Universal Contact Server 8.0

Context Management Services

User's Guide

About Genesys

Genesys Telecommunications Laboratories, Inc., a subsidiary of Alcatel-Lucent, is 100% focused on software for contact centers. Genesys recognizes that better interactions drive better business and build company reputations. Customer service solutions from Genesys deliver on this promise for Global 2000 enterprises, government organizations, and telecommunications service providers across 80 countries, directing more than 100 million customer interactions every day. Sophisticated routing and reporting across voice, e-mail, and Web channels ensure that customers are quickly connected to the best available resource—the first time. Genesys offers solutions for customer service, help desks, order desks, collections, outbound telesales and service, and workforce management. Visit www.genesyslab.com for more information.

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List of Procedures

Preface

Welcome to *Universal Contact Server 8.0 Context Management Services User's Guide.* This document describes the Context Management Services functionality of Universal Contact Server (UCS).

This document is valid for all 8.x releases of this product.

This is the first publicly-available version of this document.

This preface contains the following sections:

For information about related resources and about the conventions that are used in this document, see the supplementary material starting on page 27.

UCS, eServices, and Conversation Manager

UCS can work with many Genesys products, but its principal roles are with eServices and Conversation Manager.

- UCS has been a component of the eServices (formerly Multimedia) solution since its in release 7.0.1. In the 8.0.1 release it continues this functionality.
- With the 8.0.1 release, UCS offers a new set of capabilities known as Context Management Services. Context Management Services is an optional set of features supporting the management and retrieval of data concerning customer service, enabling real-time service personalization and service continuity.

For further description of these two roles that UCS plays, see Chapter 1, "Conversation Manager and UCS," on page 11.

Licensing

There are no licensing requirements.

Intended Audience

This document is primarily intended for all users involved in setting up and using UCS with its Context Management Services capabilities. It has been written with the assumption that you have a basic understanding of:

- Relational database and web services technologies.
- Network design and operation.
- Your own network configurations.

You should also be familiar with Genesys Framework architecture and functions.

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Asia Pacific	+61-7-3368-6868	support@genesyslab.com.au
India	000-800-100-7136 (toll-free) +91-(022)-3918-0537	support@genesyslab.com.au
Malaysia	1-800-814-472 (toll-free) +61-7-3368-6868	support@genesyslab.com.au
Japan	+81-3-6361-8950	support@genesyslab.co.jp
Before contacting technical support, refer to the *Genesys Technical Support Guide* for complete contact information and procedures.		

Chapter

1 Conversation Manager and UCS

This chapter provides general descriptions of the Conversation Manager solution and the role that Universal Contact Server (UCS) plays within it. It also contrasts the Context Management Services capabilities of UCS with its function as a part of eServices. It consists of the following sections:

Overview

This chapter describes the Conversation Manager solution and how UCS fits into it.

Note: Hereafter this document will use the term *UCS/CMS* when necessary to make it clear that a statement applies only to UCS with its Context Management Services functionality activated.

Conversation Manager

Genesys Conversation Manager takes Genesys' core capability of routing and extends it, generalizes it, and integrates it more tightly with other Genesys products. Rather than the call (T-Server) or the interaction (eServices/Multimedia), Conversation Manager takes the service as the basic entity. It "orchestrates" the service process across channels and over time, using dynamic data and business rules to make decisions about operations.

For example,

A bank customer calls a toll-free number inquiring about mortgage preapproval. An IVR prompts him to enter his account number, then transfers him to an agent, who fills in an application form for him and asks him to fax some supporting documents. After he faxes the documents, he receives an SMS message thanking him and informing him that he will receive a response within 48 hours. The next day he receives an e-mail congratulating him on the approval of his application.

This example involves voice, IVR, fax, SMS, and e-mail channels. Conversation Manager is able to treat the entire sequence as a single service.

Orchestration Server

Orchestration Server has a function in Conversation Manager similar to the function of Universal Routing Server (URS) in Genesys voice and multimedia solutions. One of the main differences is that it operates based on business processes developed in State Chart XML (SCXML) rather than routing strategies written in IRL (Intelligent Routing Language, a Genesys proprietary language).

SCXML applications

SCXML applications can be written directly using any XML or plain text editor, or with Genesys Composer, an Eclipse-based development environment. They are published on an application server such as JBoss or another Java-based application server, and are executed on Orchestration Server.

