# Service Client API Reference

Interaction namespace

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# Contents

Learn about the Interaction 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 Interaction namespace includes the following methods:

- completeConference
- completeTransfer
- consult
- deleteUserData
- getByInteractionId
- getInteractions
- selectCaseByCaseId
- setUserData
- markdone
- blockMarkdone
- singleStepConference
- singleStepTransfer
- unblockMarkdone
- accept
- reject

### completeConference

| Signature | completeConference(*consultInteractionId, succeeded, failed*) |
|---|---|
| Description | Completes a conference. |

| Signature | completeConference(*consultInteractionId, succeeded, failed*) | | |
|-----------|----------------------------------------------|---|---|
| **Parameters** | **Name** | **Type** | **Description** |
| | consultInteractionId | string | The unique identifier for the consultation interaction. |
| | succeeded | function | A function called when the operation succeeds. |
| | failed | function | A function called when the operation fails. |

## completeTransfer

| Signature | completeTransfer(*consultInteractionId, succeeded, failed*) | | |
|-----------|----------------------------------------------|---|---|
| **Description** | Completes a transfer. | | |
| **Parameters** | **Name** | **Type** | **Description** |
| | consultInteractionId | string | The unique identifier for the consultation interaction. |
| | succeeded | function | A function called when the operation succeeds. |
| | failed | function | A function called when the operation fails. |

## consult

| Signature | consult(*interactionId, targetQuery, userData, extensions, succeeded, failed*) | | |
|-----------|----------------------------------------------|---|---|
| **Description** | Make a consultation interaction. | | |
| **Parameters** | **Name** | **Type** | **Description** |
| | interactionId | string | The unique |

| Signature | consult(*interactionId, targetQuery, userData, extensions, succeeded, failed*) |
|---|---|

| Name | Type | Description |
|---|---|---|
| | | identifier for the interaction. |
| targetQuery | object or string | The destination target object, or a character string (for example, phone number).<br><br>• If targetQuery is a character string, the Service Client API creates the operation that uses a target of type **CustomContact** with a destination set to this value.<br><br>• If targetQuery is a JSON object, specify the following sub-parameters:<br><br>  • **target (string)**: The target type. The possible values are: "AGENT", "AGENT_GROUP", |

| Signature | consult(*interactionId, targetQuery, userData, extensions, succeeded, failed*) |
|---|---|
| | <table><tr><th>Name</th><th>Type</th><th>Description</th></tr><tr><td></td><td></td><td>"SKILL", "INTERACTION_QUEUE", "ROUTING_POINT", and "CUSTOM_CONTACT".<br><br>• **destination (string)**: The destination. The supported values are: the employeeId of an agent, the name of an AgentGroup, the name of a Skill, the name of an InteractionQueue, the name of a RoutingPoint, and a phone number for CustomContact.<br><br>• **[media] (string)**: An optional media used to make the consultation. If not specified,</td></tr></table> |

| Signature | consult(*interactionId, targetQuery, userData, extensions, succeeded, failed*) |
|---|---|

| Name | Type | Description |
|---|---|---|
|  |  | uses the same media as the specified interaction. For example, if the interaction has a "chat" media, and you want to make a voice consultation, you must specify "voice" here. |
| userData | object | The attached user data key/value object. Set an undefined or empty JSON object if you don't want to set any user data. |
| extensions | object | The extensions key/value object. Set an undefined or empty JSON object if you don't want to set any extensions. This is not applicable for the chat media. |

| Signature | consult(*interactionId, targetQuery, userData, extensions, succeeded, failed*) |
|---|---|

| | Name | Type | Description |
|---|---|---|---|
| | succeeded | function | A function called when the operation succeeds. |
| | failed | function | A function called when the operation fails. |

## deleteUserData

| Signature | deleteUserData(*interactionId*, *key*, succeeded, failed) |
|---|---|
| Description | Deletes the user data attached to the interaction. The List of User Data Write Allowed setting in Agent Setup or the service-client-api.user-data.write-allowed configuration option might restrict the allowed key/value pairs. |

|  | Name | Type | Description |
|---|---|---|---|
| | interactionId | string | The unique identifier for the interaction. |
| | key | string | The key to delete from the attached data. |
| **Parameters** | succeeded | function | A function called when the operation succeeds. |
| | failed | function | A function called when the operation fails. |

