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Service Client API Reference

Configuration namespace

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Learn about the Configuration namespace methods and type definitions in the Service Client API.

Important

Depending on your environment, you might need to contact your Genesys representative to complete the configuration described on this page.

Methods

The Configuration namespace includes the following methods:

- `getOption`
- `getContextualOption`

`getOption`

Signature	getOption(<i>options</i> , succeeded, failed) → {Array. }								
Description	Get configuration options and values for a specific option name or a subset of options from the [interaction-workspace] section or a custom section.								
Parameters	<table><tr><th>Name</th><th>Type</th><th>Description</th></tr><tr><td>options</td><td>string</td><td>An array of configuration options or sections to return. Unless otherwise specified, the API returns options from the [interaction-workspace] section by default. You can specify</td></tr></table>			Name	Type	Description	options	string	An array of configuration options or sections to return. Unless otherwise specified, the API returns options from the [interaction-workspace] section by default. You can specify
Name	Type	Description							
options	string	An array of configuration options or sections to return. Unless otherwise specified, the API returns options from the [interaction-workspace] section by default. You can specify							

Signature	getOption(<i>options</i> , succeeded, failed) → {Array. }		
	Name	Type	Description
			<p>any of the following:</p> <ul style="list-style-type: none">• A single option: genesys.we.service.configuration.getOption('voice.auto-answer', succeeded, failed)• A single option in a specific section: genesys.we.service.configuration.getOption('CustomSection/option.customer.code', succeeded, failed)• Multiple options: genesys.we.service.configuration.getOption(['voice.auto-answer', 'privilege.email.cancel-mark-done'], succeeded, failed)• Multiple

Signature	getOption(<i>options</i> , succeeded, failed) → {Array. }		
	Name	Type	Description
			<p>options in different sections: genesys.w we.servic e.configu ration.ge tOption(['privileg e.*', 'CustomSe ction/ option.cu stom.cust omer.code '], succeeded , failed)</p> <p>You can use an asterisk '*' as a wildcard, but only at the end of each word. For example:</p> <ul style="list-style-type: none"> • voice.* • voice.auto* • sipendpoint.* • CustomAPI/test.* <p>You cannot use an asterisk at the start of an option or section. For example, the following values are not allowed:</p> <ul style="list-style-type: none"> • *.mark-done • *.auto
	succeeded	function	A function called when the operation succeeds.
	failed	function	A function called when

Signature	getOption(<i>options</i> , succeeded, failed) → {Array. }		
	Name	Type	Description
			the operation fails.
Returns	Array.		

getContextualOption

Signature	getContextualOption(options, interactionId, succeeded, failed) → {Array. }								
Description	Get configuration options and values in the context of this interaction when they are overridden by a routing strategy. If the interaction is not found or this parameter is missing, the API throws an exception. Note: The getContextualOption method can be applied to any option, even if the option doesn't support overriding options with a routing strategy in Workspace Web Edition. Only Workspace Web Edition options with the following text in their descriptions can be overridden by a routing strategy: "This option can be overridden by a routing strategy as described in this Configuration Guide." Using the getContextualOption method doesn't interfere with how Workspace Web Edition handles options.								
Parameters	<table><tr><th>Name</th><th>Type</th><th>Description</th></tr><tr><td>options</td><td>string</td><td>An option or array of options and their values. Unless otherwise specified, the API returns options from the [interaction-workspace] section by default. You can specify any of the following:<ul style="list-style-type: none">A single option by name:</td></tr></table>			Name	Type	Description	options	string	An option or array of options and their values. Unless otherwise specified, the API returns options from the [interaction-workspace] section by default. You can specify any of the following: <ul style="list-style-type: none">A single option by name:
Name	Type	Description							
options	string	An option or array of options and their values. Unless otherwise specified, the API returns options from the [interaction-workspace] section by default. You can specify any of the following: <ul style="list-style-type: none">A single option by name:							