Genesys Composer

Composer also provides a set of function blocks that allow access to Context Management Services. For Composer 8.0.3, the out-of-the box function blocks on the workflow diagram palette allow the developer to create applications to:

- Identify customers and update their profiles
- Extend customer profiles with user-defined information
- Query a customer's profile
- Associate services with customers
- Create/start/complete customer services
- Query customers' active services
- Enter and complete service states
- Query service histories
- Query active and completed service states

Service

Conversation Manager adds to Genesys the concept of *service,* which may be defined as follows:

- It represents a business process, which in turn may be seen as a communication or series of communications between a customer and an enterprise, and possibly also between various parts of the enterprise
- It can span multiple interactions.
- It may include interactions in various media.
- It has a temporal beginning and end.

- It may be subdivided into *states,* which in turn may be subdivided into *tasks* (see also the diagram in Figure 2 on page 17).

> **Note:** This term *state* does not have the same meaning as "SCXML state."

For an architecture diagram see Figure 1.

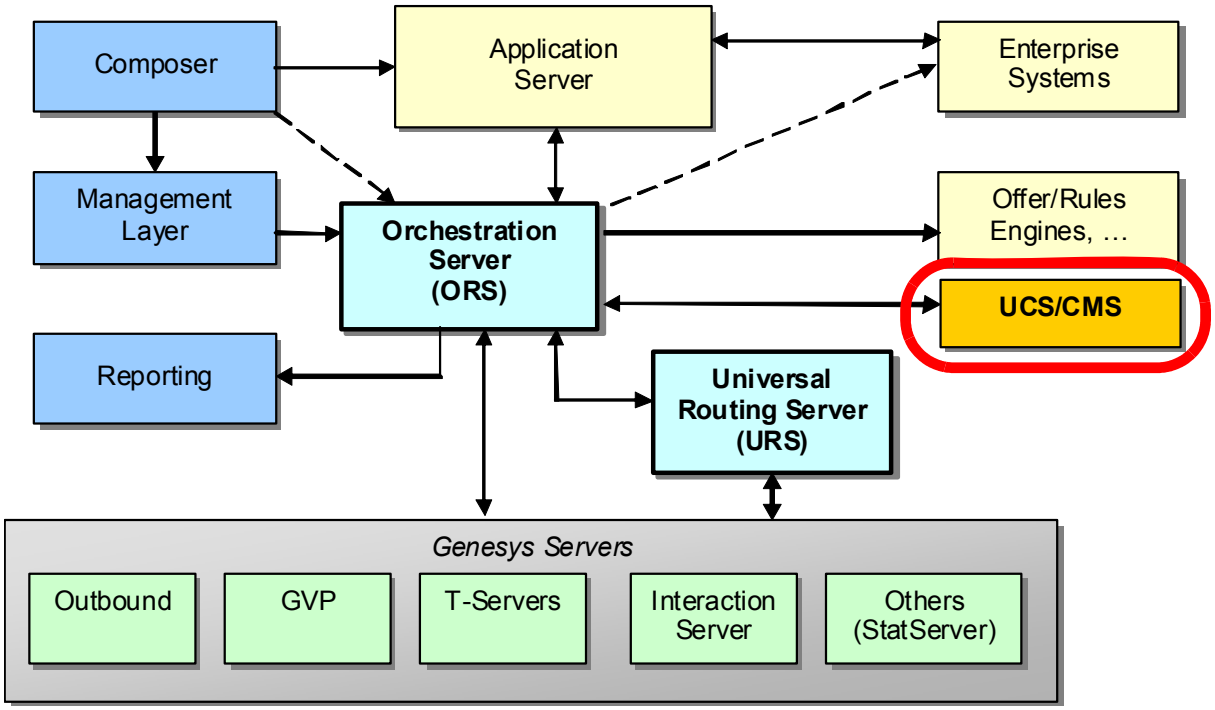

Figure 1: Architecture

UCS in eServices and Conversation Manager

In eServices (Multimedia)

Genesys eServices (called Multimedia before release 8.0.1) is a cover term for Genesys components that work together to manage interactions whose media is something other than traditional telephonic voice (for example, e-mail or chat).

eServices includes some parts of the Genesys Customer Interaction Management (CIM) Platform, plus certain of the media channels that run on top of the Platform.

