction. Orbit queues park objects to wait on people. Before there were orbit queues, an interaction could be parked on a user or station queue until it could be picked up by someone. Orbit queues are used when a destination "someone" is unknown. They provide a general purpose container for parked interactions, until they are processed somehow.

For example, a secretary might get a call from a person with a general question, and decide to park that call on "Orbit queue number 1" and then use the company's loudspeaker system to announce that a caller is parked on orbit 1. Anyone can pick up that call from the orbit queue. The feature is tightly integrated to some SIP phones that have a display that lists orbits.

## Eic\_OrbitQueueTimestamp

This attribute stores the time (yyyymmddThhmmss.fffZ) when the interaction was placed on an orbit queue. Orbit queues park objects to wait on people. Before there were orbit queues, an interaction could be parked on a user or station queue until it could be picked up by someone. Orbit queues are used when a destination "someone" is unknown. They provide a general purpose container for parked interactions, until they are processed somehow.

For example, a secretary might get a call from a person with a general question, and decide to park that call on "Orbit queue number 1" and then use the company's loudspeaker system to announce that a caller is parked on orbit 1. Anyone can pick up that call from the orbit queue. The feature is tightly integrated to some SIP phones that have a display that lists orbits.

## Eic\_OriginalCalledExtension

This is set to the extension of the first queue from which a call is transferred in accordance to call coverage settings. Please do not modify the value of this attribute. It is reserved for use by the system.

## Eic\_OriginalCalledName

The name originally called. Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_OriginalCalledNumber

The number originally called. Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_OriginatingSubAddress

The calling user's subaddress, provided by the Calling Line Identification Presentation supplementary service of a public ISDN. Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_OTQueue

This attribute holds the queue identifier for a queue's specific operator target, if configured. It is used with "Eic\_OperatorEscape" for operator escapes.

## Eic\_OwnershipToken

Queue Manager assigns the ownership token into this string (as two DWORDS) whenever the ownership token changes. The system uses this value for speech recognition integration. Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_OwnerWebSession

This attribute contains the Call ID of the web session that owns the current web interaction.

## Eic\_ParentConferenceId

The ID of the parent conference call.

## Eic\_ParkedExtension

The number of a call that has been parked on a queue.

## Eic\_ParkedTimeoutTarget

Used to track queue progress of parked timeout process for non-call interaction types with Value: *Config, User, Workgroup, or Operator*.

## Eic\_ParkTimeout

The time (in seconds) after the interaction was parked until a timeout notification was sent.

## Eic\_PASkills

In Interaction Process Automation (IPA), skills specified on the RTQW (RouteToQueue – Workgroup) action are stored on the Work Item Interaction (WII) in the Eic\_PASkills attribute. These skills are later retrieved by hooks in system handlers to pass the skills to an ACD-related tool. This gets the skills into ACD for assignment.

## Eic\_Paused

This attribute is used with Interaction Recorder to indicate that a recording in progress is paused. If an interaction is being recorded and recording is paused, this attribute will have a value of 1. Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_PausedSupv

This attribute is used with Interaction Supervisor to indicate a paused supervisory record. If a supervisory record is paused, this attribute will have a value of 1. Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_PopApplication

This attribute contains a string with the name of the application to pop for the interaction.

## Eic\_PresentationIndicator

This attribute is set only for inbound calls on an ISDN line, and when this information element (IE) is sent with the call. This value indicates whether CIC should display the calling party's telephone number.

""	Empty string. Attribute not defined because valid IE was not received.
"0"	Presentation allowed
"1"	Presentation restricted.
"2"	Number not available due to inter-networking

Consult your Q.931 specification for details on presentation indicator values. Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_Private

Boolean value set to "1" if "private" operation was invoked on this interaction. Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_ProactivelyRecorded

"1" if proactive record was started, otherwise "".

## Eic\_ProcessDefinitionId

The GUID of the process definition that generated this work item interaction (WII). Customers should not change the value of this attribute.

## Eic\_ProcessInstanceDisplayName

If Eic\_IpaProcessed is true, then this attribute is set on non-work item interactions to the name of the process with which the non-work item interaction is associated. Customers should not change the value of this attribute.

## Eic\_ProcessInstanceId

In Interaction Process Automation (IPA), every instance of a process has a unique instance Id. A process may create one or more Work Item Interactions (WII) and route them to users, ACD queues, and so on. Every WII created by the same process will have the same Process Instance Id. This attribute is set on non-work item interactions to the GUID of the particular running instance of the associated process. Customers should not change the value of this attribute.

## Eic\_ProcessNumericId

This numeric attribute contains the id of the process that generated this work item interaction (WII). This ID is not guaranteed to be unique across time, space, and machines. Customers should not change the value of this attribute.

This numeric attribute contains the id of the process that generated this work item interaction (WII). This ID is not guaranteed to be unique across time, space, and machines. Customers should not change the value of this attribute.

## Eic\_ProtocolId

This attribute indicates the protocol used. Customers should not change the value of this attribute. It is reserved for use by the system. Its possible values are:

""	Unknown protocol
"Cisco TAPI"	Cisco TAPI protocol
"VerticalNetworks TAPI"	VNI TAPI protocol
"Shoreline TAPI"	Shoreline TAPI protocol
" SIP"	Unknown SIP

## Eic\_ReasonForCall

The value for this attribute is set in the SMDI configuration in Interaction Administrator. Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_ReasonForCallString

The SIP Reason for call, which indicates why a Session Initiation Protocol (SIP) request was issued. Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_RecoInputModes

This bitmask represents the input modes of an interaction. These values are accessed using "Reco" (Voice Recognition) tools in Interaction Administrator. Customers should not change the value of this attribute. It is reserved for use by the system. The attribute value is a bitmask with the following meaning:

Input Mode	Value
None	0
Input through DTMF keys enabled	1
Input through speech recognition (ASR) enabled	2
Input through DTMF keys and speech recognition (ASR) enabled	3
Input through TDD device	4
Input through web chat	8



## Eic\_RecordedObjectId

The CallId of the call that is being recorded. Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_Recorders

Eic\_Recorders attribute stores the names of non-supervisors who are recording the call. This attribute is set on the recorded call by recorder object to indicate the names of the users who have requested non-supervisory recordings on a specified call. Customers should not change the value of this attribute. It is reserved for use by the system.

If a recording operation is stopped, the monitor object will remove the name of monitoring user from the Eic\_Recorders attribute. Pausing a record operation does not change the value of this attribute.

When multiple users are recording a call, their names are separated by the "|" delimiter. If a given user is recording a call from multiple stations, that user's name appears once in the Eic\_Recorders list. The record operation can then be paused or stopped by any instance of the Interaction Client which has the indicated user logged in.

If the recording operation is paused, the name of the recording user has ":Paused" (the appropriately internationalized string) appended to it. If a user has multiple recordings started on the same call, the ":Paused" string is not appended until all recordings initiated by that user are paused. Similarly, the ":Paused" string is removed if at least one recording operation is un-paused by the initiating user. The monitor object does not clear this attribute when the recorded call disconnects.

## Eic\_RecordersCombinedCount

Set internally by CIC to indicate the total number of recorders. Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_RecordersSupv

The Eic\_RecordersSupv attribute stores the names of supervisors who are recording a call object. Customers should not change the value of this attribute. It is reserved for use by the system. This attribute behaves exactly like the Eic\_Recorders attribute except that Eic\_RecordersSupv contains the names of users who have requested supervisory recordings on the call.

## Eic\_RecordFileName

Eic\_RecordFileName is set on recorded objects to specify the file name (including path) of the file on which the recording is taking place. Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_RecordFilePath

The path where RTP Recording Server should save record files. Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_RecordingCandidate

This attribute is used by Interaction Recorder to build reporting data for recorder performance. A value of "0" or null indicates that the interaction did not meet recording criteria.

## Eic\_RecordingInterrupted

This Boolean value is set to "1" if a "private" operation interrupts a recording. Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_RecordingRequestedBy

This attribute is created in the CustomRecordCall subroutine. It is set so that the Interaction Recorder application can organize recordings. The Interaction Client also sets this attribute when a user records a call. It is not one of the default call object attributes created with the Set Attribute tool, such as "Automatic - Handler" or a user name.

## Eic\_RecordingsAutoResumeTime

This attribute is set by Telephony Services to indicate when a paused secure recording will resume. It is set when the Secure Pause button is pressed by an agent in order to exclude a caller's sensitive input (such as SSN or credit card information) from the recording.

## Eic\_RecordingTargetingIR

Boolean Interaction Recorder (IR) specific attribute, set to "1" if the recording object will go into IR, or "" if not.

## Eic\_RecordingUserId

The User ID of the person whose call is being recorded. Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_RecordLengthMillisec

The length of an Interaction Recorder recording expressed in milliseconds. Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_RecordSingleSide

Used as a control mechanism by single-sided Interaction Recording, in which only one side of a call is recorded. Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_RecoSession

Eic\_RecoSession is an attribute reserved for use by PureConnect to track Speech Recognition (reco) sessions. Customers are asked not to modify the value of this attribute. When a reco session is underway, the system sets this attribute to a JSON value of the format {"engine":"<engine>", "language": [<language>]}, where <engine> is the name of the reco engine and <language> is the list of languages being processed. The attribute is set to an empty string when the reco session ends.

## Eic\_RedirectingName

The name from which a redirected call is coming from. Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_RedirectingTn

Eic\_RedirectingTn stores the number from which a redirected call is coming from. This could be a wave port, a phone extension, a route point, and so on.

## Eic\_RedirectionTn

Eic\_RedirectionTn stores the phone number to which a call is being redirected by CallManager. For example, if a call is routed to a busy phone, it is redirected to the user's voice mail extension.

## Eic\_RegionOriginatedFrom

This attribute indicates which region an interaction originated from, to support selection rules based on region information. Some CIC subsystems (Reco for example) need to know which region an interaction originated from. For telephone calls, Telephony Services knows this information since it is part of the line configuration. To give other subsystems access to region information, Telephony Services populates this call attribute. Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_RegionOverride

The name of a location to use for dial plan calculations on an outbound call; overrides any station configuration.

## Eic\_RemoteAddress

Eic\_RemoteAddress contains the address of the remote party in an interaction. This can be the telephone number, IP address, or email address. See [Priority-based attribute setting](#).

## Eic\_RemoteAddressCopy

This attribute is a copy of the [Eic\\_RemoteAddress](#) attribute. A copy is needed since handlers may not be aware of the [Eic\\_RemoteAddressPriority](#) attribute. This attribute is used to see if a handler modified the value of Eic\_RemoteAddress without also setting Eic\_RemoteAddressPriority).

