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Service Client API Reference

Interaction namespace

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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	<code>completeConference(<i>consultInteractionId</i>, <i>succeeded</i>, <i>failed</i>)</code>
Description	Completes a conference.

Signature	completeConference(<i>consultInteractionId</i> , <i>succeeded</i> , <i>failed</i>)														
Parameters	<table border="1"> <thead> <tr> <th>Name</th> <th>Type</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>consultInteractionId</td> <td>string</td> <td>The unique identifier for the consultation 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> </tbody> </table>	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.		
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(<i>consultInteractionId</i> , <i>succeeded</i> , <i>failed</i>)														
Description	Completes a transfer.														
Parameters	<table border="1"> <thead> <tr> <th>Name</th> <th>Type</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>consultInteractionId</td> <td>string</td> <td>The unique identifier for the consultation 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> </tbody> </table>	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.		
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(<i>interactionId</i> , <i>targetQuery</i> , <i>userData</i> , <i>extensions</i> , <i>succeeded</i> , <i>failed</i>)								
Description	Make a consultation interaction.								
Parameters	<table border="1"> <thead> <tr> <th>Name</th> <th>Type</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>interactionId</td> <td>string</td> <td>The unique</td> </tr> </tbody> </table>	Name	Type	Description	interactionId	string	The unique		
Name	Type	Description							
interactionId	string	The unique							

Signature	<code>consult(interactionId, targetQuery, userData, extensions, succeeded, failed)</code>		
	Name	Type	Description
			identifier for the interaction.
	targetQuery	object or string	<p>The destination target object, or a character string (for example, phone number).</p> <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> target (string): The target type. The possible values are: "AGENT", "AGENT_GROUP",

Signature	consult(<i>interactionId</i> , <i>targetQuery</i> , <i>userData</i> , <i>extensions</i> , <i>succeeded</i> , <i>failed</i>)		
	Name	Type	Description
			<p>"SKILL", "INTERACTION_QUEUE", "ROUTING_POINT", and "CUSTOM_CONTACT".</p> <ul style="list-style-type: none"> 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	<code>consult(interactionId, targetQuery, userData, extensions, succeeded, failed)</code>		
	Name	Type	Description
			<p>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.</p>
	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(<i>interactionId</i> , <i>targetQuery</i> , <i>userData</i> , <i>extensions</i> , <i>succeeded</i> , <i>failed</i>)		
	Name	Type	Description
	succeeded	function	A function called when the operation succeeds.
	failed	function	A function called when the operation fails.

deleteUserData

Signature	deleteUserData(<i>interactionId</i> , <i>key</i> , <i>succeeded</i> , <i>failed</i>)		
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	Type	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.

getByInteractionId

Signature	getByInteractionId(<i>interactionId</i> , <i>succeeded</i> , <i>failed</i>) → {interaction.Interaction}
Description	Gets an interaction by its unique identifier.

Signature	getByInteractionId(<i>interactionId</i> , succeeded, failed) → {interaction.Interaction}														
Parameters	<table border="1"> <thead> <tr> <th>Name</th> <th>Type</th> <th>Description</th> </tr> </thead> <tbody> <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> </tbody> </table>	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.		
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.													
Returns	interaction.Interaction or null if the interaction doesn't exist.														

getInteractions

Signature	getInteractions(succeeded, failed) → {Array.}											
Description	Gets all the interactions.											
Parameters	<table border="1"> <thead> <tr> <th>Name</th> <th>Type</th> <th>Description</th> </tr> </thead> <tbody> <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> </tbody> </table>	Name	Type	Description	succeeded	function	A function called when the operation succeeds.	failed	function	A function called when the operation fails.		
Name	Type	Description										
succeeded	function	A function called when the operation succeeds.										
failed	function	A function called when the operation fails.										
Returns	Array.											

selectCaseByCaseId

Signature	genesys.wwe.service.interaction.selectCaseByCaseId(caseId, succeeded, failed)		
Description	<p>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:</p> <pre>Received interaction event: { "event": "interaction",</pre>		

