Service Client API Reference

Outbound namespace

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Contents

- Developer

Learn about the Outbound namespace methods 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 Outbound namespace includes the following methods:

- getCampaigns
- getPreviewRecord
- callPreviewRecord
- rejectPreviewRecord
- cancelPreviewRecord
- startDirectPushPreview
- stopDirectPushPreview
- getListOfCallResults
- setCallResult
- getCallResult
- setDoNotCall
- removeDoNotCall
- rescheduleRecord
- cancelReschedule
- getChainedRecords
- getRecordFields
- updateRecordFields

getCampaigns

Signature	getCampaigns(*succeeded*, *failed*)		
Description	Get the details of all outbound campaigns (loaded or active) for the current agent.		
Parameters	**Name**	**Type**	**Description**
	succeeded	function	A function called when the operation succeeds.
	failed	function	A function called when the operation fails.

getPreviewRecord

Signature	getPreviewRecord(*campaignName*, *succeeded*, *failed*)		
Description	Get a preview record from Outbound Contact Server.		
Parameters	**Name**	**Type**	**Description**
	campaignName	string	The name of the outbound campaign.
	succeeded	function	A function called when the operation succeeds.
	failed	function	A function called when the operation fails.

callPreviewRecord

Signature	callPreviewRecord(*interactionId*, *recordHandle*, *succeeded*, *failed*)		
Description	Make a call using the preview record.		
Parameters	**Name**	**Type**	**Description**
	interactionId	string	The unique identifier for the

Signature	callPreviewRecord(*interactionId*, *recordHandle*, *succeeded*, *failed*)

Name	Type	Description
		interaction.
recordHandle	number	The record number in the chain to be dialed.
succeeded	function	A function called when the operation succeeds.
failed	function	A function called when the operation fails.

rejectPreviewRecord

Signature	rejectPreviewRecord(*succeeded*, *failed*)
Description	Reject a pull preview, push preview, or direct push preview record.
Parameters	

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

cancelPreviewRecord

Signature	cancelPreviewRecord(*succeeded*, *failed*)
Description	Cancel a pull preview, push preview, or direct push preview record.
Parameters	

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

Signature	cancelPreviewRecord(*succeeded*, *failed*)
	Name | **Type** | **Description**

Name	Type	Description
		called when the operation fails.

startDirectPushPreview

Signature	startDirectPushPreview(*succeeded*, *failed*)
Description	Send a Dialing Mode Start request to Outbound Contact Server to start sending direct push preview records to the agent.

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

stopDirectPushPreview

Signature	stopDirectPushPreview(*succeeded*, *failed*)
Description	Send a Dialing Mode Stop request to Outbound Contact Server to stop sending direct push preview records to the agent.

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

getListOfCallResults

Signature	getListOfCallResults(*succeeded*, *failed*)
Description	Get the list of call results currently available in Workspace Web Edition.

Signature	getListOfCallResults(*succeeded*, *failed*)		
	Name	**Type**	**Description**
Parameters	succeeded	function	A function called when the operation succeeds.
	failed	function	A function called when the operation fails.

Sample request

```
genesys.wwe.service.outbound.getListOfCallResults(succeeded, failed)
```

Sample response

```
{
    "request": "outbound.getListOfCallResults",
    "data": {
        "OK": 0,
        "GENERAL_ERROR": 3,
        "SYSTEM_ERROR": 4,
        "BUSY": 6,
        "NO_ANSWER": 7,
        "SIT_DETECTED": 8,
        "ANSWERING_MACHINE": 9,
        "ALL_TRUNKS_BUSY": 10,
        "SIT_INVALID_NUM": 11,
        "SIT_VACANT": 12,
        "SIT_OPERINTERCEPT": 13,
        "SIT_UNKNOWN": 14,
        "SIT_NO_CIRCUIT": 15,
        "SIT_REORDER": 16,
        "FAXDETECTED": 17,
        "ABANDONED": 21,
        "DROPPED": 26,
        "DROPPED_NO_ANSWER": 27,
        "UNKNOWN": 28,
        "SILENCE": 32,
        "ANSWER": 33,
        "NUTONE": 34,
        "NO_DIAL_TONE": 35,
        "NO_PROGRESS": 36,
        "NO_RINGBACK": 37,
        "NO_ESTABLISHED": 38,
        "PAGER_DETECTED": 39,
        "WRONG_PARTY": 40,
        "DIAL_ERROR": 41,
        "CALL_DROP_ERROR": 42,
        "SWITCH_ERROR": 43,
        "NO_FREE_PORT_ERROR": 44,
        "TRANSFER_ERROR": 45,
        "STALE": 46,
        "AGENT_CALLBACK_ERROR": 47,
        "GROUP_CALLBACK_ERROR": 48,
        "DO_NOT_CALL": 51,
```

```
        "CANCEL_RECORD": 52,
        "WRONG_NUMBER": 53
    },
    "userAgent": "WWE Server",
    "protocolVersion": 2
}
```