## Eic\_RemoteAddressPriority

The priority of the system that last set the [Eic\\_RemoteAddress](#) attribute. Its value is the string representation of a numeric ranging from "0" to "100".

## Eic\_RemoteEndpointImmutable

The standardized remote address set once and only once by Telephony Services. Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_RemoteID

Eic\_RemoteID contains the displayable address of a remote party, which might be a formatted telephone number or an IP address. See [Priority-based attribute setting](#).

## Eic\_RemoteIDCopy

This attribute stores a copy of the [EicRemoteID](#) value set. This is needed since some handlers may not be aware of EicRemoteID attribute. EicRemoteIDCopy can be examined to see if a handler modified the value of Eic\_RemoteID without also setting [Eic\\_RemoteIDPriority](#).

## Eic\_RemoteIDPriority

The priority of the system that last set the value of [EicRemoteID](#). It is a string representation of a numeric ranging from "0" to "100".

## Eic\_RemoteName

- For *inbound calls*, the name of the person that was looked up in the CIC white pages. If a name does not exist, the city and state or country of the call will be used if it can be determined.
- For *outbound calls*, the Telephony Services CIC subsystem initiates a Reverse White Pages lookup request before placing an outbound call.
- For *chat objects*, Eic\_RemoteName contains the name a remote participant typed in the chat registration form.

For information on how CIC populates this attribute, see the whitepages tool in Interaction Designer or the *Reverse White Pages Technical Reference*.

### Priority-based attribute setting

The values of Eic\_RemoteName, Eic\_RemoteId and Eic\_RemoteAddress are set in a specialized way, so that it can be determined how the attribute's value was set—by a customized handler, or by standard CIC systems. The need for this is best demonstrated by examining issues affecting the value assigned to Eic\_RemoteName.

Under some conditions, the Central Office provides Telephony Services with Caller ID information after the initial connect happens. This is called "deferred name delivery". In this scenario the value of Eic\_RemoteName is assigned by RWP lookup, rather than from the Call ID. Thus, the value of Eic\_Remotename may differ from what is expected. Likewise, some customers have modified handlers to customize the setting of Eic\_RemoteName.

*Priority-based attribute setting* indicates whether the value of an attribute was set in a standard way. Standard CIC processes that set Eic\_RemoteName (and the other Interaction Attributes listed above) set a second "priority" attribute, *Eic\_RemoteNamePriority*, whose string value is in the range 0-100. This indicates whether the value was set by the carrier, by RWP, a standard handler, and so forth. The standard values are:

0	Priority None
20	Locality
40	Carrier
60	RWP
80	Handler
100	Highest

**NOTE:** Setting an attribute's value to zero (or no value) results in a priority of zero. An empty, zero, or null value has no priority by design.

To not require modifications to existing customized handlers that are setting Eic\_RemoteName, a third attribute was introduced: Eic\_RemoteNameCopy, which simply contains a copy of the value set in Eic\_RemoteName.

If Eic\_RemoteName and Eic\_RemoteNameCopy are ever found to be different, that indicates that some system (e.g. a customized handler) that is not using the priority-based attribute setting must have set the value of the attribute. This priority-based scheme is currently used to set Eic\_RemoteId and Eic\_RemoteAddress, in addition to Eic\_RemoteName.

## Eic\_RemoteNameCopy

This attribute contains a copy of the value set in [Eic\\_RemoteName](#). See [Priority-based attribute setting](#) for details.

## Eic\_RemoteNamePriority

Eic\_RemoteNamePriority indicates whether the value of Eic\_RemoteName was set by the carrier, by RWP, a standard handler, and so forth. See [Priority-based attribute setting](#) for details.

## Eic\_RemoteNameRaw

Remote # as dialed or received from the CO. This call attribute is used for reporting and should not be changed. CIC populates the value of this attribute differently depending upon the type of line. Customers should not change the value of this attribute. It is reserved for use by the system.

### Incoming Analog and ISDN Calls

For incoming calls on analog and ISDN lines Eic\_RemoteTnRaw and Eic\_RemoteNameRaw are obtained from the CO if available. If either is not available, the corresponding attribute will not be set. If caller ID is blocked or some other condition prevents delivery of the remote number, Eic\_RemoteTnRaw contains one of the error code strings listed in the following table. The name, display, and normalized attributes are left blank-not set by the system.

Error Codes	
BLCKD	Caller id blocked
NOCLID	No caller id info available
OOA	Blocked - out of area
PRIV	Blocked - private number

### Incoming T1/E1 Calls

For incoming calls on E1/T1 lines, if CIC receives ANI/DNIS from the CO, it is written to the Eic\_ANIDNISString attribute. Handlers then parse this string and set the following call attributes: Eic\_RemoteTNRaw and Eic\_RemoteTNNormalized. The Eic\_RemoteNameRAW attribute may also be set if desired.

### SMDI

If SMDI is enabled (on any line type) Eic\_RemoteTNRaw is set to the number returned, it will also be used to generate the values for the Eic\_RemoteTNNormalized attribute. Eic\_RemoteNameRAW will not be set.

### Outbound Calls

For outbound calls, Eic\_RemoteTNRaw is set to the dial string used to place the call. This number is also processed to generate Eic\_RemoteTNNormalized. If a remote name value is passed to TS with the "make call" request, Eic\_RemoteNameRAW will be set to this value. If no remote name passed, a reverse white pages lookup will be performed using the remote number passed. If a "hit" is found, Eic\_RemoteNameRAW will be set to returned value.

## Eic\_RemotePartyType

Eic\_RemotePartyType indicates the calling type of remote party. Some versions of CIC return an alphabetic code, while others return an enumerated value. Customers should not change the value of this attribute. It is reserved for use by the system. The table below shows possible values.

Enum	Code	Meaning
0	I	Internal (Intercom)
1	E	External
2	S	System
3	""	Unknown

## Eic\_RemoteSecurityLevelRequested

This attribute contains a numeric value indicating the requested security level of an Interaction. Customers should not change the value of this attribute. It is reserved for use by the system. See also [Eic\\_SecurityLevelActual](#).

Value	Description
0	Insecure level of security.
1	Trusted level of security.
2	Encrypted level of security.

## Eic\_RemoteSiteId

This attribute stores the numeric ID of the remote site. This attribute is empty if the call is local, and non-empty if remote. Customers should not change the value of this attribute. It is reserved for use by the system.

### Incoming Analog and ISDN Calls

For incoming calls on analog and ISDN lines Eic\_RemoteTnRaw and Eic\_RemoteNameRaw are obtained from the CO if available. If either is not available, the corresponding attribute is not set. If CIC receives a remote number, it is processed to populate Eic\_RemoteTnNormalized. If caller ID is blocked or some other condition prevents delivery of the remote number, Eic\_RemoteTnRaw contains one of the error code strings listed in the following table. The name, display, and normalized attributes are left blank-not set by the system.

Error Codes	
BLCKD	Caller id blocked
NOCLID	No caller id info available
OOA	Blocked - out of area
PRIV	Blocked - private number

### Incoming T1/E1 Calls

For incoming calls on E1/T1 lines, if CIC receives ANI/DNIS from the CO, it is written to the Eic\_ANIDNISString attribute. Handlers then parse this string and set the following call attributes: Eic\_RemoteTNRaw, and Eic\_RemoteTNNormalized. The Eic\_RemoteNameRAW attribute may also be set if desired.

### SMDI

If SMDI is enabled (on any line type) Eic\_RemoteTNRaw is set to the number returned. It is also used to generate the values for Eic\_RemoteTNNormalized. Eic\_RemoteNameRAW is not set.

### Outbound Calls

For outbound calls, Eic\_RemoteTNRaw is set to the dial string used to place the call. This number is also processed to generate Eic\_RemoteTNNormalized. If a remote name value is passed to TS with the "make call" request, Eic\_RemoteNameRAW is set to this value. If no remote name passed, a reverse white pages lookup is performed using the remote number passed. If a "hit" is found, Eic\_RemoteNameRAW is set to the returned value.

# Eic\_RemoteTNNormalized

This call attribute is used for reporting and should not be changed. CIC populates the value of this attribute differently depending upon the type of line. Customers should not change the value of this attribute. It is reserved for use by the system.

## Incoming Analog and ISDN Calls

For incoming calls on analog and ISDN lines Eic\_RemoteTnRaw and Eic\_RemoteNameRaw are obtained from the CO if available. If either is not available, the corresponding attribute is not set. If EIC receives a remote number, it is processed to populate Eic\_RemoteTnNormalized. If caller ID is blocked or some other condition prevents delivery of the remote number, Eic\_RemoteTnRaw contains one of the error code strings listed in the following table. The name, display, and normalized attributes are left blank. They are not set by the system.

Error codes	
BLCKD	Caller id blocked
NOCLID	No caller id info available
OOA	Blocked - out of area
PRIV	Blocked - private number

## Incoming T1/E1 Calls

For incoming calls on E1/T1 lines, if CIC receives ANI/DNIS from the CO, it is written to the Eic\_ANIDNISString attribute. Handlers then parse this string and set the following call attributes: Eic\_RemoteTNRaw, and Eic\_RemoteTNNormalized. The Eic\_RemoteNameRAW attribute may also be set if desired.

## SMDI

If SMDI is enabled (on any line type) Eic\_RemoteTNRaw is set to the number returned, it is also used to generate the values for Eic\_RemoteTNNormalized. Eic\_RemoteNameRAW is not set.

## Outbound Calls

For outbound calls, Eic\_RemoteTNRaw is set to the dial string used to place the call. This number is also processed to generate Eic\_RemoteTNNormalized. If a remote name value is passed to TS with the "make call" request, Eic\_RemoteNameRAW is set to this value. If no remote name passed, a reverse white pages lookup is performed using the remote number passed. If a "hit" is found, Eic\_RemoteNameRAW is set to the returned value.

## Eic\_RemoteTnRaw

This call attribute is used for reporting and should not be changed. CIC populates the value of this attribute differently depending upon the type of line. Customers should not change the value of this attribute. It is reserved for use by the system.

### Incoming Analog and ISDN Calls

For incoming calls on analog and ISDN lines Eic\_RemoteTnRaw and Eic\_RemoteNameRaw are obtained from the CO if available. If either is not available, the corresponding attribute is not set. If CIC receives a remote number, it is processed to populate Eic\_RemoteTnNormalized. If caller ID is blocked or some other condition prevents delivery of the remote number, Eic\_RemoteTnRaw contains one of the error code strings listed in the following table. The name, display, and normalized attributes are left blank. They are not set by the system.

