

GENESYS

This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Service Client API Reference

Interaction namespace

Contents

- 1 Methods
 - 1.1 completeConference
 - 1.2 completeTransfer
 - 1.3 consult
 - 1.4 deleteUserData
 - 1.5 getByInteractionId
 - 1.6 getInteractions
 - 1.7 selectCaseByCaseId
 - 1.8 setUserData
 - 1.9 markdone
 - 1.10 blockMarkdone
 - 1.11 singleStepConference
 - 1.12 singleStepTransfer
 - 1.13 unblockMarkdone
 - 1.14 accept
 - 1.15 reject
- 2 Type definitions
 - 2.1 Interaction
 - 2.2 Party
 - 2.3 Contact

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) | | |
|------------|---|-----------|---|
| | Name | Туре | Description |
| Parameters | consultInteracti | orstating | 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. |

complete Transfer

| Signature | completeTransfer(consultInteractionId, succeeded, failed) | | |
|-------------|---|-----------|---|
| Description | Completes a transfer. | | |
| | Name | Туре | Description |
| | consultInteracti | orstating | The unique identifier for the consultation interaction. |
| Parameters | 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 | Туре | Description |
| | interactionId | string | The unique |
| | | | |

| Signature | consult(interac extensions, suc | consult(interactionId, targetQuery, userData, extensions, succeeded, failed) | | |
|-----------|------------------------------------|--|--|--|
| | Name | Туре | Description | |
| | | | identifier for the interaction. | |
| | targetQuery | object or string | The destination target object, or a character string (for example, phone number). • If targetQuery is a character string, the Service Client API creates the operation that uses a target of type CustomConta with a destination set to this value. • If targetQuery is a JSON object, specify the following subparameters: • target (string): The target type. The possible values are: "AGENT_GREAT (STRING) of the possible values are: "AGENT_GREAT (ST | |

| Signature | consult(interactionId, targetQuery, userData, extensions, succeeded, failed) | | |
|-----------|--|------|---|
| | Name | Туре | Description |
| | | | "SKILL", "INTERACTION "ROUTING_PO and "CUSTOM_CO • destination (string): The destination. The supported values are: the employeeld of an agent, the name of a Skill, the name of a Skill, the name of a RoutingPoint, and a phone number for CustomConta • [media] (string): An optional media used to make the consultation. If not specified, |

| Signature | consult(interactionId, targetQuery, userData, extensions, succeeded, failed) | | |
|-----------|--|--------|--|
| | Name | Туре | 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 consultatior 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 | Туре | 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. | | |
| Parameters | Name | Туре | Description |
| | interactionId | string | The unique identifier for the interaction. |
| | key | string | The key to delete from the attached data. |
| | succeeded | function | A function called when the operation succeeds. |
| | failed | function | A function called when the operation fails. |

${\tt getByInteractionId}$

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

| Signature | getByInteractionId(interactionId, succeeded, failed) → {interaction.Interaction} | | |
|------------|--|----------|--|
| Parameters | Name | Туре | 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. |
| Returns | interaction.Interaction or null if the interaction doesn't exist. | | |

getInteractions

| Signature | $getInteractions(succeeded, failed) \rightarrow \{Array.\}$ | | |
|-------------|---|----------|--|
| Description | Gets all the interactions. | | |
| Parameters | Name | Туре | Description |
| | succeeded | function | A function called when the operation succeeds. |
| | failed | function | A function called when the operation fails. |
| Returns | Array. | | |