Signature	genesys.wwe.service.interaction.selectCaseByCaselId(caselId, succeeded, failed)												
	<pre> "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 } } </pre>												
Parameters	<table border="1"> <thead> <tr> <th data-bbox="824 1178 1032 1220">Name</th> <th data-bbox="1032 1178 1239 1220">Type</th> <th data-bbox="1239 1178 1446 1220">Description</th> </tr> </thead> <tbody> <tr> <td data-bbox="824 1220 1032 1318">caselId</td> <td data-bbox="1032 1220 1239 1318">string</td> <td data-bbox="1239 1220 1446 1318">The unique identifier for the case.</td> </tr> <tr> <td data-bbox="824 1318 1032 1444">succeeded</td> <td data-bbox="1032 1318 1239 1444">function</td> <td data-bbox="1239 1318 1446 1444">A function called when the operation succeeds.</td> </tr> <tr> <td data-bbox="824 1444 1032 1570">failed</td> <td data-bbox="1032 1444 1239 1570">function</td> <td data-bbox="1239 1444 1446 1570">A function called when the operation fails.</td> </tr> </tbody> </table>	Name	Type	Description	caselId	string	The unique identifier for the case.	succeeded	function	A function called when the operation succeeds.	failed	function	A function called when the operation fails.
Name	Type	Description											
caselId	string	The unique identifier for the case.											
succeeded	function	A function called when the operation succeeds.											
failed	function	A function called when the operation fails.											

setUserData

Signature	setUserData(<i>interactionId</i> , <i>keyValues</i> , 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(<i>interactionId</i> , <i>keyValues</i> , 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	<table border="1"> <thead> <tr> <th>Name</th> <th>Type</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>interactionId</td> <td>string</td> <td>The unique identifier for the interaction.</td> </tr> <tr> <td>keyValues</td> <td>object</td> <td>The key value pairs to set on the user data.</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> </tbody> </table>	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.		
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(<i>interactionId</i> , succeeded, failed)														
Description	Mark done the selected interaction.														
Parameters	<table border="1"> <thead> <tr> <th>Name</th> <th>Type</th> <th>Description</th> </tr> </thead> <tbody> <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> </tbody> </table>	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.		
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(<i>interactionId</i> , <i>warningMessage</i> , <i>succeeded</i> , <i>failed</i>)																	
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	<table border="1"> <thead> <tr> <th>Name</th> <th>Type</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>interactionId</td> <td>string</td> <td>The unique interaction identifier of the interaction to prevent the mark done operation.</td> </tr> <tr> <td>warningMessage</td> <td>string</td> <td>The warning message.</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> </tbody> </table>	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.		
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(<i>interactionId</i> , <i>targetQuery</i> , <i>userData</i> , <i>extensions</i> , <i>succeeded</i> , <i>failed</i>)											
Description	Make a single step conference.											
Parameters	<table border="1"> <thead> <tr> <th>Name</th> <th>Type</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>interactionId</td> <td>string</td> <td>The unique identifier for the interaction.</td> </tr> <tr> <td>targetQuery</td> <td>object or string</td> <td>The destination</td> </tr> </tbody> </table>	Name	Type	Description	interactionId	string	The unique identifier for the interaction.	targetQuery	object or string	The destination		
Name	Type	Description										
interactionId	string	The unique identifier for the interaction.										
targetQuery	object or string	The destination										

Signature	singleStepConference(<i>interactionId</i> , <i>targetQuery</i> , <i>userData</i> , <i>extensions</i> , <i>succeeded</i> , <i>failed</i>)		
	Name	Type	Description
			<p>target object, or a character string (for example, phone number).</p> <ul style="list-style-type: none"> If <i>targetQuery</i> 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 <i>targetQuery</i> is a JSON object, specify the following sub-parameters: <ul style="list-style-type: none"> type (string): The target type. The possible values are: "AGENT", "AGENT_GROUP", "SKILL", "INTERACTION_QUEUE", "ROUTING_POINT", and "CUSTOM_CONTACT".

Signature	singleStepConference(<i>interactionId</i> , <i>targetQuery</i> , <i>userData</i> , <i>extensions</i> , <i>succeeded</i> , <i>failed</i>)		
	Name	Type	Description
			<ul style="list-style-type: none"> 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 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	<code>singleStepConference(interactionId, targetQuery, userData, extensions, succeeded, failed)</code>		
	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	<code>singleStepTransfer(interactionId, targetQuery, userData, extensions, succeeded, failed)</code>		
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). <ul style="list-style-type: none"> If targetQuery is a character string, the Service Client API creates the