Error codes	
BLCKD	Caller id blocked
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### Incoming T1/E1 Calls

For incoming calls on E1/T1 lines, if CIC receives ANI/DNIS from the CO, it is written to the Eic\_ANIDNISString attribute. Handlers then parse this string and set the following call attributes: Eic\_RemoteTNRaw and Eic\_RemoteTNNormalized. The Eic\_RemoteNameRAW attribute may also be set if desired.

### SMDI

If SMDI is enabled (on any line type) Eic\_RemoteTNRaw is set to the number returned, it is also used to generate the values for Eic\_RemoteTNNormalized. Eic\_RemoteNameRAW is not set.

### Outbound Calls

For outbound calls, Eic\_RemoteTNRaw is set to the dial string used to place the call. This number is also processed to generate Eic\_RemoteTNNormalized. If a remote name value is passed to TS with the "make call" request, Eic\_RemoteNameRAW is not set to this value. If no remote name passed, a reverse white pages lookup is performed using the remote number passed. If a "hit" is found, Eic\_RemoteNameRAW is set to returned value.

## Eic\_ReportGroup

The StatServer report group for this call, set by handlers. Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_RingNoAnswer

This attribute is set on calls so that Interaction Attendant can track which "one-time-only" profiles have had direct-to-queue processing. This attribute is used exclusively by Attendant handlers. Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_ScreenPopData

See [Eic\\_ScreenPopName](#).



## Eic\_ScreenPopName

The attributes "Eic\_ScreenPopName" and Eic\_ScreenPopData" are used in the handler named SetScreenPop.ihd to contain values for "Screen Pop Name" and "Pop Action (URL), respectively.

### Example:

```
SetAttrs(): 2001791498, AttrName=<Eic_ScreenPopName|Eic_ScreenPopData>, Values=  
<URL|from=${EMAILFROM}|POPTYPE=NEW|URL=http://192.168.11.5/{from}.html>
```

## Eic\_SecurityLevelActual

This attribute contains a numeric value indicating the actual security level of an Interaction. Customers should not change the value of this attribute. It is reserved for use by the system. See also [Eic\\_SecurityLevelRequested](#).

Value	Description
0	Insecure level of security.
1	Trusted level of security.
2	Encrypted level of security.

## Eic\_SecurityLevelViolation

This attribute contains a string describing the reason for a security level violation. Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_SendToVoiceMail

Interaction Client sets this attribute to indicate whether a call should be disconnected or sent to Voice Mail as part of a consult transfer. The related handlers need to know that a particular call is the consult-transfer call of a transfer operation so that the call can be disconnected instead of routed to Voice Mail. When this attribute is set to zero, the call is not considered to be part of a consult transfer and will be disconnected. If set to "1" when a call is transferred to a user queue, the call goes directly to voicemail without attempting to alert the user.

### Note:

The Eic\_SendToVoiceMail attribute has no connection to the TransferToVoicemail value of [Eic\\_Capabilities](#).

## Eic\_SidebarChatId

The ID of the sidebar chat interaction.

## Eic\_Signature

String that indicates whether this interaction was digitally (cryptographically) signed. Please do not change the value of this attribute. It is reserved for use by the system.

Value	Description
""	No digital signature was present.
"0"	Digital signature verified.
"1"	Signature present but signer's certificate is not trusted, message was modified in transit, or the From: address in the email's header does not match.

## Eic\_SignatureCertificateIssuer

The Issuer of the certificate used to sign the email, or more precisely, the Distinguished Name (DN) of the signer's certificate. This is not necessarily the root CA. This attribute makes it easy for a handler to access the Issuer. Please do not change the value of this attribute. It is reserved for use by the system.

## Eic\_SignatureCertificateSubject

This attribute stores the Subject of the certificate used to sign an Email, or more precisely, the subject Distinguished Name (DN) of the signer's certificate. The DN uniquely identifies the owner of a certificate. This attribute makes it easy for a handler to access the Subject. Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_SipNumberLocal

The number of the local party participating in a SIP call. Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_SipNumberRemote

The number of the remote party participating in a SIP call. Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_SIPStationCall

This attribute is set to "Yes" when a call is initiated from a SIP phone. Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_SitTypeDetected

The type of SIT Tone that was detected by Telephony Services. Interaction Dialer examines this attribute to assign reason and finish codes. Customers should not change the value of this attribute. It is reserved for use by the system.

If the attribute indicates an invalid number, Dialer sets the Reason code to 'SIT Uncallable'. If the attribute indicates a "circuit busy" condition, Dialer sets the Reason code to "SIT Callable"

Attribute Value	Reason Code	Finish Code
""	SIT Uncallable	Unknown Tone
Ambiguous	SIT Uncallable	Unknown Tone
Intercept	SIT Uncallable	Bad Number
Vacant Code	SIT Uncallable	Vacant Code
No Circuit	SIT Callable	No Circuit
Reorder	SIT Callable	Reorder
Ineffective Other	SIT Callable	Ineffective Other
Anything else	SIT Uncallable	Value of the IC_SitTypeDetected attribute.

## Eic\_SMS\_Binary

This Boolean applies to mobile terminated (MT) messages only. If true, the SMS Message contains binary data

## Eic\_SMS\_ClassType

This attribute corresponds to the class type of the SMS object. It applies to MT messages only. Customers should not change the value of this attribute. This attribute can have a value of 0-4. The table below lists the meaning of each value:

0	Immediate display. The message will not be registered by the mobile phone.
1	The message will be stored on the Mobile Phone.
2	The message will be stored on the SIM card.
3	The message will be stored on the Terminal Equipment. Used for SIM toolkit and Over The Air short messages.
4	None

## Eic\_SMS\_Codepage

This attribute is used internally by SMS. Customers should not change the value of this attribute.

## Eic\_SMS\_DateBroker

For a mobile originated (MO) message, this is the date when the message was delivered to the SMS Broker. For a status report (SR) message, this is the date when the status of the message changed. Customers should not change the value of this attribute.

## Eic\_SMS\_DateDelivered

Date when the SMS Message was delivered to the SMS-C (short message service center). Customers should not change the value of this attribute.

## Eic\_SMS\_DateReceived

The date the SMS object was received. Customers should not change the value of this attribute.

## Eic\_SMS\_Delay

This attribute contains the date on which a delayed SMS message will be sent. The message will be stored at the SMS broker until this time. This attribute applies to MT messages only. Customers should not change the value of this attribute.

## Eic\_SMS\_Destinations

A list of strings containing one or more additional phone numbers. This attribute allows an SMS message to be sent to several destinations. Applies to MT messages only. Customers should not change the value of this attribute.

## Eic\_SMS\_Event

A string that gives the new status of the associated SMS Message. This attribute applies to SR messages only. Customers should not change the value of this attribute.

## Eic\_SMS\_ExternalId

Client Identifier of the associated SMS Message. This attribute applies to SR Messages only. Customers should not change the value of this attribute.

## Eic\_SMS\_LocalAccount

The account name at the SMS Broker, if any. Applies to MO messages only. Customers should not change the value of this attribute.

## Eic\_SMS\_LocalAlias

Alias found in the Message, if present. Applies to MO messages only. Customers should not change the value of this attribute.

## Eic\_SMS\_MobileCountryCode

The Mobile Country Code of the operator to which the sender has subscribed. Applies to MO messages only. Customers should not change the value of this attribute.

## Eic\_SMS\_MobileNetworkCode

The Mobile Network Code of the operator to which the sender has subscribed. Applies to MO Messages only. Customers should not change the value of this attribute.

## Eic\_SMS\_NotificationType

This integer is used to determine what, if any, notification should be returned by the SMS broker via SR messages. This attribute applies to MT messages only. Customers should not change the value of this attribute.

0	No notification (default)
1	Buffered Message notification
2	Delivery notification
3	No Delivery notification
4	Buffered Message + Delivery notification
5	Buffered Message + No Delivery notification
6	Delivery + No Delivery notification
7	Buffered Message + Delivery + No Delivery notification

## Eic\_SMS\_Priority

An integer representing the priority of the SMS Object. A value of 0 denotes normal priority, 1 denotes High priority, and 2 Urgent. This attribute applies to MT messages only. Customers should not change the value of this attribute.

## Eic\_SMS\_Reason

Gives the status of the associated SMS message. Applies to SR messages only. Customers should not change the value of this attribute.

## Eic\_SMS\_Reference

This attribute is used internally by SMS. Customers should not change the value of this attribute.

## **Eic\_SMS\_Results**

Contains a list of the results (in English) of the last operation. The tool SMS Get Results is used to collect this attribute. Customers should not change the value of this attribute.

## **Eic\_SMS\_ReturnCodes**

Contains a list of the return codes of the last operation. The tool SMS Get Results is used to collect this attribute. Customers should not change the value of this attribute.

## **Eic\_SMS\_SelectSleep**

This attribute is used internally by SMS. Customers should not change the value of this attribute.

## **Eic\_SMS\_SerialPortSelection**

This attribute is used internally by SMS. Customers should not change the value of this attribute.

## **Eic\_SMS\_Texts**

Contains a list of the actual text/binary messages contained in the SMS Message. Applies to MO and MT messages. Customers should not change the value of this attribute.

## **Eic\_SMS\_TicketIds**

Contains a list of the Ticket Ids related to the current SMS Message(s). For a SR Message, it contains the SMS message it refers to. Customers should not change the value of this attribute.

## **Eic\_SMS\_Timeout**

This attribute tells how long the SMS Broker should wait before timing out on sends. Applies to MT messages only. Customers should not change the value of this attribute.

## **Eic\_SMS\_Tries**

This attribute tells how many times SMS Server should try to send the SMS Message. Applies to MT messages only. Customers should not change the value of this attribute.

## **Eic\_SMS\_Truncate**

This attribute tells if SMS Server should truncate the SMS Message to the standard limit or let the SMS Broker handle the situation. Applies to MT messages only. Customers should not change the value of this attribute.

## **Eic\_SMS\_Validity**

This attribute tells how long an SMS Message should be considered as valid. Applies to MT messages only. Customers should not change the value of this attribute.

## **Eic\_SpeechTUI**

String that indicates whether the user is allowed to use the speech-enabled TUI.

## Eic\_State

Eic\_State contains a 1-character string that indicates the state of a call object. Some versions of CIC use an enumeration (number) to represent states. The table below contains possible values. Please do not change the value of this attribute. It is reserved for use by the system.