UCS's function in eServices is to store and manage the following:

- Contact data
- Interaction data
  - The body of an interaction (plus associated metadata and user data) while it is being processed
  - The history of an interaction, including its place (if any) in a thread.
- Knowledge Management data: category systems, screening rules, standard responses, training objects, and models (training objects and models are available only with the Content Manager option).

In the context of eServices, clients communicate with UCS using RMI (Remote Method Invocation) and ESP (External Service Protocol, a Genesys protocol).

For more details see the Preface and the "Overview" chapter in the *eServices 8.0 Deployment Guide*.

In Conversation Manager

Central to Conversation Manager is the ability to maintain a unified view of the customer. This knowledge can be used for service personalization or for enabling service continuity.

Context Management Services is the name of a group of additional capabilities that UCS provides. These capabilities can be invoked by any client, but most prominently by the components of the Conversation Manager solution.

The Context Management Services functioning of UCS differs from its functioning in eServices in the following ways:

- In addition to interaction data and contact data (called customer data in the Context Management Services context), UCS/CMS stores data on *services*. Services are the basic units in a model for business context used in customer service applications. See also the definition of *service* on page 12.
- Clients communicate with UCS using RESTful (HTTP) web services, not RMI or ESP.
- Context Management Services uses a different procedure for contact identification and creation. See "Contact Identification" on page 18.
- Context Management Services organizes data on contacts differently. See"Profiles" on page 16).

Chapter

2 UCS with Context Management Services

This chapter describes, in the following sections:

Overview

This chapter provides a general description of how UCS/CMS works.

There are a few terminological differences in UCS with and without Context Management Services, as shown in Table 1.

Table 1: Terminology

With Context Management Services	Without Context Management Services
Customer, represented in a Profile	Contact, represented in Contact entities
[no equivalent]	Interaction
Service (linked to underlying interaction)	[no equivalent]

Data Structure

This section provides a high-level description of how UCS/Context Management Services stores data on contacts/customers and on services.

Profiles

UCS/CMS stores contact information in Profiles. Profile data is separated into the following types:

- *Core information* consists of one or more typed attributes, which are defined by a Schema.
- *Extensions* consist of one or more typed attributes. Users configure these as needed for their particular organization or customer service application.
- *Identification keys* are an attribute or attributes that you specify as the way to identify a customer. These can be attributes of the core information or of associated extensions.

One of the core features of the Context Management Services API is the ability to identify customers based on one or more attributes of the customer, known as Identification Keys. Each identification key consists of one or more attributes of the core customer profile, or of any defined extension. An attribute must be specified as an Identification Key to be usable in customer identification.

Services

UCS/CMS makes use of a model in which customers are associated with any number of Services. Services are composed of any number of States, and States can in turn be composed of any number of Tasks. This three-level structure provides a flexible vocabulary by which organizations store the history of the services that they provide to customers.

A service may also be divided directly into tasks, as shown in Figure 2.

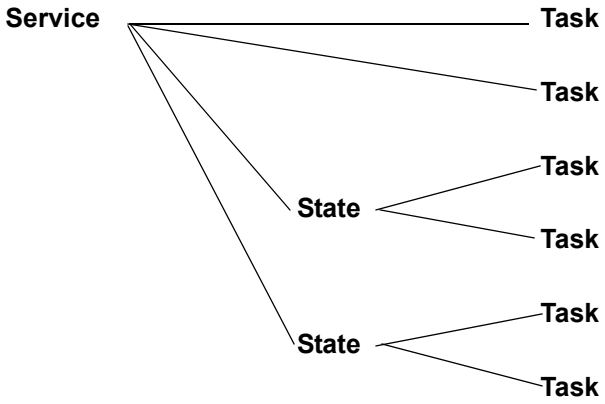

Figure 2: Service, State, and Task

Services are defined by association to Service Types that you create as Business Attributes in the Configuration Layer. States may be used to represent components of customer service, such as:

- Customer identification
- Assigning a service agent (automated or live)
- Service identification
- Waiting for service agent
- Offering another service while waiting for agent
- Offering callback
- Waiting for customer input

Services, States and Tasks exist over some application-defined lifecycle. Upon completion, applications may specify a Disposition.

For example, the offering of a new product or service might be recorded as a State of type “Offer another service.” The Disposition might be set to show whether the customer accepted or declined the offer. Information on past declined or accepted offers could then be used to calculate the likelihood that the customer might be interested in the offer at some point in the future.