Signature	singleStepTransfer(<i>interactionId</i> , <i>targetQuery</i> , <i>userData</i> , <i>extensions</i> , <i>succeeded</i> , <i>failed</i>)		
	Name	Type	Description
			<p>operation that uses a target of type CustomContact with a destination set to this value.</p> <ul style="list-style-type: none"> If targetQuery is a JSON object, specify the following sub parameters: <ul style="list-style-type: none"> 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(<i>interactionId</i> , <i>targetQuery</i> , <i>userData</i> , <i>extensions</i> , <i>succeeded</i> , <i>failed</i>)		
	Name	Type	Description
			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 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.	

unlockMarkdone

Signature	unlockMarkdone(<i>interactionId</i> , succeeded, failed)												
Description	Unblock the mark done operation on the selected interaction that was previously blocked.												
Parameters	<table border="1"><thead><tr><th>Name</th><th>Type</th><th>Description</th></tr></thead><tbody><tr><td>interactionId</td><td>string</td><td>The unique interaction identifier of the interaction to prevent the mark done operation.</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></tbody></table>	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.
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(<i>interactionId</i> , succeeded, failed)												
Description	Accept an interaction when it is ringing in Agent Workspace.												
Parameters	<table border="1"><thead><tr><th>Name</th><th>Type</th><th>Description</th></tr></thead><tbody><tr><td>interactionId</td><td>string</td><td>The unique interaction identifier of the interaction to be accepted.</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></tbody></table>	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.
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	<code>reject(interactionId, succeeded, failed)</code>												
Description	Reject an interaction when it is ringing in Agent Workspace.												
Parameters	<table border="1"><thead><tr><th>Name</th><th>Type</th><th>Description</th></tr></thead><tbody><tr><td>interactionId</td><td>string</td><td>The unique interaction identifier of the interaction to be rejected.</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></tbody></table>	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.
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: <code>callUuid</code> , <code>direction</code> , <code>callType</code> , <code>ani</code> , <code>dnis</code> and <code>recordingState</code> .						
Type	Object						
Properties	<table border="1"><thead><tr><th>Name</th><th>Type</th><th>Description</th></tr></thead><tbody><tr><td>interactionId</td><td>string</td><td>The unique identifier for the interaction. Note: This is a client-side ID that is lost</td></tr></tbody></table>	Name	Type	Description	interactionId	string	The unique identifier for the interaction. Note: This is a client-side ID that is lost
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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.																				
	<table border="1"> <thead> <tr> <th data-bbox="824 384 1032 426">Name</th> <th data-bbox="1032 384 1240 426">Type</th> <th data-bbox="1240 384 1448 426">Description</th> </tr> </thead> <tbody> <tr> <td data-bbox="824 426 1032 520"></td> <td data-bbox="1032 426 1240 520"></td> <td data-bbox="1240 426 1448 520">on the next session or refresh.</td> </tr> <tr> <td data-bbox="824 520 1032 814">parentInteractionId</td> <td data-bbox="1032 520 1240 814">string</td> <td data-bbox="1240 520 1448 814">The unique identifier for the parent interaction. Note: This is a client-side ID that is lost on the next session or refresh.</td> </tr> <tr> <td data-bbox="824 814 1032 968">caseId</td> <td data-bbox="1032 814 1240 968">string</td> <td data-bbox="1240 814 1448 968">This identifier targets the case that this interaction is part of.</td> </tr> <tr> <td data-bbox="824 968 1032 1203">userData</td> <td data-bbox="1032 968 1240 1203">object</td> <td data-bbox="1240 968 1448 1203">The attached user data key/value object that is updated with each interaction event.</td> </tr> <tr> <td data-bbox="824 1203 1032 1833">state</td> <td data-bbox="1032 1203 1240 1833">string</td> <td data-bbox="1240 1203 1448 1833"> The current state of the interaction. Possible values are: <ul style="list-style-type: none"> • UNKNOWN — An unknown state. • IDLE — Specifies a non-active interaction which could be closed. • RINGING — The inbound </td> </tr> </tbody> </table>			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: <ul style="list-style-type: none"> • UNKNOWN — An unknown state. • IDLE — Specifies a non-active interaction which could be closed. • RINGING — The inbound
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.																			
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state	string	The current state of the interaction. Possible values are: <ul style="list-style-type: none"> • UNKNOWN — An unknown state. • IDLE — Specifies a non-active interaction which could be closed. • RINGING — The inbound 																			

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Party

Description	Represents the JSON structure of a party.								
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