Enum	String	Meaning
0	A	Alerting—the call object is alerting.
1	C	Connected—the call object is connected to a user at the Client level.
2	H	Held—the call object is on hold. This attribute is used by call objects only.
3	M	Messaging—the object is interacting with a voice mail system.
4	O	Offering—the interaction is offering.
5	P	Parked—the object is in a parked state.
6	R	An outgoing call is proceeding (awaiting an answer).
7	X	Suspended—indicates that the interaction was automatically placed on a special type of hold by the system, because an ACD agent was assigned a higher priority interaction type. For example, an email might be suspended in this state while an agent processes a call). From the perspective of most CIC subsystems this state is synonymous with "Held". This state is used internally by the system. Customers should not set any interaction to an auto-held state.
8	S	Dialing, Initializing, Manual Dialing, Station Audio, or Voice Mail—the call object is interacting with the CIC system to dial, leave a voice mail, and so on.
9	I	Internally Disconnected—the call object was disconnected locally.
10	E	Externally Disconnected—the call object was disconnected by a remote party.
11	""	Null. The interaction's state has not been set.

## Eic\_StateTimestamp

A date/time string containing the time when the user's state was last changed.

## Eic\_StationAnsweredAnotherCall

This attribute is a Boolean set to 1 when the station answered another call. Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_StationAudio

Boolean set to "1" if the call is a station audio call. Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_StationEmergencyCustomerLocationDescription

The Station's emergency customer location description. This attribute will only work with InteractionAttributeMonitor and will be set only for calls that have CallClassification set to any call classification with category 'Emergency'. Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_StationEmergencyCustomerName

The Station's emergency customer name. This attribute will only work with InteractionAttributeMonitor and will be set only for calls that have CallClassification set to any call classification with category 'Emergency'. Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_StationEmergencyOutboundANI

The Station's emergency outbound ANI. This attribute will only work with InteractionAttributeMonitor and will be set only for calls that have CallClassification set to any call classification with category 'Emergency'. Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_StationLocationDescription

The Station location description. This attribute only works with InteractionAttributeMonitor, which allows attribute level monitors on the Interaction Center system. This attribute is only set for calls that have CallClassification set to any call classification with category 'Emergency'. Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_StationName

For both inbound and outbound calls, this is a pipe-separated list of all stations currently in use for the call. These are the unscoped names of station queues containing the interaction. Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_StationOnlyEscape

Used to identify a station-only escape dial (\*) which does not have a logged in user when station goes off hook. This is set on calls that to tell the handlers and the VoiceXML subsystem to restart plays if answering machine greetings is detected from the remote party.

## Eic\_StationQueueTimestamp

The time (yyyyMMddThhmmss.fffZ) when an interaction was placed on a station queue. Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_StatsCustomCounter

This attribute is set by StatServer binaries to store the values custom counters corresponding to call events. Custom counters are UTF-8 strings. Since there are possible multiple counters, this attribute stores all of them. Stated differently, the attribute reflects all counters and their corresponding event time. The attributes set by Stat Server binaries are:

[Eic\\_StatsSn](#)

[Eic\\_StatsCustomCounter](#)

[Eic\\_StatsReportGroup](#)

[Eic\\_StatsStidGroup](#)

This is written into the attribute in the following format:

```
"<Label1>=<Event Time1>|<Label2>=<Event Time 2>"
```

---

### Example

```
Eic_StatsCustomCounter="TEST_COUNT=2012-01-26 15:58:58.2406096|EscapeCustomer=2012-01-26 15:58:58.2406096"
```

Times converted to string is performed by using `i3core::AbsoluteTime::as_string()`. Type: Multiple of counters and event time but converted to UTF-8 string (`i3core::String_t`).

## Eic\_StatsReportGroup

This StatServer attribute is similar to [Eic\\_StatsCustomCounter](#) but pertains to a single Report Group, event time tuple. The label signifies a report group as opposed to a custom counter label. As an interaction can only have one report group, there is only one tuple data. Its type is a single pair of report group and event time but converted to UTF-8 string (i3core::String\_t).

The attributes set by Stat Server binaries are:

[Eic\\_StatsSn](#)

[Eic\\_StatsCustomCounter](#)

[Eic\\_StatsReportGroup](#)

[Eic\\_StatsStidGroup](#)

## Eic\_StatsSn

This attribute signifies the time a StatServer update occurs. Note that update time might be different from event time. Event time signifies the time the event occurs. Update time signifies the time when the attribute was written. This attribute is used to confirm that no attribute is updated while being inspected by Queue Manager's SetAttributeConditionally interfaces. Updates are performed only when the current Eic\_StatsSn attributes match with one that was recently read. The type of Eic\_StatsSn is i3core::AbsoluteTime. The attributes set by Stat Server binaries are:

[Eic\\_StatsSn](#)

[Eic\\_StatsCustomCounter](#)

[Eic\\_StatsReportGroup](#)

[Eic\\_StatsStidGroup](#)

## Eic\_StatsStidGroup

This StatServer attribute is similar to [Eic\\_StatsCustomCounter](#) but is for one or more stat group. Type: Multiple of stat group and event time but converted to UTF-8 string (i3core::String\_t). The attributes set by Stat Server binaries are as follows:

[Eic\\_StatsSn](#)

[Eic\\_StatsCustomCounter](#)

[Eic\\_StatsReportGroup](#)

[Eic\\_StatsStidGroup](#).

## Eic\_StatusForward

This attribute is set to "Yes" when a call is forwarded in accordance to a user's forward status. Customers should not change the value of this attribute. It is reserved for use by the system.



## Eic\_StreamType

Indicates the object type of the interaction, using one of the following numeric values:

- 1 = Call
- 2 = Callback
- 3 = Chat
- 4 = Conference
- 5 = eMail
- 6 = Generic Object
- 7 = Monitor
- 8 = Recorder
- 9 = SMS
- 10 = Workflow

## Eic\_Subject

Set by Interaction Web Tools to the Subject text entered in a callback. Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_SystemRouting

This attribute is used to flag a completed intercom call to the main menu. Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_TAPICallID

The CallID of a TAPI call, used to obtain TAPI object call information. Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_TargetMediaType

For recorder, monitor and conference objects, the media type of targets ("Call", "Chat", "Email", "Generic", "Callback", or "Invalid"). Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_TddSessionActive

This attribute will have a value of "1" if the TDD session is active.

## Eic\_TerminationTime

The time (yyyymmddThhmmss.fffZ) when an interaction was disconnected. Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_TotalHeldTime

The total time in seconds that an interaction spent on hold. Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_TrackerAppIncidentId

This attribute is used by Interaction Tracker Server for tracking the Incident ID of each interaction. Tracker gets this attribute each time an interaction disconnects and again when the interaction is de-allocated. The value is displayed in the Interaction Tracker Client on the interaction details page in the 'Incident ID' field.

## Eic\_TrackerAppIndivId

This attribute is used by Interaction Tracker Server for tracking an individual user's Application ID. This value is displayed in the Interaction Tracker Client on the individual details page in the 'Application ID' field.

## Eic\_TrackerDoNotTrack

If any value is specified for this attribute, Interaction Tracker Server will not track this interaction.

## Eic\_TrackerRWPIInfo

The Reverse White Pages process or Tracker Tran Provider sets this attribute with PUBLIC contact information of individuals that match a particular remote address. This attribute is primarily used by the Interaction Tracker Client for resolution purposes.

## Eic\_TrackerRWPPPrivateInfo

The Reverse White Pages process or Tracker Tran Provider sets this attribute with PRIVATE contact information of individuals that match a particular remote address. This attribute is primarily used by the Interaction Tracker Client for resolution purposes.

## Eic\_TrackerSegVMDuration

Used by Interaction Tracker for VM Reporting.

## Eic\_TrackerThirdPartySurvey

If you set this attribute to **true** on interactions sent to a third-party survey, Interaction Tracker Server recognizes the interactions as having ended with a survey.

## Eic\_TSCallType

This attribute contains a ASCII value indicating the capabilities of an Interaction. Eic\_TSCallType indicates whether the calling party is a Customer Interaction Center user. The table below shows possible values. Customers should not change the value of this attribute. It is reserved for use by the system.

Value	Numeric ASCII	Meaning
0	73	The call is an "Intercom" call, which means that the caller is an internal CIC participant.
1	69	E stands for "external call". The caller is a non-CIC participant.

## Eic\_TtsSession

The Usage subsystem gathers data via Notifier from CIC subsystems such as Client Services. It collects usage data for subscription customers, for the purpose of collecting billing data. This interaction attribute tracks TTS sessions for the Usage subsystem. When a TTS session is underway it is set to a JSON value of the format:

```
{"engine": "<engine>", "language": [<language>]}
```

where <engine> is the name of the TTS engine and <language> is the list of languages being processed. When the TTS session ends, Eic\_TtsSession is set to an empty string.

## Eic\_TuiSessionId

A unique identifier (GUID) for this particular login.

## Eic\_UserName

Eic\_Username is set by Queue Manager to the un-scoped user queue name of the queue containing the interaction. Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_UserQueueTimestamp

This attribute contains the time (yyyymmddThhmmss.fffZ) when the interaction was placed on the user queue.

## Eic\_UserRecord

This attribute contains a user-specified data integration point for use with web sessions. Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_UserRecordAttributes

This client uses this attribute list to populate registration the information tab. The information tab is populated by pairs of attribute names, each pair specifying an attribute containing the label information and the actual display data.

## Eic\_UserToUserData

This attribute passes any string value from one user to another.

## Eic\_UWSegmentId

This attribute helps track wrap up segments. It contains a numeric value incremented when the interaction is inserted on a user or workgroup queue or when the interaction is added to a conference. Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_UWSegmentQueues

Queue Manager maintains "queues that the interaction was on" information in this attribute. Eic\_UWSegmentQueues is updated whenever the interaction is placed in a new user or workgroup queue. The attribute contains a pipe delimited list, each entry of which is the segment ID followed by a space followed by a fully scoped queue name of a queue which contained the interaction.

## Eic\_VisitorConnectedMsg

Message text sent to the agent when a visitor joins a chat.

## **Eic\_VisitorDisconnectedMsg**

Message text sent to the agent when a visitor disconnects from a chat.

## **Eic\_VMPlayerReuseKey**

This attribute is set by Session Manager for use by the voice mail plugin. Customers should not change the value of this attribute. It is reserved for use by the system.

## **Eic\_VoiceTUIUser**

The user entered the TUI through ASR.

## **Eic\_WiilsTest**

This Boolean attribute is set on an IPA work item interaction (WII) to indicate that the process that generated this WII was launched in test mode. This attribute is used to disconnect work item interactions that are launched from test processes since processes launched in test mode are not persisted. Customers should not change the value of this attribute.

## **Eic\_WiiSegmentId**

This numeric attribute is set on an IPA work item interaction (WII) only, when the WII makes certain queue movements, such as ACD or a transfer. Customers should not change the value of this attribute.

## **Eic\_WorkgroupName**

Eic\_WorkgroupName contains the un-scoped workgroup queue name of the queue containing the interaction. Customers should not change the value of this attribute. It is reserved for use by the system.

