

Outbound Events – Variables Reference Guide

Schema 1

The purpose of this document is to provide a reference for the messages that are generated by the Bomgar Box™ and sent to your HTTP engine. It is assumed that the reader is familiar with the HTTP request concept and functionality. This document lists the different events that are sent by the outbound event service that resides on the appliance, and it also describes what the events mean as well as what triggered them.

The variables sent by the Bomgar Box arrive as an HTTP POST method, and the server must always respond with an HTTP 200 to indicate success. Failure to respond with an HTTP 200 will cause the Bomgar Box to re-queue the current event and retry it later. No other events will be sent until this events receives HTTP 200. This is to allow for a grace period should the event recipient need to be taken offline for a short duration; all the events it missed while being offline will arrive when it comes back online. Retry time limits can be configured on the **/login** administrative web interface. The information can be accessed by calling the method used to retrieve POST data in your coding language.

Examination of the variables shows that there are several standard data variables in every message. These standard variables and their definitions are as follows:

- **event** – Gives the name of the event that occurred. Events are furthered explained in the table below.
- **version** – Bomgar’s internal version number for this schema. This number will be updated whenever the schema changes.
- **timestamp** – The Unix timestamp for the system time at which the event originated.

Events

Each message contains the name of an event that triggered the message to be sent in the first place. Below is a comprehensive list of the possible events that would result in a post, accompanied by a brief description of each event. Note that each event include variables in addition to the three standard variables defined above. These additional variables are also defined below.

Event and Trigger	Additional Variables
<p>support_conference_begin A new support session has started</p>	<p>Isid The Logging Session ID of this event. Corresponds to the session ID as shown in the web reports or XML API reports. Must be treated as a string.</p> <p>external_key Present only if an external key has been assigned to the session. This key can be assigned manually by the representative or programmatically and can be helpful in tracking issues in a helpdesk ticketing system.</p>
<p>support_conference_end A support session has ended</p>	<p>Isid The Logging Session ID of this event. Corresponds to the session ID as shown in the web reports or XML API reports. Must be treated as a string.</p> <p>external_key Present only if an external key has been assigned to the session. This key can be assigned manually by the representative or programmatically and can be helpful in tracking issues in a helpdesk ticketing system.</p>

Event and Trigger	Additional Variables
<p>support_conference_owner_changed The session has been transferred to the designated representative or team. Occurs when the session is first started, when a representative transfers a session to another rep or team, or when the primary representative leaves an active session</p>	<p>lsid The Logging Session ID of this event. Corresponds to the session ID as shown in the web reports or XML API reports. Must be treated as a string.</p> <p>external_key Present only if an external key has been assigned to the session. This key can be assigned manually by the representative or programmatically and can be helpful in tracking issues in a helpdesk ticketing system.</p> <p>conference_id The unique ID assigned to the representative or team (e.g., rep:12, team:5, general)</p> <p>conference_name The name of the representative or team (e.g., John Smith, Troubleshooting, General)</p>
<p>support_conference_member_added A new individual, either a customer or representative, has joined the session</p>	<p>lsid The Logging Session ID of this event. Corresponds to the session ID as shown in the web reports or XML API reports. Must be treated as a string.</p> <p>external_key Present only if an external key has been assigned to the session. This key can be assigned manually by the representative or programmatically and can be helpful in tracking issues in a helpdesk ticketing system.</p> <p>type The type of individual who was added. Can be either customer or representative</p> <p>display_name The display name of the individual</p> <p>user_id Present only if the individual is a rep. The unique ID assigned to that representative</p> <p>username Present only if the individual is a rep. The username assigned to that representative</p>

Event and Trigger	Additional Variables
<p>support_conference_member_departed A customer or representative has left the session</p>	<p>lsid The Logging Session ID of this event. Corresponds to the session ID as shown in the web reports or XML API reports. Must be treated as a string.</p> <p>external_key Present only if an external key has been assigned to the session. This key can be assigned manually by the representative or programmatically and can be helpful in tracking issues in a helpdesk ticketing system.</p> <p>type The type of individual who left the conference. Can be either customer or representative</p> <p>display_name The display name of the individual</p> <p>user_id Present only if the individual is a rep. The unique ID assigned to that representative</p> <p>username Present only if the individual is a rep. The username assigned to that representative</p>
<p>support_conference_customer_exit_survey_completed The customer has submitted the customer exit survey</p>	<p>lsid The Logging Session ID of this event. Corresponds to the session ID as shown in the web reports or XML API reports. Must be treated as a string.</p> <p>external_key Present only if an external key has been assigned to the session. This key can be assigned manually by the representative or programmatically and can be helpful in tracking issues in a helpdesk ticketing system.</p>
<p>support_conference_representative_exit_survey_completed The primary representative has submitted the rep exit survey</p>	<p>lsid The Logging Session ID of this event. Corresponds to the session ID as shown in the web reports or XML API reports. Must be treated as a string.</p> <p>external_key Present only if an external key has been assigned to the session. This key can be assigned manually by the representative or programmatically and can be helpful in tracking issues in a helpdesk ticketing system.</p>