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## Service Client API Reference

[Configuration namespace](#)

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## Contents

- [1 Methods](#)
  - [1.1 getOption](#)
  - [1.2 getContextualOption](#)
- [2 Type definitions](#)
  - [2.1 Section](#)
- [3 Examples](#)
  - [3.1 getContextualOption\(\)](#)
  - [3.2 getOption\(\)](#)

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

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

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

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<b>Signature</b>	getOption( <i>options</i> , succeeded, failed) → {Array. }		
Name	Type	Description	
		<p>options in different sections: genesys.we.service.configuration.getOption(['privilege.*', 'CustomSection/option.customer.customer.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"> <li>• voice.*</li> <li>• voice.auto*</li> <li>• sipendpoint.*</li> <li>• CustomAPI/test.*</li> </ul> <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"> <li>• *.mark-done</li> <li>• *.auto</li> </ul>	
succeeded	function	A function called when the operation succeeds.	
failed	function	A function called when	

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

## getContextualOption

<b>Signature</b>	getContextualOption( <i>options</i> , <i>interactionId</i> , succeeded, failed) → {Array. }								
<b>Description</b>	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.								
<b>Parameters</b>	<table border="1"> <thead> <tr> <th><b>Name</b></th> <th><b>Type</b></th> <th><b>Description</b></th> </tr> </thead> <tbody> <tr> <td><i>options</i></td> <td>string</td> <td>An option or array of options and their values. Unless otherwise specified, the API returns options from the <b>[interaction-workspace]</b> section by default. You can specify any of the following:           <ul style="list-style-type: none"> <li>• A single option by name:</li> </ul> </td> </tr> </tbody> </table>			<b>Name</b>	<b>Type</b>	<b>Description</b>	<i>options</i>	string	An option or array of options and their values. Unless otherwise specified, the API returns options from the <b>[interaction-workspace]</b> section by default. You can specify any of the following: <ul style="list-style-type: none"> <li>• A single option by name:</li> </ul>
<b>Name</b>	<b>Type</b>	<b>Description</b>							
<i>options</i>	string	An option or array of options and their values. Unless otherwise specified, the API returns options from the <b>[interaction-workspace]</b> section by default. You can specify any of the following: <ul style="list-style-type: none"> <li>• A single option by name:</li> </ul>							

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<b>Signature</b>	<pre>getContextualOption(options, interactionId, succeeded, failed) → {Array.</pre>		
Name	Type	Description	
		<p>genesys.we.service.configuration.getOption('voice.auto-answer', succeeded, failed)</p> <ul style="list-style-type: none"> <li>• A subset of options defined by '*':</li> <li>• A subset of options in a specific section: genesys.we.service.configuration.getOption('interaction-workspace / interaction.case-data.*', succeeded, failed)</li> </ul> <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"> <li>• voice.*</li> <li>• voice.auto*</li> <li>• sipendpoint.*</li> <li>• CustomAPI/test.*</li> </ul> <p>You cannot use an asterisk at the</p>	

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<b>Signature</b>	getContextualOption( <i>options</i> , <i>interactionId</i> , succeeded, failed) → {Array. }		
	<b>Name</b>	<b>Type</b>	<b>Description</b>
			start of an option or section. For example, the following values are not allowed: <ul style="list-style-type: none"><li>• *.mark-done</li><li>• *.auto</li></ul>
	<i>interactionId</i>	string	The unique identifier for the interaction.
	<i>succeeded</i>	function	A function called when the operation succeeds.
	<i>failed</i>	function	A function called when the operation fails.
<b>Returns</b>	Array.		

## Type definitions

The Configuration namespace includes the following object types:

- Section

### Section

<b>Description</b>	Represents the JSON structure of a configuration section. Each section includes a list of key/value pairs for the matching option(s).								
<b>Type</b>	Object								
<b>Properties</b>	<table border="1"> <thead> <tr> <th><b>Name</b></th><th><b>Type</b></th><th><b>Description</b></th></tr> </thead> <tbody> <tr> <td><i>name</i></td><td>string</td><td>The name of the configuration option.</td></tr> </tbody> </table>			<b>Name</b>	<b>Type</b>	<b>Description</b>	<i>name</i>	string	The name of the configuration option.
<b>Name</b>	<b>Type</b>	<b>Description</b>							
<i>name</i>	string	The name of the configuration option.							

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<b>Description</b>	Represents the JSON structure of a configuration section. Each section includes a list of key/value pairs for the matching option(s).		
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  
}
```