${\sf selectCaseByCaseId}$

| 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: Received interaction event: { "event": "interaction", |

| Signature | genesys.wwe.se succeeded, faile | rvice.interaction. d) | selectCaseByCaseId(case |
|------------|---|---|---|
| | "protoco" } Received intera "event" "data": "CASE_EXPANDED" c4e6-4994-69c2- }, "userAg "protoco" } Received intera "event" "data": "CASE_SELECTED" "d4187b87-9fe1- }, "userAg | "eventType": ", "selectedCaseI 6ae7fdbc4905" dent": "WWE Serv colVersion": 2 detion event: { "eventType": , "selectedCaseI 6ae7fdbc4905" dent": "WWE Serv colVersion": 2 detion event: { : "interaction" { "eventType": | , d": "4401820b- er", , d": 666e22d" |
| | Name | Туре | Description |
| | caseId | string | The unique identifier for the case. |
| Parameters | succeeded | function | A function called when the operation succeeds. |
| | failed | function | A function called when the operation fails. |

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(inte failed) | eractionId, keyVal | ues, succeeded, |
|------------|--|---|--|
| | user data. The Li setting in Agent api.user-data.wri | rwrites any existi ist of User Data W Setup or the serv ite-allowed config e allowed key/valu | rite Allowed ice-client- uration option |
| | Name | Туре | Description |
| | interactionId | string | The unique identifier for the interaction. |
| Parameters | 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(<i>intera</i> | ctionId, succeede | ed, failed) |
|-------------|-------------------------|--------------------|--|
| Description | Mark done the se | elected interactio | n. |
| | Name | Туре | Description |
| | interactionId | string | The unique identifier for the interaction. |
| Parameters | 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(<i>i</i> , succeeded, failed | nteractionId, warr d) | ningMessage, |
|-------------|---|--------------------------|--|
| Description | interaction. The 'subscribed to red | | t must be |
| | Name | Туре | Description |
| | interactionId | string | The unique interaction identifier of the interaction to prevent the mark done operation. |
| Parameters | warningMessag | e string | The warning message. |
| | succeeded | function | A function called when the operation succeeds. |
| | failed | function | A function called when the operation fails. |

singleStepConference

| Signature | | rence(interactionI sions, succeeded, | |
|-------------|-------------------|---|--|
| Description | Make a single ste | ep conference. | |
| | Name | Туре | Description |
| Parameters | interactionId | string | The unique identifier for the interaction. |
| | targetQuery | object or string | The destination |

| Signature | singleStepConfere userData, extensi | ence(interactio ions, succeede | nld, targetQuery, d, failed) |
|-----------|--|-----------------------------------|---|
| | Name | Туре | Description |
| | | | target object, or a character string (for example, phone number). |
| | | | 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. If targetQuery is a JSON object, specify the following |
| | | | sub- parameters: |
| | | | (string): The target type. The possible values |
| | | | are: "AGENT", "AGENT_GROUTING_PO and "CUSTOM_COI |

| Signature | singleStepConferuserData, extens | rence(interaction sions, succeeded | nld, targetQuery, d, failed) |
|-----------|----------------------------------|---------------------------------------|--|
| | Name | Туре | Description |
| | | | • destination (string): The destination. The supported values are: the employeeld of an agent, the name of an AgentGroup the name of a Skill, the name of an Interaction the name of a RoutingPoin and a phone number for CustomContaction CustomCon |
| | userData | object | 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 | | ence(interactionlo ions, succeeded, | |
|-----------|-----------|--|--|
| | Name | Туре | 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 | singleStepTransfe userData, extens | | |
|-------------|---------------------------------------|---------------------|--|
| Description | Make a single ste | ep transfer. | |
| | Name | Туре | Description |
| | interactionId | string | The unique identifier for the interaction. |
| Parameters | | | The destination target object, or a character string (for example, phone number). |
| | targetQuery | object or string | If targetQuery is a character string, the Service Client API creates the |

| "SKILL", "INTERACTION O |
|--|
| (string): The target type. The possible values are: "AGENT", "AGENT_GROUP", "SKILL", "INTERACTION_Q "ROUTING_POINT |
| and |