## getByInteractionId

| Signature | getByInteractionId(*interactionId*, succeeded, failed) → {interaction.Interaction} |
|---|---|
| Description | Gets an interaction by its unique identifier. |

| Signature | getByInteractionId(*interactionId*, succeeded, failed) → {interaction.Interaction} |
|---|---|
| Parameters | <table><tr><th>Name</th><th>Type</th><th>Description</th></tr><tr><td>interactionId</td><td>string</td><td>The unique identifier for the interaction.</td></tr><tr><td>succeeded</td><td>function</td><td>A function called when the operation succeeds.</td></tr><tr><td>failed</td><td>function</td><td>A function called when the operation fails.</td></tr></table> |
| Returns | interaction.Interaction or null if the interaction doesn't exist. |

## getInteractions

| Signature | getInteractions(succeeded, failed) → {Array.} |
|---|---|
| Description | Gets all the interactions. |
| Parameters | <table><tr><th>Name</th><th>Type</th><th>Description</th></tr><tr><td>succeeded</td><td>function</td><td>A function called when the operation succeeds.</td></tr><tr><td>failed</td><td>function</td><td>A function called when the operation fails.</td></tr></table> |
| Returns | Array. |

## selectCaseByCaseId

| Signature | genesys.wwe.service.interaction.selectCaseByCaseId(caseId, succeeded, failed) |
|---|---|
| Description | Select the case in the UI by case identifier. If you subscribe to the "interaction" events (genesys.wwe.service.subscribe([ "interaction" ], eventHandler, this);), you will receive the following event:<br><br>`Received interaction event: {`<br>`        "event": "interaction",` |

| Signature | genesys.wwe.service.interaction.selectCaseByCaseId(caseId, succeeded, failed) |
|---|---|
| |        "data": {<br>                "eventType":<br>"CASE_COLLAPSED",<br>                "selectedCaseId": "4401820b-<br>c4e6-4994-69c2-6ae7fdbc4905"<br>        },<br>        "userAgent": "WWE Server",<br>        "protocolVersion": 2<br>}<br>Received interaction event: {<br>        "event": "interaction",<br>        "data": {<br>                "eventType":<br>"CASE_EXPANDED",<br>                "selectedCaseId": "4401820b-<br>c4e6-4994-69c2-6ae7fdbc4905"<br>        },<br>        "userAgent": "WWE Server",<br>        "protocolVersion": 2<br>}<br>Received interaction event: {<br>        "event": "interaction",<br>        "data": {<br>                "eventType":<br>"CASE_SELECTED",<br>                "selectedCaseId":<br>"d4187b87-9fe1-4db8-0515-6a91e666e22d"<br>        },<br>        "userAgent": "WWE Server",<br>        "protocolVersion": 2<br>} |
| **Parameters** | <table><tr><th>Name</th><th>Type</th><th>Description</th></tr><tr><td>caseId</td><td>string</td><td>The unique identifier for the case.</td></tr><tr><td>succeeded</td><td>function</td><td>A function called when the operation succeeds.</td></tr><tr><td>failed</td><td>function</td><td>A function called when the operation fails.</td></tr></table> |

## setUserData

| Signature | setUserData(*interactionId*, *keyValues*, succeeded, failed) |
|---|---|
| **Description** | Sets the user data on the live interaction (for voice, this means the interaction is not in the IDLE state). |

| Signature | setUserData(*interactionId*, *keyValues*, succeeded, failed) |
|---|---|
| | This request overwrites any existing keys on the user data. The List of User Data Write Allowed setting in Agent Setup or the service-client-api.user-data.write-allowed configuration option might restrict the allowed key/value pairs. |

| Parameters | Name | Type | Description |
|---|---|---|---|
| | interactionId | string | The unique identifier for the interaction. |
| | keyValues | object | The key value pairs to set on the user data. |
| | succeeded | function | A function called when the operation succeeds. |
| | failed | function | A function called when the operation fails. |

## markdone

| Signature | markdone(*interactionId*, succeeded, failed) |
|---|---|
| Description | Mark done the selected interaction. |

| Parameters | Name | Type | Description |
|---|---|---|---|
| | 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. |

## Outbound interactions

The markdone operation can be used for outbound interactions such as pull preview, push preview, and direct push preview, but there are some details you need to know:

- Pull preview - Mark done is similar to doing a 'Done and Stop' action, where the next preview record is not fetched.

- Push preview - No special behaviour.

