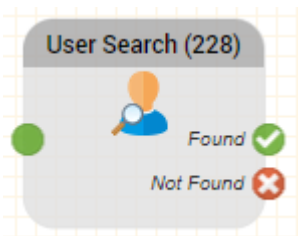



User search

as of release 3.27	prior to release 3.27
	

Function

Use this object to search for a user given various parameters (a partial search will be performed if not all parameters are provided).

For example, if the user redirects his / her telephone to the system, the so-called redirector or the service number could be used to find the user in question - if the users phone is redirected to 99xxx where xxx is the user's telephone number, string functions can be used to extract the xxx from the called service number. Subsequently, a user search is performed with the telephone number.

If the user is found, a callback or voice mail could be sent directly to the users account.

Parameters

Object Name	Name of this object instance
User Name	Name of the user
User first name	First name of the user
User UID	UID of the user
Phone number	Telephone number of the user
Email	The email address of the user RELEASE 3.35
PIN	The PIN of the user RELEASE 3.20
Save in	Specify a variable prefix in which the result is to be stored.
Retrieve ACD Status	If this option is specified, several additional variables pertaining to the status of the user in the ACD are also retrieved. RELEASE 3.20

Variables

The following variables are provided. Note, that some variables are duplicated over all ACD groups.

Variable	From Release	RELEASE 3.20 Returned when Retrieve ACD Status specified	Content
<prefix>.usersid			The ID of the user.
<prefix>.usersuid			The UID of the user.
<prefix>.username	3.35		The name of the user.
<prefix>.usersfirstname	3.35		The first name of the user.
<prefix>.usersemail	3.35		The email address of the user.
<prefix>.usersnickname	3.35		The nickname field of the user.
<prefix>.userstelactive	3.35		The current active telephone number of the user.
<prefix>.AcStatus.<AcGroupsID>. FirstLoggedInUserWavesID		X	The ID of the name prompt for the first logged in user in the group (determined by the earliest login date/time):
<prefix>.AcStatus.<AcGroupsID>. LoggedInUsersWavesIDs		X	The IDs, comma separated, of the name prompts for all users logged into the group.
<prefix>.AcStatus.<AcGroupsID>. FirstLoggedInUserID		X	The ID of the first logged in user logged into the group (determined by the earliest login date/time).
<prefix>.AcStatus.<AcGroupsID>. AcAgentStatusID		X	The ID of the agent status the user is currently in.
<prefix>.AcStatus.<AcGroupsID>. LoggedInUsersIDs		X	The IDs, comma separated, of all users logged into the group.
<prefix>.AcStatus.<AcGroupsID>. GroupNameWavesID		X	The ID of the ACD group name prompt.
<prefix>.AcStatus.<AcGroupsID>.AcGroupsID		X	The ID of the ACD group.
<prefix>.AcStatus.<AcGroupsID>.bLoggedIn		X	Whether the user is logged into the group. 1 = logged in, 0 = not logged in.
<prefix>.AcStatus.<AcGroupsID>.bLoggedInAc		X	Whether the agent is logged into the ACD. 1 = logged in, 0 = not logged in.
<prefix>.AcStatus.<AcGroupsID>.WavesID		X	The ID of the wave file associated with the current ACD status of the agent.
<prefix>.AcStatus.<AcGroupsID>.bPauseAc		X	Whether the agent is in pause in the ACD. 1 = pause, 0 = no pause.

<prefix>.AcStatus.<AcGroupsID>.LoggedInGroupCount		X	The number of ACD groups the user is currently logged into. Only groups where the user is configured as a permanent or reserve agent are counted.
<prefix>.AcStatus.<AcGroupsID>.LoggedOutGroupCount		X	The number of ACD groups the user is currently not logged into. Only groups where the user is configured as a permanent or reserve agent are counted.

Outputs

Output	Used when ...
Found	The call flow continues here when the user was found.
Not Found	The call flow continues here if the user was not found.