Note: This Service Model can be used by any component that can access UCS/CMS’s HTTP interface. It is not limited to use in Conversation Manager.

Basic Operation

This section provides a general description of how UCS/CMS communicates with its clients. Clients of UCS/CMS may include Orchestration Server,

Genesys Voice Portal (GVP), agent desktops, or any third party application that makes use of real-time customer service information.

Messaging

Clients connect to UCS and send requests, to which UCS responds. Clients communicate with UCS via RESTful web services, using HTTP request methods that are based on the GET, POST, PUT, and DELETE methods.

Modes

UCS has two modes of operation. Each message can be sent in only one mode.

- Production—The normal operating mode. UCS accepts incoming requests for querying/updating customer profiles and service-related data.
- Maintenance—For configuring the database and other operations; normally to be used only at times of low traffic. Use this mode to create extensions to the customer profile model, or to define identification keys. While in maintenance mode, the system does not process incoming requests for querying or updating customer profiles or service history.

Contact Identification

This section describes UCS/CMS's method of identifying customers, and contrasts it with the way that UCS (without CMS) does so.

If either method produces a unique match for the incoming customer data, there is of course no problem. The differences become relevant when there are multiple matches or when there is no match.

Multiple Matches Found

If UCS tries to identify a customer, and receives more than one match in return:

- In UCS, there are various possibilities depending on the entity that requested the identification. For example, UCS selects the first customer in the returned list if it is responding to E-mail Server. A description of all possible scenarios can be found in the "Contact Identification and Creation" chapter of the *eServices 8.0 User's Guide.*
- In UCS/CMS, you define arbitrary identification keys (such as e-mail address, last_name + first_name, and so on). If you attempt to identify by e-mail address, for example, and this maps to more than one customer, the application receives complete profiles for all matched customers. This gives the application the opportunity to disambiguate.

For example, the SCXML application may send the matched profiles to the IVR, which might prompt for the customer's name (with the grammar formed

by taking the names from the matched profiles). More generally, the application will prompt for additional information and use other identification keys to further isolate the customer's identity. Once a given identity is assumed, the application will often use additional information (such as the customer's ZIP code) to validate the customer's identity. In this sense, UCS/CMS allows for the application to distinguish between assumed and validated customer identities. See “Contact Identification” on page 33 for a more detailed example.

No Matches Found

- In UCS, if a customer is not found on lookup, a new contact record is created. Again, this may or may not be correct.
- In UCS/CMS, the application again has the opportunity to collect additional information and attempt to identify the customer using some other identification key. In the end, the application or the agent may separately decide to create a new customer/contact profile, but the decision to do this is completely application-specific.

Note: The preceding statements about how UCS (without Context Management Services) identifies and creates contacts apply only to the *default* behavior of UCS. The “Contact Identification and Creation” chapter of the *eServices 8.0 User’s Guide* describes ways that you can customize this default behavior. However, what you can customize is limited to 1) the contact attributes that UCS checks and the order it checks them in, and 2) whether UCS creates a new contact in the event of no match, or if it does, a minimum set of attributes that must match. In neither case does it allow the application to expand the attributes that it checks, unlike UCS/CMS.

Configuration

The following options are specific to Context Management Services. They are in the `cview` section. For the non-Context Management Services options see the *eServices 8.0 Reference Manual.*

Table 2: Context Management Services Configuration Options

Item	Change	Req?	Description
`business-attributes` section			
<Business Attribute>	Immediately	No	An valid Business Attribute name configured in a proper tenant. The option name must be in the following format: <model object name>.<attribute name>. For example, `Service.type`, `Task.disposition`, or `State.media_type`. For further details see the *eServices 8.0 Reference Manual*
`cview` section			
enabled	Upon restart	No	Set to `true` to enable Context Management Services functionality. By default, functionality is disabled. When Context Management Services functionality is not enabled, all other configuration options related to Context Management Services are ignored.
port	Upon restart	No	The port on which to deploy the web services (defaults to 8080).
base-url	Upon restart	No	The base URL under which web services will be deployed. The default value is the empty string. Given this configuration, the services will be available at the following URLs: `http://${ip-address}:${port}/${base-url}/${service-url}`, where: `${ip-address}` is the IP address configured below. `${service-url}` is the URL specified in the methods described in Section 4.2. `${port}` is the port on which the web services are deployed (see above). For example, assuming that `ip-address` is `192.168.1.1`, port is `8080`, and `base-url` is `/cv`, Method 1 would be available at the following URL: `http://192.168.1.1:8080/cv/server/mode`.