- Direct push preview - Mark done is similar to doing a 'Done and Stop' action, where it triggers a notification to Outbound Contact Server to stop sending direct push preview records.

## blockMarkdone

| Signature | blockMarkdone(*interactionId*, *warningMessage*, succeeded, failed) |
|---|---|
| Description | Block the mark done operation on the selected interaction. The "markdone" event must be subscribed to receive the event which informs that there is a delay in blocking the markdone operation with this method. |

| Parameters | Name | Type | Description |
|---|---|---|---|
| | interactionId | string | The unique interaction identifier of the interaction to prevent the mark done operation. |
| | warningMessage | string | The warning message. |
| | succeeded | function | A function called when the operation succeeds. |
| | failed | function | A function called when the operation fails. |

## singleStepConference

| Signature | singleStepConference(*interactionId, targetQuery, userData, extensions, succeeded, failed*) |
|---|---|
| Description | Make a single step conference. |

| Parameters | Name | Type | Description |
|---|---|---|---|
| | interactionId | string | The unique identifier for the interaction. |
| | targetQuery | object or string | The destination |

| Signature | singleStepConference(*interactionId, targetQuery, userData, extensions, succeeded, failed*) |
|---|---|

| | Name | Type | Description |
|---|---|---|---|
| | | | target object, or a character string (for example, phone number). <br><br> • If targetQuery is a character string, the Service Client API creates the operation that uses a target of type **CustomContact** with a destination set to this value. <br><br> • If targetQuery is a JSON object, specify the following sub-parameters: <br><br>  • **type (string)**: The target type. The possible values are: "AGENT", "AGENT_GROUP", "SKILL", "INTERACTION_QUEUE", "ROUTING_POINT", and "CUSTOM_CONTACT". |

| Signature | singleStepConference(*interactionId, targetQuery, userData, extensions, succeeded, failed*) |
|---|---|

| Name | Type | Description |
|---|---|---|
| | | • **destination (string)**: The destination. The supported values are: the employeeId of an agent, the name of an AgentGroup, the name of a Skill, the name of an InteractionQueue, the name of a RoutingPoint, and a phone number for CustomContact. |
| userData | object | The attached user data key/value object. Set an undefined or empty JSON object if you don't want to set any user data. |
| extensions | object | The extensions key/value object. Set an undefined or empty JSON |

| Signature | singleStepConference(*interactionId*, *targetQuery*, *userData*, *extensions*, *succeeded*, *failed*) |
|---|---|
| | |

| Name | Type | Description |
|---|---|---|
| | | object if you don't want to set any extensions. This is not applicable for the chat media. |
| succeeded | function | A function called when the operation succeeds. |
| failed | function | A function called when the operation fails. |

## singleStepTransfer

| Signature | singleStepTransfer(*interactionId*, *targetQuery*, *userData*, *extensions*, *succeeded*, *failed*) |
|---|---|
| Description | Make a single step transfer. |

| Name | Type | Description |
|---|---|---|
| interactionId | string | The unique identifier for the interaction. |
| targetQuery | object or string | The destination target object, or a character string (for example, phone number). <br><br> • If targetQuery is a character string, the Service Client API creates the |

| Signature | singleStepTransfer(*interactionId, targetQuery, userData, extensions, succeeded, failed*) |
|---|---|
| | |

| Name | Type | Description |
|---|---|---|
| | | operation that uses a target of type **CustomContact** with a destination set to this value. <br><br> • If targetQuery is a JSON object, specify the following sub parameters: <br><br>   • **type (string)**: The target type. The possible values are: "AGENT", "AGENT_GROUP", "SKILL", "INTERACTION_QUEUE", "ROUTING_POINT", and "CUSTOM_CONTACT". <br><br>   • **destination (string)**: The destination. The supported values are: the employeeId of an Agent, the name of an |

| Signature | singleStepTransfer(*interactionId, targetQuery, userData, extensions, succeeded, failed*) |
| --- | --- |
|  | <table><tr><th>Name</th><th>Type</th><th>Description</th></tr><tr><td></td><td></td><td>AgentGroup, the name of a Skill, the name of an InteractionQueue, the name of a RoutingPoint, and a phone number for CustomContact.</td></tr><tr><td>userData</td><td>object</td><td>The attached user data key/value object. Set an undefined or empty JSON object if you don't want to set any user data.</td></tr><tr><td>extensions</td><td>object</td><td>The extensions key/value object. Set an undefined or empty JSON object if you don't want to set any extensions.</td></tr><tr><td>succeeded</td><td>function</td><td>A function called when the operation succeeds.</td></tr><tr><td>failed</td><td>function</td><td>A function called when the operation fails.</td></tr></table> |