setCallResult

Signature	setCallResult(*interactionId*, *callResult*, *succeeded*, *failed*)
Description	Set the call result for this interaction.
Parameters	<table><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. The interaction should have an active or completed call. "Do Not Call" must not be set for the interaction.</td></tr><tr><td>callResult</td><td>string</td><td>The call result value, which must be a number.</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>

getCallResult

Signature	getCallResult(*interactionId*, *succeeded*, *failed*)
Description	Get the call result already set in an outbound record, if any.
Parameters	<table><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</td></tr></tbody></table>

Signature	getCallResult(*interactionId*, *succeeded*, *failed*)

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

Sample request

```
genesys.wwe.service.outbound.getCallResult(interactionId, succeeded, failed)
```

Sample response

```
{
    "request": "outbound.getCallResult",
    "data": 6,
    "userAgent": "WWE Server",
    "protocolVersion": 2
}
```

setDoNotCall

Signature	setDoNotCall(*interactionId*, *succeeded*, *failed*)
Description	Set the interaction to "Do Not Call".

	Name	Type	Description
Parameters	interactionId	string	The unique identifier for the interaction. The interaction should have an active or completed call.
	succeeded	function	A function called when the operation succeeds.
	failed	function	A function called when the operation fails.

removeDoNotCall

Signature	removeDoNotCall(*interactionId*, *succeeded*, *failed*)
Description	Remove "Do Not Call" from the interaction.

Parameters	Name	Type	Description
	interactionId	string	The unique identifier for the interaction. The interaction should have an active or completed call.
	succeeded	function	A function called when the operation succeeds.
	failed	function	A function called when the operation fails.

rescheduleRecord

Signature	rescheduleRecord(*interactionId*, *recordHandle*, *rescheduleDate*, *callbackType*, *succeeded*, *failed*)
Description	Set the schedule information on the record based on its time zone. You can perform this operation regardless of how the Workspace Web Edition options privilege.outbound.can-reschedule and privilege.outbound.can-reschedule-before-call are configured.

Parameters	Name	Type	Description
	interactionId	string	The unique identifier for the interaction. Note: For Preview and Push Preview modes, once the call is made the ID provided becomes the new

Signature	rescheduleRecord(*interactionId*, *recordHandle*, *rescheduleDate*, *callbackType*, *succeeded*, *failed*)	

Name	Type	Description
		interaction ID that corresponds to the call.
recordHandle	number	The record number in the chain to be dialed.
rescheduleDate	string	The date for which the callback is to be rescheduled, in MM/DD/YYYY HH:MM format. This date should be in the time zone of the record that is being rescheduled. This ensures the date is set correctly in cases where the agent and the customer are in different time zones. To calculate the correct hour and minute values, you can get the outbound record's time zone offset value from any of the interaction's events. **Example** An agent calls a customer and they ask to be called back one hour later. The agent and

Signature	rescheduleRecord(*interactionId*, *recordHandle*, *rescheduleDate*, *callbackType*, *succeeded*, *failed*)

Name	Type	Description
		customer have the following time zone information: • Agent's time zone - BST • Agent's current time - 2:30 PM • Customer's time zone - EDT • Customer's current time - 9:30 AM In this case, you would make the **rescheduleRecord** request with the **rescheduleDate** HH:MM set to a value of 10:30 and not 15:30.
callbackType	string	The type of callback. Valid values are CAMPAIGN or PERSONAL.
succeeded	function	A function called when the operation succeeds.
failed	function	A function called when the operation fails.

Sample request

```
genesys.wwe.service.outbound.rescheduleRecord('1', 257, '05/27/2021 10:55', 'PERSONAL',
succeeded, failed)
```

cancelReschedule

Signature	cancelReschedule(*interactionId*, *succeeded*, *failed*)
Description	Remove the schedule information from the record.

