AcdEvent Create Advanced

FROM RELEASE 3.35 (BETA IN 3.34)

Function

This object is used to create an AcdEvent for distribution in the system. It provides fine grained control of the parameters needed to create an event.

Parameters

Object Name	Name of this object instance
AcdEvent Type	The type of event to create.
ACD Group	The group the event should be distributed via. The group can be selected according to the following guidelines: • If a standalone group is selected, this group receives the event. • If a configuration group is selected, the primary agent group configured in the configuration group will receive the event.
Agent	Optional. The ID of the user to receive the event.
Sender	The sender of the event. In most cases **$caller** should be used, but this is not required.
Receiver	The receiver of the event. In most cases **$called** should be used, but this is not required.
Priority	Specify a priority from 0 to 200. If not specified, 50 is used.

Appointment Date	The date part of the required appointment in the format **yyyy-mm-dd** or **yyyymmdd**
	The fields Appointment Date and Appointment Time are set as follows:

	• If both are empty or not provided, no appointment is set. The event will be distributed as soon as possible.
	• If only a date is provided, the time is set to 00:00. The event will be distributed at the earliest on the date specified, distribution will be tried immediately if this is in the past.
	• If only a time is provided, the date will be set to the next possible instance of that time. Example:
	   ○ If it is currently 15:30, and the time is set to 10:00, the date will be set to the next day.
	   ○ If it is currently 15:30 and the time is set to 18:00, the date will be set to the same day.
	• If both a date and time are provided, the appointment is set exactly to this. The event will be distributed at the earliest on the date specified, distribution will be tried immediately if the date is in the past.

	Note: actual distribution depends on the agents logged in and the distribution requirements (skill, priority etc.).
Appointment Time	The time part of the required appointment in the format **hh:mm** or **hhmm** **See Appointment Date above for important details on how to use this parameter.**
Subject	The subject to use for the event.
CRM-URL	An optional URL to an external system.
User Data	An optional user data entry.

Data	The event data used to create the event.
	
	Example
	
	`<eventData>`
	`<body html="true">My Event Body Data</body>`
	`</eventData>`

Skill (1, 2, 3)	Optional Skill (1, 2, 3)
Minimum Skill (1, 2, 3)	Optional minimum value for Skill (1, 2, 3)

Outputs

Output	Used when ...
Continue	If the event is successfully created, this output is used.
Error	If an error occurs creating the event, this output is used.