## unblockMarkdone

| Signature | unblockMarkdone(*interactionId*, succeeded, failed) |
|---|---|
| Description | Unblock the mark done operation on the selected interaction that was previously blocked. |

| | Name | Type | Description |
|---|---|---|---|
| **Parameters** | interactionId | string | The unique interaction identifier of the interaction to prevent the mark done operation. |
| | succeeded | function | A function called when the operation succeeds. |
| | failed | function | A function called when the operation fails. |

## accept

| Signature | accept(*interactionId*, *succeeded*, *failed*) |
|---|---|
| Description | Accept an interaction when it is ringing in Agent Workspace. |

| | Name | Type | Description |
|---|---|---|---|
| **Parameters** | interactionId | string | The unique interaction identifier of the interaction to be accepted. |
| | succeeded | function | A function called when the operation succeeds. |
| | failed | function | A function called when the operation fails. |

## reject

| Signature | reject(*interactionId*, *succeeded*, *failed*) |
|---|---|
| **Description** | Reject an interaction when it is ringing in Agent Workspace. |

| **Parameters** | Name | Type | Description |
|---|---|---|---|
| | interactionId | string | The unique interaction identifier of the interaction to be rejected. |
| | succeeded | function | A function called when the operation succeeds. |
| | failed | function | A function called when the operation fails. |

# Type definitions

The Interaction namespace includes the following object types:

- Interaction
- Party
- Contact

## Interaction

| Description | Represents the JSON structure of an interaction. Attributes specific to voice interactions are: `callUuid`, `direction`, `callType`, `ani`, `dnis` and `recordingState`. |
|---|---|
| **Type** | Object |

| **Properties** | Name | Type | Description |
|---|---|---|---|
| | interactionId | string | The unique identifier for the interaction. **Note:** This is a client-side ID that is lost |

| Description | Represents the JSON structure of an interaction. Attributes specific to voice interactions are: `callUuid`, `direction`, `callType`, `ani`, `dnis` and `recordingState`. |
|---|---|

| Name | Type | Description |
|---|---|---|
|  |  | on the next session or refresh. |
| parentInteractionId | string | The unique identifier for the parent interaction. **Note:** This is a client-side ID that is lost on the next session or refresh. |
| caseId | string | This identifier targets the case that this interaction is part of. |
| userData | object | The attached user data key/value object that is updated with each interaction event. |
| state | string | The current state of the interaction. Possible values are:<br><br>• UNKNOWN — An unknown state.<br><br>• IDLE — Specifies a non-active interaction which could be closed.<br><br>• RINGING — The inbound |

| Description | Represents the JSON structure of an interaction. Attributes specific to voice interactions are: `callUuid`, `direction`, `callType`, `ani`, `dnis` and `recordingState`. |
|---|---|
|  | <table><tr><th>Name</th><th>Type</th><th>Description</th></tr><tr><td></td><td></td><td>call is ringing.<br><br>• DIALING — The outbound call is ringing.<br><br>• TALKING — The call is established.<br><br>• HELD — The call is on hold.<br><br>• PREVIEW — The interaction is a call preview.<br><br>• INVITED — The open media interaction is inviting.<br><br>• ACCEPTED — The open media interaction is accepted.<br><br>• CREATED — The open media interaction has been created.<br><br>• PULLED — The open media interaction has been pulled</td></tr></table> |

| Description | Represents the JSON structure of an interaction. Attributes specific to voice interactions are: `callUuid`, `direction`, `callType`, `ani`, `dnis` and `recordingState`. |
|---|---|

| Name | Type | Description |
|---|---|---|
| | | from a workbin. |
| | | • REVOKED — The open media interaction has been revoked. |
| | | • COMPLETED — The open media interaction has been completed (Mark as done). |
| | | • ERROR — The open media interaction has an error. |
| | | • SAVED — The open media interaction has been saved. |
| | | • TRANSFERRING — The open media interaction is being transferred. |
| | | • TRANSFER_COMPLETED — The open media interaction has been transferred |