Parameters			
	Name	**Type**	**Description**
	interactionId	string	The unique identifier for the interaction. Note: For Preview and Push Preview modes, once the call is made the ID provided becomes the new interaction ID that corresponds to the call.
	succeeded	function	A function called when the operation succeeds.
	failed	function	A function called when the operation fails.

getChainedRecords

Signature	getChainedRecords(*interactionId*, *succeeded*, *failed*)
Description	Get the list of chained records for the 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

Signature	getChainedRecords(*interactionId*, *succeeded*, *failed*)		
	Name	**Type**	**Description**
			the operation fails.

Sample request

genesys.wwe.service.outbound.getChainedRecords('1', succeeded, failed)

Sample response

```
{
    "request": "outbound.getChainedRecords",
    "data": [
        {
            "records": [
                {
                    Custom_Character: "c"
                    Custom_Datetime: "2021-03-17 14:42:39"
                    Custom_Float: "16.64"
                    Custom_Integer: 0
                    Custom_String_with_default: "Hi there!"
                    Custom_VarChar: ""
                    GSW_AGENT_ID: "+33298025000"
                    GSW_APPLICATION_ID: 139
                    GSW_ATTEMPTS: 0
                    GSW_CALLING_LIST: "Calling List Custom"
                    GSW_CALLING_LIST_DBID: 101
                    GSW_CALL_ATTEMPT_GUID: "003DC7H6HG84DBRT1KMIF1TAES000031"
                    GSW_CALL_RESULT: 28
                    GSW_CAMPAIGN_GROUP_DBID: 101
                    GSW_CAMPAIGN_GROUP_DESCRIPTION: ""
                    GSW_CAMPAIGN_GROUP_NAME: "Outbound Campaign Custom@Agent Group Outbound"
                    GSW_CAMPAIGN_NAME: "Outbound Campaign Custom"
                    GSW_CHAIN_ID: 3
                    GSW_CONTACT_MEDIA_TYPE: "voice"
                    GSW_FROM: 0
                    GSW_PHONE: "+33647005"
                    GSW_PHONE_TYPE: 1
                    GSW_RECORD_HANDLE: 283
                    GSW_REFERENCE_ID: 3
                    GSW_SWITCH_DBID: 101
                    GSW_TZ_NAME: "ACT"
                    GSW_TZ_OFFSET: 34200
                    GSW_UNTIL: 86399
                    GSW_USER_EVENT: "PreviewRecord"
                    IW_BundleUid: "27458420-0348-4345-c693-45bd95b5c81f"
                    IW_CaseUid: "a26f59d2-2979-43c5-5c1d-b0757f9ab077"
                    InteractionSubtype: "OutboundNew"
                    InteractionType: "Outbound"
                    WWE_OUTBOUND_CAMP_TYPE: "PreviewRecord"
                },
                {
                    Custom_Character: "c"
                    Custom_Datetime: "2021-03-17 14:42:32"
                    Custom_Float: "51.69"
                    Custom_Integer: 0
```

```
                        Custom_String_with_default: "Hello General Kenobi"
                        Custom_VarChar: ""
                        GSW_AGENT_ID: "+33298025000"
                        GSW_APPLICATION_ID: 139
                        GSW_ATTEMPTS: 0
                        GSW_CALLING_LIST: "Calling List Custom"
                        GSW_CALLING_LIST_DBID: 101
                        GSW_CALL_ATTEMPT_GUID: "003DC7H6HG84DBRT1KMIF1TAES000031"
                        GSW_CALL_RESULT: 28
                        GSW_CAMPAIGN_GROUP_DBID: 101
                        GSW_CAMPAIGN_GROUP_DESCRIPTION: ""
                        GSW_CAMPAIGN_GROUP_NAME: "Outbound Campaign Custom@Agent Group Outbound"
                        GSW_CAMPAIGN_NAME: "Outbound Campaign Custom"
                        GSW_CHAIN_ID: 3
                        GSW_CONTACT_MEDIA_TYPE: "voice"
                        GSW_FROM: 0
                        GSW_PHONE: "+33647004"
                        GSW_PHONE_TYPE: 1
                        GSW_RECORD_HANDLE: 284
                        GSW_REFERENCE_ID: 4
                        GSW_SWITCH_DBID: 101
                        GSW_TZ_NAME: "ACT"
                        GSW_TZ_OFFSET: 34200
                        GSW_UNTIL: 86399
                        GSW_USER_EVENT: "ChainedRecord"
                        InteractionSubtype: "OutboundNew"
                        InteractionType: "Outbound"
                }
            ]
        }
    ],
    "userAgent": "WWE Server",
    "protocolVersion": 2
}
```

getRecordFields

Signature	getRecordFields(*interactionId*, *succeeded*, *failed*) → {Array.}
Description	Get the list of outbound fields for an interaction. This method also returns information about whether a field is mandatory and if it can be edited.
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</td></tr></table>

Signature	getRecordFields(*interactionId*, *succeeded*, *failed*) → {Array.}
	Name	**Type**	**Description**
			fails.
Returns	Array.

