

AcdEvent Create Advanced

UNDER CONSTRUCTION

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

| | |
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| 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: <ul style="list-style-type: none">▪ 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. |

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| Appointment Date | <p>The date part of the required appointment in the format yyyy-mm-dd or yyyymmdd</p> <p>The fields Appointment Date and Appointment Time are set as follows:</p> <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> ◦ 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. <p>Note: actual distribution depends on the agents logged in and the distribution requirements (skill, priority etc.).</p> |
| Appointment Time | <p>The time part of the required appointment in the format hh:mm or hhmm</p> <p>See Appointment Date above for important details on how to use this parameter.</p> |
| 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 | <p>The event data used to create the event.</p> <p>Example</p> <pre><eventData> <body html="true">My Event Body Data</body> </eventData></pre> |
| 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 ... |
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| Continue | If the event is successfully created, this output is used. |
| Error | If an error occurs creating the event, this output is used. |