| Description | Represents the JSON structure of an interaction. Attributes specific to voice interactions are: `callUuid, direction, callType, ani, dnis` and `recordingState`. |
|---|---|
|  | <table><tr><th>Name</th><th>Type</th><th>Description</th></tr><tr><td></td><td></td><td>and the transfer has been completed.<br><br>• INVITED_CONFERENCE — The open media interaction receives a conference invitation.<br><br>• LEFT_CONFERENCE — The open media interaction has left the conference.<br><br>• USER_DATA_ATTACHED — Data has been attached to the interaction.<br><br>• USER_DATA_UPDATED — The attached data has changed in the interaction.<br><br>• JOIN_PENDING — Trying to join the chat session.<br><br>• JOIN_FAILED — The connection with the chat server</td></tr></table> |

| Description | Represents the JSON structure of an interaction. Attributes specific to voice interactions are: `callUuid`, `direction`, `callType`, `ani`, `dnis` and `recordingState`. |
|---|---|

| Name | Type | Description |
|---|---|---|
| | | failed. |
| | | • HISTORY_IN_PROGRESS — Loading the content of the chat interaction. |
| | | • HISTORY_DONE — The content of the chat interaction has been loaded. |
| | | • CANCELLED — The outbound email is cancelled. |
| | | • SENT — The outbound email is sent. |
| | | • READY — The call preview is ready. |
| | | • CANCELED — The call preview is cancelled. |
| | | • REJECTED — The call preview is rejected. |
| previousState | string | The previous state of the interaction. |
| parties | Array. | A collection of all the parties involved in |

| Description | Represents the JSON structure of an interaction. Attributes specific to voice interactions are: `callUuid`, `direction`, `callType`, `ani`, `dnis` and `recordingState`. |
|---|---|

| Name | Type | Description |
|---|---|---|
| | | the interaction. |
| isConsultation | boolean | This property is true if the interaction is a consultation; otherwise, it's false. |
| isMainCaseInteraction | boolean | This property is true if the interaction is the main interaction in the customer case; otherwise, it's false. In Workspace Web Edition, the main interaction is related to Case Information, Disposition, Note, Contact Profile, and so on. |
| callUuid | string | The UUID of the call. This attribute is only on voice interactions. |
| direction | string | The call direction. Possible values are: IN, OUT or UNKNOWN. This attribute is only on voice interactions. |
| callType | string | The call type. Possible values are: |

| Description | Represents the JSON structure of an interaction. Attributes specific to voice interactions are: `callUuid`, `direction`, `callType`, `ani`, `dnis` and `recordingState`. |
|---|---|

| Name | Type | Description |
|---|---|---|
| | | INTERNAL, INBOUND, OUTBOUND, CONSULT or UNKNOWN. This attribute is only on voice interactions. |
| ani | string | The Automatic Number Identification service. This attribute is only on voice interactions. |
| dnis | string | The Dialed Number Identification Service. This attribute is only on voice interactions. |
| recordingState | string | The call recording state. Possible values are: STOPPED, RECORDING or PAUSED. This attribute is only on voice interactions. |
| isCaseSelected | boolean | Is true if the case containing this interaction is selected, otherwise is false. |
| ronaCallState | string | This value is populated on event RELEASED when an agent receives |

| Description | Represents the JSON structure of an interaction. Attributes specific to voice interactions are: `callUuid`, `direction`, `callType`, `ani`, `dnis` and `recordingState`. |
|---|---|

| Name | Type | Description |
|---|---|---|
| | | an inbound call and does not answer. Possible values are: REDIRECTED or NO_ANSWER. |
| isCaseExpanded | boolean | Is true if the case containing this interaction is expanded, otherwise is false. |
| interactionUUID | string | The `attr_itx_id` for a multimedia interaction or the `callUuid` for a voice interaction. |
| connId | string | The unique connection ID from the T-Server. |
| contact | interaction.Contact | An object representing the contact's information. |

## Party

| Description | Represents the JSON structure of a party. |
|---|---|
| Type | Object |

| | Name | Type | Description |
|---|---|---|---|
| Properties | name | string | The name of the party. |

## Contact

| Description | Represents the JSON structure of a contact. |
|---|---|
| **Type** | Object |

| | Name | Type | Description |
|---|---|---|---|
| **Properties** | displayName | string | The contact's display name. |
| | firstNname | string | The contact's first name. |
| | lastName | string | The contact's last name. |