| Signature | | fer(interactionId, t sions, succeeded, | |
|-----------|------------|---|---|
| | Name | Туре | Description |
| | | | AgentGroup the name of a Skill, the name of an Interaction the name of a RoutingPoir and a phone number for CustomCon |
| | 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. |
| | succeeded | function | A function called when the operation succeeds. |
| | failed | function | A function called when the operation fails. |

unblockMarkdone

| Signature | unblockMarkdon | e(interactionId, su | ucceeded, failed) |
|-------------|--|---------------------|--|
| Description | Unblock the mark done operation on the selected interaction that was previously blocked. | | |
| | Name | Туре | Description |
| Powerentows | interactionId | string | The unique interaction identifier of the interaction to prevent the mark done operation. |
| Parameters | 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 | Туре | 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. | | |
| | Name | Туре | Description |
| Parameters | 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. | | |
|-------------|--|--------|---|
| Туре | Object | | |
| | Name | Туре | Description |
| Properties | interactionId | string | The unique identifier for the interaction. Note: This is a client-side ID that is lost |

| Name | Туре | Description |
|------------------|------------------|--|
| | | on the next session or refresh. |
| parentInteractio | n s dring | The unique identifier for the parent interaction. Note: This is a client-side ID that is lost on the next session or refresh. |
| caseld | 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. |
| | | The current state of the interaction. Possible values are: |
| | | UNKNOWN An unknown state. |
| state | string | IDLE — Specifies a non-active interaction which could be closed. |
| | | RINGING — The inbound |

| Name | Туре | Description |
|------|------|---|
| | | call is ringing. |
| | | DIALING — The outbound call is ringing. |
| | | TALKING — The call is established. |
| | | • HELD — The call is on hold. |
| | | PREVIEW The interaction is a call preview. |
| | | INVITED — The open media interaction is inviting. |
| | | ACCEPTED The open media interaction is accepted. |
| | | CREATED The open media interaction has been created. |
| | | PULLED — The open media interaction has been pulled |

| Description | Represents the JS Attributes specificallUuid, directed recordingState. | c to voice intera tion, callType | actions are: |
|-------------|---|-------------------------------------|--|
| | Name | Туре | 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_COMPI — 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. | | | |
|-------------|--|------|--|-----|
| | Name | Туре | Description | |
| | | | and the transfer has been completed. • INVITED_CONFEREN | NCE |
| | | | — The open media interaction receives a conference invitation. | VCL |
| | | | LEFT_CONFERENCE — The open media interaction has left the conference. | |
| | | | USER_DATA_ATTACH Data has been attached to the interaction. | ΗED |
| | | | USER_DATA_UPDATE — The attached data has changed in the interaction. | ED |
| | | | JOIN_PENDING Trying to join the chat session. | |
| | | | • JOIN_FAILED — The connection with the chat server | |

Represents the JSON structure of an interaction. Attributes specific to voice interactions are: **Description** 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. The previous previousState state of the string

parties

Array.

interaction.

A collection of

involved in

all the parties

| Name | Туре | Description |
|-----------------|-----------------------|---|
| | | the interaction. |
| isConsultation | boolean | This property is true if the interaction is a consultation; otherwise, it's false. |
| isMainCaseInter | a lotoioi tean | 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: |

| Name | Туре | 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 | Туре | 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. |
| | connld | string | The unique connection ID from the T-Server. |
| | contact | interaction.Conta | An object representing the contact's information. |

Party

| Description | Represents the JSON structure of a party. | | | |
|-------------|---|--------|------------------------|--|
| Туре | Object | | | |
| Properties | Name | Туре | Description | |
| | name | string | The name of the party. | |

Contact

| Represents the JSON structure of a contact. | | | |
|---|-----------------------------|--|--|
| Object | | | |
| Name | Туре | Description | |
| displayName | string | The contact's display name. | |
| firstNname | string | The contact's first name. | |
| lastName | string | The contact's last name. | |
| | Name displayName firstNname | Name Type displayName string firstNname string | |