## **Eic\_WorkgroupQueueTimestamp**

The time (yyyymmddThhmmss.fffZ) when an interaction was placed on a queue. Customers should not change the value of this attribute. It is reserved for use by the system.

## **Eic\_WorkItemCategory**

When Interaction Process Automation (IPA) routes a Work Item Interaction (WII) to a user, that WII may be assigned a category. That category can then be used to group related WII's together, etc, when displayed in the client. The value of the Work Item Category is determined by the designer of the process. Within the same process, different WIIs can be in different categories.

## **Eic\_WorkItemDescription**

When Interaction Process Automation (IPA) routes a Work Item Interaction (WII) to a user, it may also set the Work Item Description. The value of the Work Item Description is determined by the designer of the process. Within the same process, different WIIs can have different descriptions. Customers should not change the value of this attribute. It is reserved for use by the system.

## **Eic\_WorkItemError**

Customers should not change the value of this attribute. It is reserved for use by the system. Set by Session Manager to an empty string if there are no errors, or to the ID of the error if not.

## Eic\_WorkItemInitiationTime

The time when a work item was initiated. Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_WorkItemsTransferable

This Boolean attribute is set by the Process Designer to indicate whether or not the work item interaction created can be transferred or not. If this attribute is set to 0, and the user has rights to manage rights the process, those settings override this attribute in Session Manager.

## Eic\_WrapUpCode

When a wrap-up code has been selected for a call (or other interaction), it is indicated by setting the Eic\_WrapUpCode attribute to the wrap-up code key name. The StatServer subsystem will be monitoring for changes to this attribute and will generate the necessary report data.

### Warning!

Genesys strongly recommends that users do not override default Eic\_WrapUpCode functionality. Unless set in the specific format as shown below, setting the Eic\_WrapUpCode call attribute in CIC 4.0, CIC 2015 R1, and subsequent releases, crashes Notifier. Due to wrap-up changes in CIC 4.0, best practice dictates that the Eic\_WrapUpCode should not be set.

```
IID="123467890",SID="1",UID="",WCO="WrapCode",TMS="20140213000000",SIID="1234567890"
```

## Eic\_WrapupCodeExpected

Set by Queue Manager to store the expected wrapup code. Customers should not change the value of this attribute. It is reserved for use by the system.

## Eic\_WrapupCodeSet

A multi-string value set by Queue Manager that indicates that wrapup code has been set, This tells client when to clear a dialog.

## Eic\_WrapupConnectionSegments

A multi-value string that contains wrap-up segments for a user object. Customers should not change the value of this attribute. It is reserved for use by the system. Specifically, Eic\_WrapupConnectionSegments is an attribute set on interactions on user queues which have connected to interactions on workgroup queues which have the user as a member. The value of the attribute is a pipe delimited list of tuples; each tuple has the following elements:

### Workgroup Interaction ID

The interaction ID of the workgroup interaction to which the interaction has connected. Note that the connection may occur through a conference.

### Workgroup Interaction Segment ID

The value of the Eic\_UWSegmentId attribute of the workgroup interaction indicated by the when the first connect occurred.

### Disconnection Segment ID

The value of the Eic\_UWSegmentId attribute of the workgroup interaction when the connect ended (due to a transfer or disconnect). This will be empty if the connection is still in place.

### Workgroup Name

The name of the workgroup containing the workgroup interaction.

### User Name

The name of the user queue containing this Interaction when the connection was first made.

# Eic\_WrapupWorkgroupUserSegments

This attribute stores wrapup segments on a workgroup object, set on workgroup queues when the interaction connects to users who are members of the workgroup. The value of the attribute is a pipe delimited list of tuples; each tuple has the following elements:

## Connection Interaction ID

The interaction ID of the interaction to which the workgroup interaction has connected. Note that the connection may occur through a conference.

## Connection Segment ID

The value of the Eic\_UWSegmentId attribute of the interaction indicated by the Connection Interaction ID when the first connect occurred.

## Disconnection Segment ID

The value of the Eic\_UWSegmentId attribute of the interaction indicated by the Connection Interaction ID when the connect ended (due to a transfer or disconnect). This will be empty if the connection is still in place.

## Workgroup Name

The name of the workgroup containing this interaction.

## User Name

The name of the user queue which contained Connection Interaction ID when the connection was first made.

---

## Examples

Eic\_WrapupWorkgroupUserSegments and [Eic\\_WrapupConnectionSegments](#) are set as shown in the examples below.

---

### Example 1

External ACD call on Marketing Queue (Call1) gets answered by agent User1:

Attribute	Interaction	Field	Value
Eic_WrapupWorkgroupUserSegments	Call1	Interaction ID	Call1
		Connection Segment ID	segmentId(Call1)
		Disconnect Segment ID	
		Workgroup Name	"Marketing"
		User Name	"User1"
Eic_WrapupConnectionSegments	Call1	Interaction ID	Call1
		Connection Segment ID	segmentId(Call1)
		Disconnect Segment ID	
		Workgroup Name	"Marketing"
		User Name	"User1"

---

### Example 2

Intercom ACD call on Marketing Queue (Call1) gets answered by agent User1 (Call2):

Attribute	Interaction	Field	Value
Eic_WrapupWorkgroupUserSegments	Call1	Interaction ID	Call2
		Connection Segment ID	segmentId(Call2)
		Disconnect Segment ID	
		Workgroup Name	"Marketing"
		User Name	"User1"
Eic_WrapupConnectionSegments	Call2	Interaction ID	Call1
		Connection Segment ID	segmentId(Call1)
		Disconnect Segment ID	
		Workgroup Name	"Marketing"
		User Name	"User1"

### Example 3

Scenario where agent consult transfers in an external call (Call3). Call2 did not change:

Attribute	Interaction	Field	Value
Eic_WrapupWorkgroupUserSegments	Call1	Interaction ID	Call2
		Connection Segment ID	segmentId(Call2)
		Disconnect Segment ID	
		Workgroup Name	"Marketing"
		User Name	"User1"
Eic_WrapupConnectionSegments	Call2	Interaction ID	Call1
		Connection Segment ID	segmentId(Call1)
		Disconnect Segment ID	
		Workgroup Name	"Marketing"
		User Name	"User1"

## EIC\_WS\_EmailAddress

The email address entered by the remote party when initiating a web chat interaction. This attribute is created on the external web session interaction only. If it is necessary to access this value via a custom handler, refer to the EIC\_ExternalWebId interaction attribute to find the interaction ID of the external web session.

## Eic\_WSAnyChatUserTyping

Boolean value set by Interaction Web Tools to 1 when any user is typing in a chat, otherwise the value is 0.

## **Eic\_WSEnableIdleTimeout**

The value of this attribute is set by Interaction Web Tools to "1" to enable idle timeout of web chats.

## **Eic\_WSIdleDisconnectMessge**

Text displayed to a chat user when an idle chat session disconnects.

## **Eic\_WSIdleWarningMessage**

Text used to warn a chat user that the session has been idle and may terminate. It reminds the user to type something to remain active in the chat.

## **Eic\_WSLastExternalUserText**

Text typed last by internal user in a chat.

## **Eic\_WSLastExternalUserTextTime**

Set by Interaction Web Tools to the time when an external chat user typed the most recent message.

## **Eic\_WSLastInternalUserText**

Text typed last by external user in a chat.

## **Eic\_WSLastInternalUserTextTime**

Set by Interaction Web Tools to the time when an internal chat user typed the most recent message.

## **Eic\_WSLastSystemText**

Stores the last system text in a chat.

## **Eic\_WSLastSystemTextTime**

Set by Interaction Web Tools to store the time when the last system text occurred in a chat.

## **Eic\_WSLastTypedExternalUser**

The name of the external user who typed last text in a chat conversation.

## **Eic\_WSLastTypedInternalUser**

The name of the internal user who typed last text in a chat conversation.

## **Eic\_WSLastTypedUserType**

Set by Interaction Web Tools to identify the type of user who typed last: "External", "Internal", or "System".



## **Eic\_WSPartyIdleGraceTime**

The amount of grace time to allow a chat to remain idle, in seconds.

## **Eic\_WSPartyIdleTime**

Set by Interaction Web Tools to the amount of time in seconds that a chat has been idle.

## **Eic\_WSSystemName**

Set by Interaction Web Tools to store the configured system name of a chat.

## **I3Reserved\_ReceiveTimeslot**

Reserved by legacy speech recognition system. Customers should not change the value of this attribute. It is reserved for use by the system.

## **I3Reserved\_TransmitTimeslot**

Reserved by legacy speech recognition system. Customers should not change the value of this attribute. It is reserved for use by the system.

## **Icon\_SubsystemCall**

This attribute is set by Interaction Conference to indicate that it originated a call.

## **IntAtt\_AcdConfiguration**

This attribute is used exclusively by Interaction Director and Interaction Attendant handlers. Customers should not change the value of this attribute. It is reserved for use by the system.

## **IntAtt\_AcdPriorityOverride**

Used in E-mail Attendant for Routing Options node to override priority set in a transfer node.

## **IntAtt\_DefaultMenuTransferFlag**

This attribute is used exclusively by Attendant handlers. Customers should not change the value of this attribute. It is reserved for use by the system.

## **IntAtt\_Direct**

This attribute is used exclusively by Interaction Attendant handlers. Customers should not change the value of this attribute. It is reserved for use by the system.

## **IntAtt\_DirectOnceProfiles**

This attribute is set on calls so that Interaction Attendant can track which "one-time-only" profiles have had direct-to-queue processing. This attribute is used exclusively by Attendant handlers. Customers should not change the value of this attribute. It is reserved for use by the system.

## **IntAtt\_DirectTimeout**

This attribute is used exclusively by Interaction Attendant handlers. Customers should not change the value of this attribute. It is reserved for use by the system.

## **IntAtt\_ExitLevelFlag**

This attribute is used exclusively by Interaction Attendant handlers. Customers should not change the value of this attribute. It is reserved for use by the system.

## **IntAtt\_InitialProfilePath**

This attribute is used exclusively by Interaction Attendant handlers. Customers should not change the value of this attribute. It is reserved for use by the system.

## **IntAtt\_KeyPath**

This attribute is used exclusively by Interaction Attendant handlers. Customers should not change the value of this attribute. It is reserved for use by the system.

## **IntAtt\_LastOutboundProfile**

This attribute is used exclusively by Interaction Attendant handlers. Customers should not change the value of this attribute. It is reserved for use by the system.

## **IntAtt\_LineName**

This attribute is used exclusively by Interaction Attendant handlers. Customers should not change the value of this attribute. It is reserved for use by the system.

## **IntAtt\_LocalName**

This attribute is used exclusively by Interaction Attendant handlers. Customers should not change the value of this attribute. It is reserved for use by the system.