Table 2: Context Management Services Configuration Options (Continued)

Item	Change	Req?	Description
ip-address	Upon restart	No	IP address on which to deploy the web services. Typically used in situations where an administrator wishes to deploy web services on one of multiple available network interfaces. Defaults to `localhost`.
server-mode-timeout	Upon restart	No	The amount of time to wait for outstanding maintenance activities to complete before terminating a server mode change request.
tenant-id	Upon restart	No	Specifies the numeric tenant ID to which the given Context Management Services instance is associated. All customer/contact records created through the CMS web services will be associated with this tenant. Defaults to 101.

Migration and Transition

For migration from versions 7.0 through 8.0.0 of UCS, see the *Genesys Migration Guide.*

For versions previous to 7.0, there is no complete migration, but you can convert most of the UCS (then called Contact Server) database. The procedure is described in the "Transitioning to eServices from ICS 6.x" chapter in the *eServices 8.0 User's Guide.*

Chapter

3 Deployment

This chapter describes how to deploy Universal Contact Server (UCS). It contains the following sections:

Overview

This chapter describes all of the required procedures for deploying UCS and its Context Management Services capabilities.

For a description of deploying UCS as part of an eServices solution, see the *eServices (Multimedia) 8.0 Deployment Guide.*

Deploying

Table 3 provides is an outline of the procedures that make up the deployment process.

Table 3: Outline of Deployment Procedures

Objective	Related Procedures and Actions
1. Set up a database.	See "Setting up the database" on page 24.
2. Configure a DAP.	See "Configuring a DAP" on page 25.
3. Configure a UCS Application object.	See "Configuring UCS" on page 25.

Prerequisites

Functioning environment including:

- Management Framework: DB Server, Configuration Server.
- Genesys Administrator or Configuration Manager.
- Orchestration Server.
- RDBMS, either Oracle or Microsoft SQL.
- eServices Third Party Components. This is a single component delivered as part of the Interaction Management product.

Procedures

Procedure: Setting up the database

Purpose: To set up the database or databases that UCS will use.

Prerequisites

- RDBMS, either Oracle or Microsoft SQL.

See also the *eServices 8.0 Deployment Guide.*

Start of procedure

1. Create a database in your RDBMS.
2. Locate scripts in `\Universal Contact Server\<application-name>\sql_scripts\<RDBMS-type>`.
3. Run `ucs-<RDBMS-type>.sql` for a new installation or choose the proper upgrade script for your RDBMS type.

> **Note:** For an existing UCS database, run the script `upgrade_<RDBMS-type>l_8.0.0_to_8.0.1.sql`, also in `\Universal Contact Server\<application-name>\sql_scripts\<RDBMS-type>`. This script adds the tables that are used by Context Management Services capabilities. If your existing database is earlier than 8.0.0, you must first upgrade to 8.0.0. Genesys supplies upgrade scripts for all releases starting with 7.0.1.

End of procedure

Next Steps

Configure your UCS DAP and Application object.

Procedure: Configuring a DAP

Purpose: To set up the DAP (Database Access Point) that UCS will use.

Prerequisites

- RDBMS, either Oracle or Microsoft SQL.

Start of procedure

1. Select `New`.
2. On the `General` tab:
   a. Enter a name for the DAP.
   b. Do not enter anything in the `DB Server` field.
   c. Select `Enable JDBC access`.
3. On the `Database Information` tab:
   a. Enter the DBMS type, database name, user name, and password.
   b. Set `Case Conversion` to `any`, and leave the `DBMS Name` field clear.
4. On the `JDBC Connection` tab, enter the host name, port number, and role (`main`).

End of procedure

Procedure: Configuring UCS

Purpose: To configure a UCS Application object.

Start of procedure

1. On the `General` tab, enter a name.
2. On the `Server Info` tab, enter a host name and port number.
3. On the `Start Info` tab, enter an arbitrary character. The real values will be entered during installation.
4. On the `Connections` tab, add connections to the UCS DAP, Message Server, and Stat Server.
5. On the `Options` tab, in the `cview` section:
   a. Set `enabled` to `TRUE`.
   b. Set `port` to the port on which the web services will be deployed (the default is `8080`).

c. Set `tenant-id` to the identifier of the tenant with which UCS will be associated.

