



Service Client API Reference

Interaction namespace

Contents

- 1 Methods
 - 1.1 deleteUserData
 - 1.2 getByInteractionId
 - 1.3 getInteractions
 - 1.4 selectCaseByCaseId
 - 1.5 setUserData
 - 1.6 markdone
 - 1.7 blockMarkdone
 - 1.8 unblockMarkdone
 - 1.9 accept
 - 1.10 reject
- 2 Type definitions
 - 2.1 Interaction
 - 2.2 Party

Learn about the Interaction namespace methods and type definitions in the Service Client API.

Methods

The Interaction namespace includes the following methods:

- deleteUserData
- getByInteractionId
- getInteractions
- selectCaseByCaseId
- setUserData
- markdone
- blockMarkdone
- unblockMarkdone
- accept
- reject

deleteUserData

Signature	deleteUserData(<i>interactionId</i> , <i>key</i>)											
Description	Deletes the user data attached to the interaction. The List of User Data Write Allowed option in Agent Setup 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>key</td><td>string</td><td>The key to delete from the attached data.</td></tr></tbody></table>	Name	Type	Description	interactionId	string	The unique identifier for the interaction.	key	string	The key to delete from the attached data.		
Name	Type	Description										
interactionId	string	The unique identifier for the interaction.										
key	string	The key to delete from the attached data.										

getByInteractionId

Signature	<code>getByInteractionId(<i>interactionId</i>) → topic=InteractionNamespace</code>						
Description	Gets an interaction by its unique identifier.						
Parameters	<table border="1"><thead><tr><th>Name</th><th>Type</th><th>Description</th></tr></thead><tbody><tr><td><code>interactionId</code></td><td>string</td><td>The unique identifier for the interaction.</td></tr></tbody></table>	Name	Type	Description	<code>interactionId</code>	string	The unique identifier for the interaction.
Name	Type	Description					
<code>interactionId</code>	string	The unique identifier for the interaction.					
Returns	interaction.Interaction or null if the interaction doesn't exist.						

getInteractions

Signature	<code>getInteractions() → {Array.}</code>
Description	Gets all the interactions.
Returns	Array.

selectCaseByCaseId

Signature	<code>genesys.wwe.service.interaction.selectCaseByCaseId(caseId, succeeded, failed)</code>
Description	<p>Select the case in the UI by case identifier. If you subscribe to the "interaction" events (<code>genesys.wwe.service.subscribe(["interaction"], eventHandler, this);</code>), you will receive the following event:</p> <pre>Received interaction event: { "event": "interaction", "data": { "eventType": "CASE_COLLAPSED", "selectedCaseId": "4401820b-c4e6-4994-69c2-6ae7fdb4905" }, "userAgent": "WWE Server", "protocolVersion": 2 } Received interaction event: { "event": "interaction", "data": { "eventType": "CASE_EXPANDED", "selectedCaseId": "4401820b-c4e6-4994-69c2-6ae7fdb4905" }, "userAgent": "WWE Server", "protocolVersion": 2 } Received interaction event: { "event": "interaction", "data": { "eventType": "CASE_SELECTED",</pre>

Signature	genesys.wwe.service.interaction.selectCaseByCaseId(caseId, succeeded, failed)								
	<pre>"selectedCaseId": "d4187b87-9fe1-4db8-0515-6a91e666e22d" }, "userAgent": "WWE Server", "protocolVersion": 2 }</pre>								
Parameters	<table border="1"> <thead> <tr> <th>Name</th> <th>Type</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>caseId</td> <td>string</td> <td>The unique identifier for the case.</td> </tr> </tbody> </table>	Name	Type	Description	caseId	string	The unique identifier for the case.		
Name	Type	Description							
caseId	string	The unique identifier for the case.							

setUserData

Signature	setUserData(<i>interactionId</i> , <i>keyValues</i>)											
Description	Sets the user data on the live interaction (for voice, this means the interaction is not in the IDLE state). This request overwrites any existing keys on the user data. The List of User Data Write Allowed option in Agent Setup 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> </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.		
Name	Type	Description										
interactionId	string	The unique identifier for the interaction.										
keyValues	object	The key value pairs to set on the user data.										

markdone

Signature	markdone(<i>interactionId</i>)								
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> </tbody> </table>	Name	Type	Description	interactionId	string	The unique identifier for the interaction.		
Name	Type	Description							
interactionId	string	The unique identifier for the interaction.							

blockMarkdone

Signature	<code>blockMarkdone(<i>interactionId</i>, <i>warningMessage</i>)</code>									
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><code>interactionId</code></td><td>string</td><td>The unique interaction identifier of the interaction to prevent the mark done operation.</td></tr><tr><td><code>warningMessage</code></td><td>string</td><td>The warning message.</td></tr></tbody></table>	Name	Type	Description	<code>interactionId</code>	string	The unique interaction identifier of the interaction to prevent the mark done operation.	<code>warningMessage</code>	string	The warning message.
Name	Type	Description								
<code>interactionId</code>	string	The unique interaction identifier of the interaction to prevent the mark done operation.								
<code>warningMessage</code>	string	The warning message.								

