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
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- getInteractions
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- 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). • 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: • **target (string)**: The target type. The possible values are: "AGENT", "AGENT_GROUP",

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

Name	Type	Description
		"SKILL", "INTERACTION_QUEUE", "ROUTING_POINT", and "CUSTOM_CONTACT". • **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. • **[media] (string)**: An optional media used to make the consultation. If not specified,

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
Parameters	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.

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

Signature	genesys.wwe.service.interaction.selectCaseByCaseId(caseId, succeeded, failed)

	`        "data": {`
	`                "eventType":`
	`"CASE_COLLAPSED",`
	`                "selectedCaseId": "4401820b-`
	`c4e6-4994-69c2-6ae7fdbc4905"`
	`        },`
	`        "userAgent": "WWE Server",`
	`        "protocolVersion": 2`
	`}`
	`Received interaction event: {`
	`        "event": "interaction",`
	`        "data": {`
	`                "eventType":`
	`"CASE_EXPANDED",`
	`                "selectedCaseId": "4401820b-`
	`c4e6-4994-69c2-6ae7fdbc4905"`
	`        },`
	`        "userAgent": "WWE Server",`
	`        "protocolVersion": 2`
	`}`
	`Received interaction event: {`
	`        "event": "interaction",`
	`        "data": {`
	`                "eventType":`
	`"CASE_SELECTED",`
	`                "selectedCaseId":`
	`"d4187b87-9fe1-4db8-0515-6a91e666e22d"`
	`        },`
	`        "userAgent": "WWE Server",`
	`        "protocolVersion": 2`
	`}`

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).
		• 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:
		• **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.
Parameters	**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). • 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.
		• If targetQuery is a JSON object, specify the following sub parameters:
		• **type (string)**: The target type. The possible values are: "AGENT", "AGENT_GROUP", "SKILL", "INTERACTION_QUEUE", "ROUTING_POINT", and "CUSTOM_CONTACT".
		• **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.

Parameters	Name	Type	Description
	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.

Parameters	Name	Type	Description
	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: • UNKNOWN — An unknown state. • IDLE — Specifies a non-active interaction which could be closed. • 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. • 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</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.`

Name	Type	Description
		and the transfer has been completed.
		• INVITED_CONFERENCE — The open media interaction receives a conference invitation.
		• LEFT_CONFERENCE — The open media interaction has left the conference.
		• USER_DATA_ATTACHED — Data has been attached to the interaction.
		• USER_DATA_UPDATED — The attached data has changed in the interaction.
		• JOIN_PENDING — Trying to join the chat session.
		• JOIN_FAILED — The connection with the chat server

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

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

Contact

Description	Represents the JSON structure of a contact.
Type	Object
Properties	<table><thead><tr><th>Name</th><th>Type</th><th>Description</th></tr></thead><tbody><tr><td>displayName</td><td>string</td><td>The contact's display name.</td></tr><tr><td>firstNname</td><td>string</td><td>The contact's first name.</td></tr><tr><td>lastName</td><td>string</td><td>The contact's last name.</td></tr></tbody></table>