Signature	getContextualOption(options, interactionId, succeeded, failed) → {Array. }								
	<table><tr><th>Name</th><th>Type</th><th>Description</th></tr><tr><td></td><td></td><td><div>genesys.w we.servic e.configu ration.ge tOption('voice.aut o- answer', succeeded , failed)</div><div><ul style="list-style-type: none">• A subset of options defined by '*':• A subset of options in a specific section: genesys.w we.servic e.configu ration.ge tOption('interacti on- workspace / interacti on.case- data.*', succeeded , failed)</div><div>You can use an asterisk '*' as a wildcard, but only at the end of each word. For example:</div><div><ul style="list-style-type: none">• voice.*• voice.auto*• sipendpoint.*• CustomAPI/test.*</div><div>You cannot use an asterisk at the</div></td></tr></table>	Name	Type	Description			<div>genesys.w we.servic e.configu ration.ge tOption('voice.aut o- answer', succeeded , failed)</div> <div><ul style="list-style-type: none">• A subset of options defined by '*':• A subset of options in a specific section: genesys.w we.servic e.configu ration.ge tOption('interacti on- workspace / interacti on.case- data.*', succeeded , failed)</div> <div>You can use an asterisk '*' as a wildcard, but only at the end of each word. For example:</div> <div><ul style="list-style-type: none">• voice.*• voice.auto*• sipendpoint.*• CustomAPI/test.*</div> <div>You cannot use an asterisk at the</div>		
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Signature	getContextualOption(<i>options</i> , <i>interactionId</i> , succeeded, failed) → {Array. }		
	Name	Type	Description
			start of an option or section. For example, the following values are not allowed: <ul style="list-style-type: none"> *.mark-done *.auto
	interactionId	string	The unique identifier for the interaction.
	succeeded	function	A function called when the operation succeeds.
	failed	function	A function called when the operation fails.
Returns	Array.		

Type definitions

The Configuration namespace includes the following object types:

- Section

Section

Description	Represents the JSON structure of a configuration section. Each section includes a list of key/value pairs for the matching option(s).		
Type	Object		
Properties	Name	Type	Description
	name	string	The name of the configuration option.

Description	Represents the JSON structure of a configuration section. Each section includes a list of key/value pairs for the matching option(s).								
	<table><tr><th>Name</th><th>Type</th><th>Description</th></tr><tr><td>value</td><td>string or array of strings</td><td>The value of the configuration option.</td></tr></table>			Name	Type	Description	value	string or array of strings	The value of the configuration option.
Name	Type	Description							
value	string or array of strings	The value of the configuration option.							

Examples

Consider the following scenario:

1. You set `interaction-workspace/interaction.case-data.frame-color="#FFBA00"`.
2. You also set the override option key: `interaction-workspace/interaction.override-option-key="IW_OverrideOptions"`.
3. An interaction arrives with the attached data `IW_OverrideOptions="CaseDataColor"`.
4. The transaction object `"CaseDataColor"` annex has the option `interaction-workspace/interaction.case-data.frame-color="#FF000088"`.

Here's how this scenario would look for each of the Configuration namespace methods:

getContextualOption()

Use `getContextualOption()` to get the option:

```
genesys.wwe.service.configuration.getContextualOption("interaction.case-data.frame-color",
"1", succeeded, failed)
```

You receive this response:

```
{
  "request": "configuration.getContextualOption",
  "data": {
    "interaction-workspace": {
      "interaction.case-data.frame-color": "#FF008000"
    }
  },
  "userAgent": "WWE Server",
  "protocolVersion": 2
}
```

If the interaction isn't found, the failed callback receives this response:

```
{
  "request": "configuration.getContextualOption",
  "errorMessage": "Error: Interaction not found.",
  "userAgent": "WWE Server",
  "protocolVersion": 2
}
```

```
}
```

getOption()

Use `getOption()` to get the option::

```
genesys.wwe.service.configuration.getOption("interaction.case-data.frame-color", succeeded,  
failed)
```

The response includes the original default value of the option instead of the overridden value:

```
{  
  "request": "configuration.getOption",  
  "data": {  
    "interaction-workspace": {  
      "interaction.case-data.frame-color": "#FFBA00"  
    }  
  },  
  "userAgent": "WWE Server",  
  "protocolVersion": 2  
}
```