Sample request

`genesys.wwe.service.outbound.getRecordFields('1', succeeded, failed)`

Sample response

```
{
    "request":"outbound.getRecordFields",
    "data":[
        {
            "name":"GWS_FROM",
            "displayName":"Call From",
            "value":"10.15",
            "isMandatory":true,
            "isEditable":false,
            "type":"time",
            "valueType":"string"
        },
        {
            "name":"GSW_CUSTOM_STRING",
            "value":"Custom message",
            "isMandatory":false,
            "isEditable":true,
            "fieldType":"var-char",
            "valueType":"string"
        },
        {
            "name":"GSW_PHONE_TYPE",
            "displayName":"Phone Type",
            "isEditable":true,
            "isMandatory":false,
            "options":{
                "3":"Business With Extension",
                "2":"Direct Business Phone",
                "10":"Email Address",
                "1":"Home Phone",
                "11":"Instant Messaging",
                "4":"Mobile",
                "7":"Modem",
                "0":"None",
                "6":"Pager",
                "9":"Pin Pager",
                "5":"Vacation Phone",
                "8":"Voice Mail"
            },
            "fieldType":"enum",
            "valueType":"number"
        }
    ],
    "userAgent":"WWE Server",
    "protocolVersion":2
}
```

updateRecordFields

Signature	updateRecordFields(*interactionId*, *recordData*, *succeeded*, *failed*)
Description	Update one or more outbound fields. The updated fields are sent to Outbound Contact Server when the record is marked done. **Note**: This operation fails if one of the updated fields does not comply with the data type or mandatory requirements.
Parameters	

Name	Type	Description
interactionId	string	The unique identifier for the interaction.
recordData	string	The record data to be updated. This must be an object containing the field names as properties and the values to be updated. The values should comply with the valueType property of the field as returned by getRecordFields. You can update custom fields and the following system fields: • Call From • Call Until • Phone • Phone Type
succeeded	function	A function called when the operation succeeds.
failed	function	A function called when

Signature	updateRecordFields(*interactionId*, *recordData*, *succeeded*, *failed*)		
	Name	**Type**	**Description**
			the operation fails.

Sample request

```
genesys.wwe.service.outbound.updateRecordFields(
  '1',
  {
    GSW_FROM: '10.15',
    GSW_UNTIL: '23:45',
    GSW_PHONE_TYPE: 9,
    GSW_CUSTOM_STRING: 'Custom message'
  },
  succeeded,
  failed
)
```

Type definitions

The Outbound namespace includes the following object types:

- Field

Field

Description	Represents the JSON structure of a field.		
Type	Object		
Properties	**Name**	**Type**	**Description**
	name	string	The name of the field. Use this name in updateRecordFields requests to set or update the value for the field.
	displayName	string	The name of the field as displayed in Workspace Web Edition. You can use this in a custom view,

Description	Represents the JSON structure of a field.

Name	Type	Description
		if required.
value	string	The current value of the field.
isEditable	boolean	Specifies whether the field is editable. If updateRecordFields contains a non-editable field, the operation fails.
isMandatory	boolean	Specifies whether the field is mandatory. If updateRecordFields tries to set a null or empty value for a mandatory field, the operation fails.
options	string	This property is present for fields of type 'enum'. Enums are displayed as dropdowns in Workspace Web Edition. See sample response for getRecordFields for details.
fieldType	string	The data type of the field. Possible values are: • int - Integer • float - Floating point

Description	Represents the JSON structure of a field.		
	Name	**Type**	**Description**
			number • char - Character • var-char - String • date - Date string (MM/DD/ YYYY HH:MM) • time - Time string (HH:MM) • bool - Boolean • enum - Key/value pairs
	valueType	string	The type of value that should be used in updateRecordFields. Possible values are: • string • number • boolean For example, an enum field may have to be updated with a value type of number. See the sample request for updateRecordFields.