End of procedure

Next Steps

- Install UCS.

Installing UCS is a simple matter of launching the installation package and entering Configuration Server login information.

Related Documentation Resources

The following resources provide additional information that is relevant to this software. Consult these additional resources as necessary.

Universal Contact Server

- *Universal Contact Server 8.0 Context Management Services Developer's Guide,* available on the Genesys SDK Documentation Wiki, covers the writing and the optimization of your applications on top of the Context Management Services.
- *Universal Contact Server 8.0 Context Management Services API Reference,* available on the Genesys SDK Documentation Wiki, covers all the representations and methods available throughout the Context Management Services.
- Release Notes and Product Advisories for this product, which are available on the Genesys Technical Support website at `http://genesyslab.com/support.`

Conversation Manager

- *Genesys Orchestration Server 8.0 Deployment Guide,* which describes architecture and configuration/installation for this component.
- *Genesys Conversation Manager 8.0 SCXML Technical Reference*, which presents SCXML language-specific reference material for Conversation Manager.
- *Genesys Conversation Manager 8.0 SCXML Samples,* which presents samples of how to create different types of voice and multimedia routing strategies using SCXML.

Composer

- *Genesys Composer 8.0.2 Integrated Help System,* which provides instructions on how to use the Composer product, as well as a product overview and information on architecture and integration with other products.

eServices (Multimedia)

- *eServices (Multimedia) 8.0 Deployment Guide,* which describes deployment procedures for all eServices components, including UCS.
- *eServices (Multimedia) 8.0 Reference Manual,* which provides a reference listing of all configuration options, including those for UCS, and of field codes used in standard responses.
- *eServices (Multimedia) 8.0 Universal Contact Server Manager Help,* which is a guide to the Universal Contact Server Manager user interface. This interface is used only to configure archiving and pruning of the UCS database.
- *eServices (Multimedia) 8.0 User's Guide,* which provides overall information and recommendations on the use and operation of eServices.
- *eServices (Multimedia) 8.0 Web API Reference,* which is a Javadoc listing of classes, methods, fields, and constants of the Web API portion of the Web API Server component.
- *eServices (Multimedia) 8.0 Web API Client Developer's Guide,* which describes the structure of the Web API, explains the Simple Samples, and describes procedures for customizing them. The Simple Samples include a sample that shows how to communicate with UCS using a web form.
- "eServices (Multimedia) Log Events" in *Framework 8.0 Combined Log Events Help,* which is a comprehensive list and description of all events that may be recorded in logs.
- Documentation on the other three members of the Genesys Customer Interaction Platform: Universal Routing, Reporting, and Management Framework. Some of this is listed in the following sections.

Genesys Desktop

- *Genesys Desktop 7.6 Deployment Guide,* which describes deployment procedures for the Genesys Desktop.
- *Genesys Desktop 7.6 Developer's Guide,* which describes customizing the Genesys Desktop.
- *Genesys Desktop 7.6 Agent Help,* which is a guide to the Genesys Agent Desktop.

- *Genesys Desktop 7.6 Supervisor's Help,* which is a guide to the Genesys Supervisor Desktop.

Universal Routing

- *Universal Routing 7.6 Reference Manual,* which contains descriptions of all routing strategy objects, including those that are specific to eServices.
- *Universal Routing 7.6 Strategy Samples,* which describes the sample strategies supplied with Universal Routing.
- *Universal Routing 7.6 Business Process User's Guide,* which contains step-by-step instructions for using Interaction Routing Designer to design interaction workflows. It also describes the sample business processes supplied with eServices.
- *Universal Routing 7.6 Interaction Routing Designer Help,* which is a guide to Interaction Routing Designer, including the portion of it that designs interaction workflows and business processes for eServices.

Genesys

- *Genesys 8 Models Reference Manual,* which includes a set of basic voice and interaction models, showing the components involved and the relevant event messages sent among them. For authoritative description of the event messages, see the next item.
- The API References of the Platform SDK, which provide the authoritative information on methods and functions for each SDK, including requests and events. The class `Message` includes all event and request messages.
- *Genesys Technical Publications Glossary,* which ships on the Genesys Documentation Library DVD and which provides a comprehensive list of the Genesys and computer-telephony integration (CTI) terminology and acronyms used in this document.
- *Genesys Migration Guide*, which ships on the Genesys Documentation Library DVD, and which provides documented migration strategies for Genesys product releases. Contact Genesys Technical Support for more information.
- Release Notes and Product Advisories for this product, which are available on the Genesys Technical Support website at `http://genesyslab.com/support`.

