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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	<code>getOption(<i>options</i>, succeeded, failed) → {Array. }</code>						
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 border="1"><thead><tr><th>Name</th><th>Type</th><th>Description</th></tr></thead><tbody><tr><td><code>options</code></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></tbody></table>	Name	Type	Description	<code>options</code>	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					
<code>options</code>	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	<code>getOption(<i>options</i>, succeeded, failed) → {Array. }</code>		
	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.done'], succeeded, failed) • Multiple

Signature	<code>getOption(options, succeeded, failed) → {Array. }</code>													
	<table border="1"> <thead> <tr> <th data-bbox="816 323 1027 369">Name</th> <th data-bbox="1027 323 1239 369">Type</th> <th data-bbox="1239 323 1456 369">Description</th> </tr> </thead> <tbody> <tr> <td data-bbox="816 369 1027 1623"></td> <td data-bbox="1027 369 1239 1623"></td> <td data-bbox="1239 369 1456 1623"> <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 </td> </tr> <tr> <td data-bbox="816 1623 1027 1749">succeeded</td> <td data-bbox="1027 1623 1239 1749">function</td> <td data-bbox="1239 1623 1456 1749">A function called when the operation succeeds.</td> </tr> <tr> <td data-bbox="816 1749 1027 1822">failed</td> <td data-bbox="1027 1749 1239 1822">function</td> <td data-bbox="1239 1749 1456 1822">A function called when</td> </tr> </tbody> </table>	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	
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failed	function	A function called when												
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	failed	function	A function called when											

Signature	getOption(<i>options</i> , succeeded, failed) → {Array. }						
	<table border="1"> <thead> <tr> <th>Name</th> <th>Type</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td>the operation fails.</td> </tr> </tbody> </table>	Name	Type	Description			the operation fails.
Name	Type	Description					
		the operation fails.					
Returns	Array.						

getContextualOption

Signature	getContextualOption(<i>options</i> , <i>interactionId</i> , 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 border="1"> <thead> <tr> <th>Name</th> <th>Type</th> <th>Description</th> </tr> </thead> <tbody> <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> </tbody> </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	<code>getContextualOption(options, interactionId, succeeded, failed) → {Array.}</code>		
	Name	Type	Description
			<p>genesys.we.service.configuration.getOption('voice.auto-answer', succeeded, failed)</p> <ul style="list-style-type: none"> • A subset of options defined by '*': • A subset of options in a specific section: genesys.we.service.configuration.getOption('interaction-workspace / interaction.case-data.*', succeeded, failed) <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</p>

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 border="1"> <thead> <tr> <th data-bbox="818 350 1032 401">Name</th> <th data-bbox="1037 350 1235 401">Type</th> <th data-bbox="1240 350 1450 401">Description</th> </tr> </thead> <tbody> <tr> <td data-bbox="818 407 1032 520">value</td> <td data-bbox="1037 407 1235 520">string or array of strings</td> <td data-bbox="1240 407 1450 520">The value of the configuration option.</td> </tr> </tbody> </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="#FF00088"`.

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  
}
```