unblockMarkdone

Signature	<code>unblockMarkdone(<i>interactionId</i>)</code>						
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><code>interactionId</code></td><td>string</td><td>The unique interaction identifier of the interaction to prevent the mark done operation.</td></tr></tbody></table>	Name	Type	Description	<code>interactionId</code>	string	The unique interaction identifier of the interaction to prevent the mark done operation.
Name	Type	Description					
<code>interactionId</code>	string	The unique interaction identifier of the interaction to prevent the mark done operation.					

accept

Signature	<code>accept(<i>interactionId</i>, <i>succeeded</i>, <i>failed</i>)</code>						
Description	Accept an interaction when it is ringing in Agent Desktop.						
Parameters	<table border="1"><thead><tr><th>Name</th><th>Type</th><th>Description</th></tr></thead><tbody><tr><td><code>interactionId</code></td><td>string</td><td>The unique interaction identifier of the interaction to be accepted.</td></tr></tbody></table>	Name	Type	Description	<code>interactionId</code>	string	The unique interaction identifier of the interaction to be accepted.
Name	Type	Description					
<code>interactionId</code>	string	The unique interaction identifier of the interaction to be accepted.					

Signature	accept(<i>interactionId</i> , <i>succeeded</i> , <i>failed</i>)		
	Name	Type	Description
	succeeded	string	The callback function to use if the operation succeeded.
	failed	string	The callback function to use if the operation failed.

reject

Signature	reject(<i>interactionId</i> , <i>succeeded</i> , <i>failed</i>)		
Description	Reject an interaction when it is Ringing in Agent Desktop.		
Parameters	Name	Type	Description
	interactionId	string	The unique interaction identifier of the interaction to be rejected.
	succeeded	string	The callback function to use if the operation succeeded.
	failed	string	The callback function to use if the operation failed.

Type definitions

The Interaction namespace includes the following object types:

- Interaction
- Party

Interaction

<p>Description</p>	<p>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>.</p>																				
<p>Type</p>	<p>Object</p>																				
<p>Properties</p>	<table border="1"> <thead> <tr> <th data-bbox="820 506 1019 548">Name</th> <th data-bbox="1019 506 1219 548">Type</th> <th data-bbox="1219 506 1425 548">Description</th> </tr> </thead> <tbody> <tr> <td data-bbox="820 548 1019 821">interactionId</td> <td data-bbox="1019 548 1219 821">string</td> <td data-bbox="1219 548 1425 821">The unique identifier for the interaction. Note: This is a client-side ID that is lost on the next session or refresh.</td> </tr> <tr> <td data-bbox="820 821 1019 1119">parentInteractionId</td> <td data-bbox="1019 821 1219 1119">string</td> <td data-bbox="1219 821 1425 1119">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="820 1119 1019 1276">caseId</td> <td data-bbox="1019 1119 1219 1276">string</td> <td data-bbox="1219 1119 1425 1276">This identifier targets the case that this interaction is part of.</td> </tr> <tr> <td data-bbox="820 1276 1019 1493">userData</td> <td data-bbox="1019 1276 1219 1493">object</td> <td data-bbox="1219 1276 1425 1493">The attached user data key/value object that is updated with each interaction event.</td> </tr> <tr> <td data-bbox="820 1493 1019 1808">state</td> <td data-bbox="1019 1493 1219 1808">string</td> <td data-bbox="1219 1493 1425 1808">The current state of the interaction. Possible values are: <ul style="list-style-type: none"> UNKNOWN — An unknown state. </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 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.
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		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.																									
isCaseExpanded	boolean	Is true if the case containing this interaction is expanded, otherwise is false.																									
interactionUUID	string	The <code>attr_itx_id</code> for a multimedia																									

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> .								
	<table border="1"> <thead> <tr> <th>Name</th> <th>Type</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td>interaction or the <code>callUuid</code> for a voice interaction.</td> </tr> </tbody> </table>			Name	Type	Description			interaction or the <code>callUuid</code> for a voice interaction.
Name	Type	Description							
		interaction or the <code>callUuid</code> for a voice interaction.							

Party

Description	Represents the JSON structure of a party.								
Type	Object								
Properties	<table border="1"> <thead> <tr> <th>Name</th> <th>Type</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td><code>name</code></td> <td>string</td> <td>The name of the party.</td> </tr> </tbody> </table>			Name	Type	Description	<code>name</code>	string	The name of the party.
Name	Type	Description							
<code>name</code>	string	The name of the party.							