## **IntAtt\_LocalTn**

This attribute is used exclusively by Interaction Attendant handlers. Customers should not change the value of this attribute. It is reserved for use by the system.

## **IntAtt\_OptionIndex**

This attribute is used exclusively by Interaction Attendant handlers. Customers should not change the value of this attribute. It is reserved for use by the system.

## **IntAtt\_OutboundCallType**

This attribute is used exclusively by Interaction Attendant handlers. Customers should not change the value of this attribute. It is reserved for use by the system.

## **IntAtt\_OutboundCampaignId**

This attribute is used exclusively by Interaction Attendant handlers. Customers should not change the value of this attribute. It is reserved for use by the system.

## **IntAtt\_OutboundWorkflowId**

This attribute is used exclusively by Interaction Attendant handlers. Customers should not change the value of this attribute. It is reserved for use by the system.

## **IntAtt\_QNodeFlag**

This attribute is used exclusively by Interaction Attendant handlers. Customers should not change the value of this attribute. It is reserved for use by the system.

## **IntAtt\_QNodePath**

This attribute is used exclusively by Interaction Attendant handlers. Customers should not change the value of this attribute. It is reserved for use by the system.

## **IntAtt\_RemoteName**

This attribute is used exclusively by Interaction Attendant handlers. Customers should not change the value of this attribute. It is reserved for use by the system.

## **IntAtt\_RemoteTn**

This attribute is used exclusively by Interaction Attendant handlers. Customers should not change the value of this attribute. It is reserved for use by the system.

## **IntAtt\_TransferFlag**

This attribute is reserved solely for use by Interaction Processor and its handlers. Customers should not change the value of this attribute. It is reserved for use by the system.

## **IntAtt\_TransferKeyPath**

This attribute is reserved solely for use by Interaction Processor and its handlers. Customers should not change the value of this attribute. It is reserved for use by the system.

## **IntAtt\_VendorSupport**

This attribute is reserved solely for use by Interaction Processor and its handlers. Customers should not change the value of this attribute. It is reserved for use by the system.

## **IntAtt\_WorkgroupTransfer**

This attribute is used exclusively by Interaction Attendant handlers. Customers should not change the value of this attribute. It is reserved for use by the system.

## **Eic\_Secure\_IVR\_Result**

This attribute is used to store Secure IVR results and communicate them to the Client. The Client's secure input form window will update it's state and the messages displayed to the user based on the changes to the attribute. An Secure\_IVR Result is divided into three parts, a unique ID for the IVR operation, an integer representing the result/approval status of the operation, and the generated result message. In order to allow multiple IVR operations/results for a single interaction, EIC\_SECURE\_IVR\_RESULT will be appended with each Secure IVR operation.

# Eic\_SocialDirectMessages

## Eic\_RemoteName\_SocialDirectMessage

Type topic text here.

## Eic\_WorkgroupName\_SocialDirectMessage

Type topic text here.

## Eic\_SocialPlatform\_SocialDirectMessage

Type topic text here.

## Eic\_SocialChannel\_SocialDirectMessage

Type topic text here.

## Eic\_SocialChannelId\_SocialDirectMessage

Type topic text here.

## Eic\_SocialThreadId\_SocialDirectMessage

Type topic text here.

## Eic\_SocialMessageText\_SocialDirectMessage

Type topic text here.

## **Eic\_SocialMediaPosts/Tweets**

### **Eic\_WorkgroupName\_SocialMediaPosts/Tweets**

Type topic text here.

### **Eic\_RemoteName\_SocialMediaPosts/Tweets**

Type topic text here.

### **Eic\_SocialPlatform\_SocialMediaPosts/Tweets**

Type topic text here.

### **Eic\_SocialChannel\_SocialMediaPosts/Tweets**

Type topic text here.

### **Eic\_SocialChannelId\_SocialMediaPosts/Tweets**

Type topic text here.

### **Eic\_SocialPage\_SocialMediaPosts/Tweets**

Type topic text here.

### **Eic\_SocialMessageText\_SocialMediaPosts/Tweets**

Type topic text here.

# Change log

The following table lists the changes to the *Interaction Attributes Technical Reference* since its initial release.

Date	Changes
07-June-2011	<ul style="list-style-type: none"> <li>• The <a href="#">CallLog</a> attribute is now append-only. In CIC 4.0, "Web Services" were renamed "Interaction Web Tools". References in this document were updated accordingly.</li> <li>• The following attributes were deprecated: <ul style="list-style-type: none"> <li>◦ <b>Eic_AcdWorkgroup</b> - The attributed is no longer used. It contained the unscoped name of the ACD workgroup containing this call. It was set by Queue Manager and was reserved for internal use by CIC.</li> <li>◦ <b>Eic_AgentConnectedMsg</b> - This attribute contained the message displayed when user joins an interaction.</li> <li>◦ <b>Eic_AgentDisconnectedMsg</b> - This attribute was used by Interaction Client Win32 Edition (v2.3.1 and prior), which is now deprecated. This attribute is not used by the .Net or Outlook Clients. It pertains only to the deprecated Win32 client. Any string set in this attribute will not be executed. Eic_AlertingAction set the ShellExecute command that will run when a call is alerting. This action ran a program or opened a file when a call was assigned to the agent. For example, if an Internet web address was assigned to Eic_AlertingAction, Interaction Client Win32 would open the web page when an ACD call was assigned to an agent. This attribute could be safely modified by customers, but it is no longer used.</li> <li>◦ <b>Eic_ClientConnectedMsg</b> - Message text sent to visitor when agent joins an interaction. Use Eic_AgentConnectedMsg instead.</li> <li>◦ <b>Eic_ConnectedTime</b> - The time when a chat object became connected.</li> <li>◦ <b>Eic_CustomerCallerName</b> - First of two attributes that previously supported custom whisper file and custom caller name for ACD alerts (the other attribute was EIC_CustomWhisperFile). The value could be any string; but the string should be short enough to appear in the phone display.</li> <li>◦ <b>Eic_CustomWhisperFile</b> - Second of two attributes that supported custom whisper file and custom caller name for ACD alerts (the other attribute was EIC_CustomerCallerName). This gvalue was the name of a wave file in the <code>i3icresources</code> folder. It had to be in CCIT uLaw Format.</li> <li>◦ <b>Eic_DisconnectedMsg</b> - Contained the message displayed when user left a web interaction.</li> <li>◦ <b>Eic_EmailResponseAttachments</b> - Multi-value string containing the monikers of attachments to the response to the e-mail interaction. Customers should not change the value of this attribute. It is reserved for use by the system.</li> <li>◦ <b>Eic_EmailResponseMessage</b> - The moniker for the response to the e-mail interaction. Please do not change the value of this attribute. It is reserved for use by the system.</li> <li>◦ <b>Eic_OrbitId</b> - The identifier of an orbit queue.</li> <li>◦ <b>Eic_OrbitScope</b> - The identifier of the collective containing the TsServer instance which is processing requests for the call being placed in the orbit.</li> <li>◦ <b>Eic_RemoteTn</b> - This attribute was used to store the unformatted telephone number of the person outside CIC who is making or receiving a call.</li> <li>◦ <b>Eic_RemoteTnDisplay</b> - This call attribute was used for reporting.</li> <li>◦ <b>Eic_Workgroup</b> - Eic_Workgroup contained the scoped workgroup queue name of the queue containing the interaction.</li> </ul> </li> <li>• The following attributes were added: <ul style="list-style-type: none"> <li>◦ <b>Eic_AttDynamicAgentName</b> - Agent name used by Interaction Attendant to specify which agent ID to transfer an interaction to, so that handlers can read the attribute and transfer the call based on its value. This attribute is used by dynamic actions in Attendant but could potentially be set outside of Attendant.</li> <li>◦ <b>Eic_AttDynamicExternalNumber</b> - External telephone number used by Interaction Attendant to specify which Agent or Station to transfer an interaction to, so that handlers can read the attribute and transfer the call based on its value. This attribute is used by dynamic actions in Attendant but could potentially be set outside of Attendant.</li> <li>◦ <b>Eic_AttDynamicWorkgroup Name</b> - Workgroup name used by Interaction Attendant to specify which agent ID to transfer an interaction to, so that handlers can read the attribute and transfer the call based on its value. This attribute is used by dynamic actions in Attendant but could potentially be set outside of Attendant.</li> <li>◦ <b>Eic_AttDynamicWorkgroupPriority</b> - Priority attribute used by Interaction Attendant to specify which Agent or Station to transfer an interaction to, so that handlers can read the attribute and transfer the call based on its value. This attribute is used by dynamic actions in Attendant but could potentially be set outside of Attendant.</li> <li>◦ <b>Eic_AttDynamicWorkgroupSkills</b> - Skills attribute used by Interaction Attendant to specify which Agent or Station to transfer an interaction to, so that handlers can read the attribute and transfer the call based on</li> </ul> </li> </ul>

its value. This attribute is used by dynamic actions in Attendant, but could potentially be set outside of Attendant.

