

ACD Group - Parameters

Introduction

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ACD Group Parameters are used to alter the behaviour of an ACD group.

Parameters are used in certain use-cases, where a dedicated input field is not provided in the web application.

Currently, making REST calls during the call flow is provided using parameters. See [ACD Group Parameters - REST Calls \(Telephony Events\)](#).

Creating and editing parameters

Master Data		Online Parameters	Queue	Distribution	Agent Parameters	Offline Parameters	Agents	Skill Adjustment	Rules	Synonyms	Transaction Codes	Confluence	Parameters
Filter:		X	Add	Copy			6 Records in Total. Showing 6 Records from 1 to 6. Page 1 of 1.						
Name		Value											
CallTransfer.Client.INBOUND.ACD.DIRECT.CONNECTED		URL=http://localhost:9999/replydirect/acd/connected METHOD=POST TIMEOUT=3000 HEADER=X-JTEL-ACD: True DATA=userLoginName=\$agent_nickname&timeout=2000											Actions
CallTransfer.Client.INBOUND.ACD.DIRECT.CONNRES.1		URL=http://localhost:9999/replydirect/acd/stop METHOD=POST TIMEOUT=3000 HEADER=X-JTEL-ACD: True DATA=userLoginName=\$agent_nickname&timeout=2000&reason=SUCCESSFUL_CALL											Edit Delete
CallTransfer.Client.INBOUND.ACD.DIRECT.CONNRES.2		URL=http://localhost:9999/replydirect/acd/stop METHOD=POST TIMEOUT=3000 HEADER=X-JTEL-ACD: True DATA=userLoginName=\$agent_nickname&timeout=2000&reason=AGENT_NOANSWER											Edit Delete
CallTransfer.Client.INBOUND.ACD.DIRECT.CONNRES.4		URL=http://localhost:9999/replydirect/acd/stop METHOD=POST TIMEOUT=3000 HEADER=X-JTEL-ACD: True DATA=userLoginName=\$agent_nickname&timeout=2000&reason=CALLER_HANGUP											Edit Delete
CallTransfer.Client.INBOUND.ACD.DIRECT.CONNRES.6		URL=http://localhost:9999/replydirect/acd/stop METHOD=POST TIMEOUT=3000 HEADER=X-JTEL-ACD: True DATA=userLoginName=\$agent_nickname&timeout=2000&reason=AGENT_REFUSED											Edit Delete
CallTransfer.Client.INBOUND.ACD.DIRECT.RINGING		URL=http://localhost:9999/replydirect/acd/open METHOD=GET TIMEOUT=3000 HEADER=X-JTEL-ACD: True QUERYPARAM=userLoginName=\$agent_nickname QUERYPARAM=timeout=2000 QUERYPARAM=source=Scaller QUERYPARAM=target=\$service_number QUERYPARAM=callid=\$statisticsparta_id QUERYPARAM=tenantid=1 QUERYPARAM=canParallelProcessing=True QUERYPARAM=direction=inbound QUERYPARAM=targetName=\$service_name QUERYPARAM=targetGroupName=\$group_name											Edit Delete
Save		Cancel											

To create a new parameter click on **"Add"**

To modify an existing parameter click on **"Edit"**

To duplicate an existing parameter click **"Copy"**

The **"Add"** and **"Edit"** options will bring you to the following page

ID : 0

Name :

Value :

Enter the name and the value as required.