Information about supported hardware and third-party software is available on the Genesys Technical Support website in the following documents:

- *Genesys Supported Operating Environment Reference Manual*
- *Genesys Supported Media Interfaces Reference Manual*

Consult these additional resources as necessary:

- *Genesys 8 Hardware Sizing Guide,* which provides information about Genesys hardware sizing guidelines for the Genesys 8.x releases.
- *Genesys 7 Interoperability Guide,* which provides information on the compatibility of Genesys products with various Configuration Layer Environments; Interoperability of Reporting Templates and Solutions; and Gplus Adapters Interoperability.
- *Genesys Licensing Guide,* which introduces you to the concepts, terminology, and procedures relevant to the Genesys licensing system.
- *Genesys Database Sizing Estimator 7.6 Worksheets,* which provides a range of expected database sizes for various Genesys products.

For additional system-wide planning tools and information, see the release-specific listings of System Level Documents on the Genesys Technical Support website, accessible from the system level documents by release tab in the Knowledge Base Browse Documents Section.

Genesys product documentation is available on the:

- Genesys Technical Support website at http://genesyslab.com/support.
- Genesys Documentation Library DVD, which you can order by e-mail from Genesys Order Management at orderman@genesyslab.com.

Document Conventions

This document uses certain stylistic and typographical conventions—introduced here—that serve as shorthands for particular kinds of information.

Document Version Number

A version number appears at the bottom of the inside front cover of this document. Version numbers change as new information is added to this document. Here is a sample version number:

80fr_ref_06-2008_v8.0.001.00

You will need this number when you are talking with Genesys Technical Support about this product.

Screen Captures Used in This Document

Screen captures from the product graphical user interface (GUI), as used in this document, may sometimes contain minor spelling, capitalization, or grammatical errors. The text accompanying and explaining the screen captures corrects such errors *except* when such a correction would prevent you from installing, configuring, or successfully using the product. For example, if the name of an option contains a usage error, the name would be presented exactly as it appears in the product GUI; the error would not be corrected in any accompanying text.

Type Styles

Table 4 describes and illustrates the type conventions that are used in this document.

Table 4: Type Styles

Type Style	Used For	Examples
Italic	• Document titles • Emphasis • Definitions of (or first references to) unfamiliar terms • Mathematical variables Also used to indicate placeholder text within code samples or commands, in the special case where angle brackets are a required part of the syntax (see the note about angle brackets on page 32).	Please consult the *Genesys Migration Guide* for more information. Do *not* use this value for this option. A *customary and usual* practice is one that is widely accepted and used within a particular industry or profession. The formula, $x + 1 = 7$ where x stands for . . .

Table 4: Type Styles (Continued)

Type Style	Used For	Examples
Monospace font (Looks like `teletype` or `typewriter text`)	All programming identifiers and GUI elements. This convention includes: • The *names* of directories, files, folders, configuration objects, paths, scripts, dialog boxes, options, fields, text and list boxes, operational modes, all buttons (including radio buttons), check boxes, commands, tabs, CTI events, and error messages. • The values of options. • Logical arguments and command syntax. • Code samples. Also used for any text that users must manually enter during a configuration or installation procedure, or on a command line.	Select the `Show variables on screen` check box. In the `Operand` text box, enter your formula. Click `OK` to exit the `Properties` dialog box. T-Server distributes the error messages in `EventError` events. If you select `true` for the `inbound-bsns-calls` option, all established inbound calls on a local agent are considered business calls. Enter `exit` on the command line.
Square brackets ([ ])	A particular parameter or value that is optional within a logical argument, a command, or some programming syntax. That is, the presence of the parameter or value is not required to resolve the argument, command, or block of code. The user decides whether to include this optional information.	`smcp_server -host [/flags]`
Angle brackets (< >)	A placeholder for a value that the user must specify. This might be a DN or a port number specific to your enterprise. **Note:** In some cases, angle brackets are required characters in code syntax (for example, in XML schemas). In these cases, italic text is used for placeholder values.	`smcp_server -host <confighost>`

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