- **Eic\_Callback\_Completion** - This string value is set by Web Services to indicate the completion of a Callback Interaction. It contains "Success" if the callback succeeded, "Failure" if the callback failed, or "None" if the completion has not been assigned.
- **Eic\_CallbackAssociatedCallId** - This attribute is set by Web Services to the Call ID of the last call made as a result of a Callback.
- **Eic\_ConconsultCallId** - The call IDs that are consulting for this call. Customers should not change the value of this attribute. It is reserved for use by the system.
- **Eic\_ConconsultCallSpeakTo** - The 'speak to' state, such as "caller", "consult", "caller, consult", or "none". Customers should not change the value of this attribute. It is reserved for use by the system.
- **Eic\_ConconsultingCallid** - The call ID this this call is a consult for. Customers should not change the value of this attribute. It is reserved for use by the system.
- **Eic\_CSSurveyIntercomId** - This attribute is used by intercom calls that are surveyed. It stores the Inteaction ID of the call that an agent participated on.
- **Eic\_CSSurveyOrgCallIdKey** - This attribute is used by intercom calls that are surveyed. It stores the CallIDKey of the call that an agent participated on. A CallIDKey is the 10 digit CallId plus an eight digit date in this format: YYYYMMDD.
- **Eic\_DueDateReminder** - The due date reminder of a work item interaction. Customers should not change the value of this attribute. It is reserved for use by the system.
- **Eic\_EmailAttachments** - Boolean value that indicates whether an email has attachments, set to 1 if attachments are present.
- **Eic\_EmailCapabilitiesUpdate** - This attribute is a DateTime value that indicates when Email capabilities were updated. The capabilities of an EmailInteraction are whether it can be edited, replied to, supports a reply all, can be forwarded, etc.
- **Eic\_EmailChildren** - The interaction ID of the child emails - the opposite of parent emails. Customers should not change the value of this attribute. It is reserved for use by the system.
- **Eic\_EmailConversationAttr** - This attribute is reserved for internal use. It is used by threaded email features. Customers should not change the value of this attribute. It is reserved for use by the system.
- **Eic\_EmailConversationID** - This attribute is used to support threaded email features. It is used to link the email conversation ID with an external ID. Customers should not change the value of this attribute. It is reserved for use by the system.
- **Eic\_EmailExternalConversationID** - This attribute is used to support threaded email features. It links the email conversation ID with an external ID. Customers should not change the value of this attribute. It is reserved for use by the system.
- **Eic\_EmailImportance** - The importance of an email message. On most email systems, the importance of the message is "Low", "Normal", or "High".
- **Eic\_EmailMailboxName** - The mailbox display name for this user. Customers should not change the value of this attribute. It is reserved for use by the system.
- **Eic\_EmailMessageMoniker** - This attribute is set for email interactions to the internal moniker (name) of the email message.
- **Eic\_EmailOutlookMode** - This attribute is set for email interactions to store the mode that Outlook is in. Customers should not change the value of this attribute. It is reserved for use by the system.
- **Eic\_EmailParent** - The interaction ID of the parent email. Customers should not change the value of this attribute. It is reserved for use by the system.
- **Eic\_EmailSubject** - The subject of an email message. Customers should not change the value of this attribute. It is reserved for use by the system.
- **Eic\_EmailType** - A string that represents the email type: "S"=System "N"=New "R"=Reply "A"=AutoReply "F"=Forward.
- **Eic\_ImmediateAccess** - Set internally by CIC to indicate whether to allow immediate access to an interaction. Customers should not change the value of this attribute. It is reserved for use by the system.
- **Eic\_IpaPriority** - Priority setting reserved for use by Interaction Process Automation (IPA). Customers should not change the value of this attribute. It is reserved for use by the system.
- **Eic\_IpaProcessed** - This Boolean attribute is set on non-work item interactions to indicate that the interaction is associated with an IPA process. Note that this attribute does not indicate that the interaction was generated by an IPA process. Customers should not change the value of this attribute.
- **Eic\_IVRAppName** - This attribute is set by a handler or IVR application when a call enters IVR. It stores the name of the IVR application. When the call leaves IVR, the attribute is reset by Queue Manager.
- **Eic\_KwsAgentKeywords** - This attribute is set by Interaction Analyzer. It contains a pipe-delimited list of the first 20 agent keywords detected. The list stops updating after 20 keywords. Customers should not change the value of this attribute. It is reserved for use by the system.



- **Eic\_KwsAgentLastKeyword** - The last keyword detected by Interaction Analyzer on the agent side of a call. Customers should not change the value of this attribute. It is reserved for use by the system.
- **Eic\_KwsAgentNegativeScore** - This call attribute is updated each time a keyword is spotted. It contains an Agent's negative score. Customers should not change the value of this attribute. It is reserved for use by the system.
- **Eic\_KwsAgentNumSpotted** - This call attribute contains the count of agent keywords spotted. Customers should not change the value of this attribute. It is reserved for use by the system.
- **Eic\_KwsAgentPositiveScore** - This call attribute is updated each time a keyword is spotted. It contains an Agent's positive score. Customers should not change the value of this attribute. It is reserved for use by the system.
- **Eic\_KwsCustomerKeywords** - This attribute is set by Interaction Analyzer. It contains a pipe-delimited list of the first 20 customer keywords detected. The list stops updating after 20 keywords. Customers should not change the value of this attribute. It is reserved for use by the system.
- **Eic\_KwsCustomerLastKeyword** - The last keyword detected by Interaction Analyzer on the customer side of a call. Customers should not change the value of this attribute. It is reserved for use by the system.
- **Eic\_KwsCustomerNegativeScore** - This call attribute is updated each time a keyword is spotted. It contains a customer's negative score. Customers should not change the value of this attribute. It is reserved for use by the system.
- **Eic\_KwsCustomerNumSpotted** - This call attribute contains the count of customer keywords spotted. Customers should not change the value of this attribute. It is reserved for use by the system.
- **Eic\_KwsCustomerPositiveScore** - This call attribute is updated each time a keyword is spotted. It contains a customer's positive score. Customers should not change the value of this attribute. It is reserved for use by the system.
- **Eic\_MCTActivationTime** - The time when a malicious call trace (MCT) was activated. Customers should not change the value of this attribute. It is reserved for use by the system.
- **Eic\_MediaServerLocation** - This attribute stores the configured location of a media server. Customers should not change the value of this attribute. It is reserved for use by the system.
- **Eic\_MonitorsCombinedCount** - Set internally by CIC to indicate the total number of monitors. Customers should not change the value of this attribute. It is reserved for use by the system.
- **Eic\_MonitorsCombinedCount** - The names of the supervisors who are monitoring this call. Customers should not change the value of this attribute.
- **Eic\_ObjectType** - A reserved attribute set by session manager to identify the object type of an interaction. Customers should not change the value of this attribute. It is reserved for use by the system.
- **Eic\_ProactivelyRecorded** - "1" if proactive recording was started, otherwise "".
- **Eic\_ProcessDefinitionId** - The GUID of the process definition that generated this work item interaction (WII). Customers should not change the value of this attribute.
- **Eic\_ProcessInstanceDisplayName** - If Eic\_IpaProcessed is true, then this attribute is set on non-work item interactions to the name of the process with which the non-work item interaction is associated. Customers should not change the value of this attribute.
- **Eic\_ProcessInstanceCid** - This attribute is set on non-work item interactions to the GUID of the particular running instance of the associated process. Customers should not change the value of this attribute.
- **Eic\_ProcessNumericId** - Starting with CIC 4.0, this numeric attribute contains the id of the process that generated this work item interaction (WII). This ID is not guaranteed to be unique across time, space, and machines. Customers should not change the value of this attribute.
- **Eic\_RecordersCombinedCount** - Set internally by CIC to indicate the total number of recorders. Customers should not change the value of this attribute. It is reserved for use by the system.
- **Eic\_RecordingsAutoResumeTime** - This attribute is set by Telephony Services to indicate when a paused secure recording will resume. It is set when the Secure Pause button is pressed by an agent in order to exclude a caller's sensitive input (such as SSN or credit card information) from the recording.
- **Eic\_RecordLengthMillisec** - The length of an Interaction Recorder recording expressed in milliseconds. Customers should not change the value of this attribute. It is reserved for use by the system.
- **Eic\_RecordSingleSide** - Used as a control mechanism by single-sided Interaction Recording, in which only one side of a call is recorded. Customers should not change the value of this attribute. It is reserved for use by the system.
- **Eic\_RegionOriginatedFrom** - This attribute indicates which region an interaction originated from, to support selection rules based on region information. Some CIC subsystems (Reco for example) need to know which region an interaction originated from. For telephone calls, Telephony Services knows this information since it is part of the line configuration. To give other subsystems access to region information, Telephony Services populates this call attribute. Customers should not change the value of this attribute. It is reserved for use by the system.
- **Eic\_StationAnsweredAnotherCall** - This Boolean attribute is set to 1 when a station answers another call. Customers should not change the value of this attribute. It is reserved for use by the system.

- **Eic\_StationEmergencyCustomerLocationDescription** - The Station's emergency customer location description. This attribute will only work with InteractionAttributeMonitor and will be set only for calls that have CallClassification set to any call classification with category 'Emergency'. Customers should not change the value of this attribute. It is reserved for use by the system.
- **Eic\_StationEmergencyCustomerName** - The Station's emergency customer name. This attribute will only work with InteractionAttributeMonitor and will be set only for calls that have CallClassification set to any call classification with category 'Emergency'. Customers should not change the value of this attribute. It is reserved for use by the system.
- **Eic\_StationEmergencyOutboundANI** - The Station's emergency outbound ANI. This attribute will only work with InteractionAttributeMonitor and will be set only for calls that have CallClassification set to any call classification with category 'Emergency'. Customers should not change the value of this attribute. It is reserved for use by the system.
- **Eic\_StationLocationDescription** - The Station location description. This attribute will only work with InteractionAttributeMonitor (which allows attribute level monitors on the Interaction Center system) and will be set only for calls that have CallClassification set to any call classification with category 'Emergency'. Customers should not change the value of this attribute. It is reserved for use by the system.
- **Eic\_UWSegmentQueues** - Queue Manager maintains "queues that the interaction was on" information in this interaction attribute. Eic\_UWSegmentQueues is updated whenever the interaction is placed in a new user or workgroup queue. The attribute contains a pipe delimited list, each entry of which is the segment ID followed by a space followed by a fully scoped queue name of a queue which contained the interaction.
- **Eic\_VMPlayerReuseKey** - This attribute is set by Session Manager for use by the voice mail plugin. Customers should not change the value of this attribute. It is reserved for use by the system.
- **Eic\_WiisTest** - This Boolean attribute is set on an IPA work item interaction (WII) to indicate that the process that generated this WII was launched in test mode. Starting with CIC 4.0, this attribute is used to disconnect work item interactions that are launched from test processes since processes launched in test mode are not persisted. Customers should not change the value of this attribute.
- **Eic\_WiiSegmentId** - This numeric attribute is set on an IPA work item interaction (WII) only, when the WII makes certain queue movements, such as ACD or a transfer. Customers should not change the value of this attribute.
- **Eic\_WorkItemError** - Customers should not change the value of this attribute. It is reserved for use by the system. Set by Session Manager to an empty string if there are no errors, or to the ID of the error if not.
- **Eic\_WorkItemInitiationTime** - The time when a work item was initiated. Customers should not change the value of this attribute. It is reserved for use by the system.
- **Eic\_WorkItemsTransferable** - This Boolean attribute is set by the Process Designer to indicate whether or not the work item interaction created can be transferred or not. If this attribute is set to 0, and the user has rights to manage rights the process, those settings override this attribute in Session Manager.
- **Eic\_WrapupCodeExpected** - Set by Queue Manager to store the expected wrapup code. Customers should not change the value of this attribute. It is reserved for use by the system.
- **Eic\_WrapupWorkgroupUserSegments** - This attribute stores wrapup segments on a workgroup object, set on workgroup queues when the interaction connects to users who are members of the workgroup. The value of the attribute is a pipe delimited list of tuples; each tuple has the following elements:
  - Connection Interaction ID - The interaction ID of the interaction to which the workgroup interaction has connected. Note that the connection may occur through a conference.
  - Connection Segment ID - The value of the Eic\_UWSegmentId attribute of the interaction indicated by the Connection Interaction ID when the first connect occurred.
  - Disconnection Segment ID - The value of the Eic\_UWSegmentId attribute of the interaction indicated by the Connection Interaction ID when the connect ended (due to a transfer or disconnect). This will be empty if the connection is still in place.
  - Workgroup Name - The name of the workgroup containing this interaction.
  - User Name - The name of the user queue which contained Connection Interaction ID when the connection was first made.
- **Eic\_WSAnyChatUserTyping** - Web Services sets this Boolean value to 1 when any user is typing in a chat. When no users are typing, the value is 0.
- **Eic\_WSEnableIdleTimeout** - The value of this attribute is set by Web Services to "1" to enable idle timeout of web chats.
- **Eic\_WSIdleDisconnectMessage** - Text displayed to a chat user when an idle chat session disconnects.
- **Eic\_WSIdleWarningMessage** - Text used to warn a chat user that the session has been idle and may terminate. It reminds the user to type something to remain active in the chat.
- **Eic\_WSLastExternalUserText** - Text typed last by internal user in a chat.
- **Eic\_WSLastExternalUserTextTime** - Set by Web Services to the time when an external chat user typed the most recent message.
- **Eic\_WSLastInternalUserText** - Text typed last by external user in a chat.

	<ul style="list-style-type: none"> <li>○ <b>Eic_WSLastInternalUserTextTime</b> - Set by Web Services to the time when an internal chat user typed the most recent message.</li> <li>○ <b>Eic_WSLastSystemText</b> - Stores the last system text in a chat.</li> <li>○ <b>Eic_WSLastSystemTextTime</b> - Set by Web Services to store the time when the last system text occurred in a chat.</li> <li>○ <b>Eic_WSLastTypedExternalUser</b> - The name of the external user who typed last text in a chat conversation.</li> <li>○ <b>Eic_WSLastTypedInternalUser</b> - The name of the internal user who typed last text in a chat conversation.</li> <li>○ <b>Eic_WSLastTypedUserType</b> - Set by Web Services to identify the type of user who typed last: "External", "Internal", or "System".</li> <li>○ <b>Eic_WSPartyIdleGraceTime</b> - The amount of grace time to allow a chat to remain idle, in seconds.</li> <li>○ <b>Eic_WSPartyIdleTime</b> - Set by Web Services to the amount of time in seconds that a chat has been idle.</li> <li>○ <b>XEic_StationOnlyEscape</b> - Used to identify a station-only escape dial (*) which does not have a logged in user when station goes off hook.</li> <li>○ <b>XEic_WSSystemName</b> - Set by Web Services to store the configured system name of a chat.</li> </ul>
18-April-2012	Updated documentation to reflect changes required in the transition from version 4.0 SU# to CIC 2015 R1, such as updates to product version numbers, system requirements, installation procedures, references to product information URLs, and copyright and trademark information.
06-June-2012	<ul style="list-style-type: none"> <li>● Added Eic_IwpMonitorOrg (the IWP Organization that is being monitored by an eavesdropper) and Eic_IwpMonitorUser (the IWP Eavesdropper user name) this this document.</li> <li>● Added "Eic_ScreenPopName" and Eic_ScreenPopData" attributes. Both are set in the handler named SetScreenPop.ihd to contain values for "Screen Pop Name" and "Pop Action (URL)", respectively.</li> <li>● Starting with CIC 4.0 SU2, a reporting handler uses <a href="#">Eic_LocalEndpointImmutable</a> instead of <a href="#">Eic_LocalTnRaw</a> for DNIS. The handler previously created a Report Group named "DNIS-XXXX" where "XXXX" was the value of the call attribute Eic_LocalTnRaw. That value was passed by the initiator tool of the handler rather than use a GetAttribute() function. It now uses Eic_LocalEndpointImmutable instead.</li> </ul>
22-February-2013	<p>The StatServer sub-system (StatServerU.exe) was split into two binaries: StatServerAgent[U UD].exe handles agent related statistics. StatServerWorkgroup[U UD].exe handles workgroup related statistics. The split enhances processing power and allows for statistics gathering in larger environments with higher call rates.</p> <p>To accomodate the split, the StatServer Tools interface was enhanced to set Queue Manager attributes instead of sending Notifier request/response messages. The attributes set by StatServer new binaries are <a href="#">Eic_StatsSn</a>, <a href="#">Eic_StatsCustomCounter</a>, <a href="#">Eic_StatsReportGroup</a>, and <a href="#">Eic_StatsStdGroup</a>.</p>
25-September-2013	<ul style="list-style-type: none"> <li>● Updated the description of <a href="#">Eic_Callback_Completion</a> to note that it contains a numeric, not string value that represents callback completion status and indicate the completion of a Callback Interaction. It contains a value of 83 if the callback succeeded, or 70 if the callback failed. See also Eic_CallbackCompletionDisplay.</li> <li>● Added a new attribute, <a href="#">Eic_CallbackCompletionDisplay</a>, which contains a localized string description of the callback completion status. Its value is "S" if the callback succeeded, "F" if the callback failed, or "" if the completion has not been assigned. See also Eic_CallbackCompletion.</li> <li>● Added two attributes which indicate the state of the keyword spotting process. One applies to the customer's side of the conversation, the other to the agent side. See <a href="#">Eic_KwsCustomerChannelAnalyzed</a> and <a href="#">Eic_KwsAgentChannelAnalyzed</a>.</li> <li>● Added a new <a href="#">CallLogEx</a> attribute, which can set the value of the CallLog attribute. When interaction updates are replicated to the backup server to support the Swithcover Interaction Resiliency feature, the CallLogEx attribute is updated instead of the CallLog attribute.</li> </ul>
21-March-2014	<ul style="list-style-type: none"> <li>● Added two attributes which store the overall score for the respective agent or customer. Eic_KwsAgentScore stores the sum of Eic_KwsAgentPositiveScore and Eic_KwsAgentNegativeScore. This is the overall score for the agent, to support the filtered queues feature that allows server-side sorting of interactions based on the "overall score" of either an agent or customer. Eic_KwsCustomerScore stores the sum of Eic_KwsCustomerPositiveScore and Eic_KwsCustomerNegativeScore. This is the overall score for the customer.</li> <li>● Added <a href="#">Eic_StreamType</a> to indicate the object type of interactions.</li> </ul>

07-March-2015	<p><b>Eic_WrapUpCode</b></p> <p>Users are strongly advised not to override default Eic_WrapUpCode functionality. Unless set in the specific format as shown below, setting the Eic_WrapUpCode call attribute in CIC 4.0, CIC 2015 R1, and subsequent releases, crashes Notifier. Due to wrap-up changes in CIC 4.0, best practice dictates that the Eic_WrapUpCode should not be set.</p> <pre style="background-color: #f0f0f0; padding: 5px;">IID="123467890",SID="1",UID="",WCO="WrapCode",TMS="20140213000000",SIID="1234567890"</pre> <p><b>Mobilizer callback enhancements</b></p> <p>Added two attributes for IMobilizer callback enhancement work:</p> <ul style="list-style-type: none"> <li>• Eic_WSExternalObjectID. The ID of callback exposed externally.</li> <li>• Eic_WSRoutingContext. Holds XML based routing context.</li> </ul>
07-July-2015	<p><b>Eic_IRKeywordSpots</b></p> <p>This attribute is used by Interaction Recorder. Customers should not modify this attribute since it is reserved for use by the system. This attribute serializes the following keyword attribute information into a single attribute. These attributes are still defined, but no longer set by Interaction Recorder, and should not be modified:</p> <ul style="list-style-type: none"> <li>• Eic_IRKeywordAgentScores</li> <li>• Eic_IRKeywordChannels</li> <li>• Eic_IRKeywordConfidences</li> <li>• Eic_IRKeywordCustomerScores</li> <li>• Eic_IRKeywordDurations</li> <li>• Eic_IRKeywordNames</li> <li>• Eic_IRKeywordSetNames</li> <li>• Eic_IRKeywordStartTimes</li> <li>• Eic_IRKeywordTags</li> <li>• Eic_IRKeywordUtterances</li> </ul>
07-November-2016	<ul style="list-style-type: none"> <li>• Added Eic_TSCallType attribute.</li> <li>• Updated Eic_Capabilities.</li> </ul>
07-January-2017	<ul style="list-style-type: none"> <li>• Corrected content for Eic_Capabilities</li> <li>• Added admonition in Eic_SendToVoiceMail topic</li> </ul>
07-December-2017	<ul style="list-style-type: none"> <li>• Rebranded topics to apply Genesys terminology.</li> <li>• Updated <a href="#">Eic_MediaServerLocation</a> to note that it is set by recording interactions only.</li> <li>• Added a new attribute: <a href="#">Eic_IntractionUuid</a>.</li> <li>• Updated <a href="#">Eic_ConsultCallSpeakTo</a> to update the "caller,consult" value. It was incorrectly documented showing a space ("caller, consult"). The correct value is "caller,consult" without a space.</li> </ul>
07-March-2018	<ul style="list-style-type: none"> <li>• Added dynamic call attributes, previously documented only in Interaction Attendant help</li> <li>• Added <a href="#">Eic_RecoSession</a> attribute.</li> <li>• Added <a href="#">Eic_TtsSession</a> attribute.</li> <li>• Interaction Mobilizer has been deprecated. Removed related attributes that are no longer used: Eic_WSExternalObjectID and Eic_WSRoutingContext.</li> </ul>
21-August-2018	Updated <a href="#">eic_callidkey</a>
14-December-2018	<p>Added the following custom interaction attributes:</p> <ul style="list-style-type: none"> <li>• <a href="#">Eic_AlertSound</a></li> <li>• <a href="#">Eic_ClientMsg</a></li> <li>• <a href="#">Eic_PopApplication</a></li> </ul>
21-February-2019	Explained how <a href="#">Eic_RemoteName</a> is populated for outbound calls.

18-March-2019	Corrected typo in description of <a href="#">Eic_ConsultingCallid</a> .
26-April-2019	Added the <a href="#">Eic_AudioFlow</a> attribute.
20-June-2019	Small amount of project cleanup.
26-June-2019	Added <a href="#">Eic_DialerAllowInboundWrapUp</a> attribute.
06-September-2019	Corrected <a href="#">Eic_Subject</a> description to reflect that it is set for callback interactions.
06-November-2019	Added <a href="#">Eic_TrackerThirdPartySurvey</a> attribute.
06-May-2020	Added <a href="#">Eic_ConversationUuid</a> attribute.
22-September-2020	Added Eic_WS_EmailAddress attribute.
31-October-2021	Added Eic_SocialDirect Messages and Eic_SocialMediaPosts/Tweets