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Service Client API Reference

[Outbound namespace](#)

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- 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(<i>succeeded, failed</i>) | | |
| 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(<i>campaignName, succeeded, failed</i>) | | |
| 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(<i>interactionId, recordHandle, succeeded, failed</i>) | | |
| Description | Make a call using the preview record. | | |
| Parameters | Name | Type | Description |
| | interactionId | string | The unique identifier for the |

| | | | |
|------------------|--|-------------|--|
| Signature | callPreviewRecord(<i>interactionId</i> , <i>recordHandle</i> , <i>succeeded</i> , <i>failed</i>) | | |
| | 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(<i>succeeded</i> , <i>failed</i>) | | |
| 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(<i>succeeded</i> , <i>failed</i>) | | |
| 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(<i>succeeded, failed</i>) | | |
| | Name | | Type |
| | | | |

startDirectPushPreview

| | | | |
|--------------------|---|-------------|-------------|
| Signature | startDirectPushPreview(<i>succeeded, failed</i>) | | |
| Description | Send a Dialing Mode Start request to Outbound Contact Server to start sending direct push preview records to the agent. | | |
| Parameters | | Name | Type |
| | | succeeded | function |
| | | failed | function |

stopDirectPushPreview

| | | | |
|--------------------|---|-------------|-------------|
| Signature | stopDirectPushPreview(<i>succeeded, failed</i>) | | |
| Description | Send a Dialing Mode Stop request to Outbound Contact Server to stop sending direct push preview records to the agent. | | |
| Parameters | | Name | Type |
| | | succeeded | function |
| | | failed | function |

getListOfCallResults

| | | | |
|--------------------|--|--|--|
| Signature | getListOfCallResults(<i>succeeded, failed</i>) | | |
| Description | Get the list of call results currently available in Workspace Web Edition. | | |

| Signature | genesys.wws.service.outbound.getListOfCallResults(succeeded, failed) | | | | | | | | | |
|-------------------|---|--|------|-------------|-----------|----------|--|--------|----------|---|
| Parameters | <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #f2f2f2; text-align: center; padding: 2px;">Name</th><th style="background-color: #f2f2f2; text-align: center; padding: 2px;">Type</th><th style="background-color: #f2f2f2; text-align: center; padding: 2px;">Description</th></tr> </thead> <tbody> <tr> <td style="padding: 2px;">succeeded</td><td style="padding: 2px; text-align: center;">function</td><td style="padding: 2px;">A function called when the operation succeeds.</td></tr> <tr> <td style="padding: 2px;">failed</td><td style="padding: 2px; text-align: center;">function</td><td style="padding: 2px;">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. | | | | | | | | |
| | | | | | | | | | | |

Sample request

```
genesys.wws.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(<i>interactionId</i> , <i>callResult</i> , <i>succeeded</i> , <i>failed</i>) | | | | | | | | | | | | | | | | | |
|--------------------|---|--|--|------|------|-------------|---------------|--------|--|------------|--------|--|-----------|----------|--|--------|----------|---|
| Description | Set the call result for this 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. 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> | | | Name | Type | Description | interactionId | string | 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. | callResult | string | The call result value, which must be a number. | 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. The interaction should have an active or completed call. "Do Not Call" must not be set for the interaction. | | | | | | | | | | | | | | | | |
| callResult | string | The call result value, which must be a number. | | | | | | | | | | | | | | | | |
| succeeded | function | A function called when the operation succeeds. | | | | | | | | | | | | | | | | |
| failed | function | A function called when the operation fails. | | | | | | | | | | | | | | | | |

getCallResult

| Signature | getCallResult(<i>interactionId</i> , <i>succeeded</i> , <i>failed</i>) | | | | | | | | |
|--------------------|--|-------------------------------|--|------|------|-------------|---------------|--------|-------------------------------|
| Description | Get the call result already set in an outbound record, if any. | | | | | | | | |
| 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</td></tr> </tbody> </table> | | | Name | Type | Description | interactionId | string | The unique identifier for the |
| Name | Type | Description | | | | | | | |
| interactionId | string | The unique identifier for the | | | | | | | |

| Signature | getCallResult(<i>interactionId</i> , <i>succeeded</i> , <i>failed</i>) | | |
|-----------|--|----------|--|
| | Name | Type | Description |
| | | | interaction. |
| | <i>succeeded</i> | function | A function called when the operation succeeds. |
| | <i>failed</i> | 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(<i>interactionId</i> , <i>succeeded</i> , <i>failed</i>) | | |
|-------------|---|----------|---|
| Description | Set the interaction to "Do Not Call". | | |
| Parameters | Name | Type | Description |
| | <i>interactionId</i> | string | The unique identifier for the interaction. The interaction should have an active or completed call. |
| | <i>succeeded</i> | function | A function called when the operation succeeds. |
| | <i>failed</i> | function | A function called when the operation fails. |

removeDoNotCall

| | | | |
|--------------------|--|-------------|---|
| Signature | removeDoNotCall(<i>interactionId</i> , <i>succeeded</i> , <i>failed</i>) | | |
| Description | Remove "Do Not Call" from the interaction. | | |
| Parameters | Name | Type | Description |
| | <i>interactionId</i> | string | The unique identifier for the interaction. The interaction should have an active or completed call. |
| | <i>succeeded</i> | function | A function called when the operation succeeds. |
| | <i>failed</i> | function | A function called when the operation fails. |

rescheduleRecord

| | | | |
|--------------------|---|-------------|--|
| Signature | rescheduleRecord(<i>interactionId</i> , <i>recordHandle</i> , <i>rescheduleDate</i> , <i>callbackType</i> , <i>succeeded</i> , <i>failed</i>) | | |
| 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 |
| | <i>interactionId</i> | 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(<i>interactionId</i> , <i>recordHandle</i> , <i>rescheduleDate</i> , <i>callbackType</i> , <i>succeeded</i> , <i>failed</i>) | | |
|-----------------------|---|---|--|
| Name | Type | Description | |
| | | interaction ID that corresponds to the call. | |
| <i>recordHandle</i> | number | The record number in the chain to be dialed. | |
| <i>rescheduleDate</i> | 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(<i>interactionId</i> , <i>recordHandle</i> , <i>rescheduleDate</i> , <i>callbackType</i> , <i>succeeded</i> , <i>failed</i>) | | |
|------------------|---|--|--|
| Name | Type | Description | |
| | | <p>customer have the following time zone information:</p> <ul style="list-style-type: none"> • Agent's time zone - BST • Agent's current time - 2:30 PM • Customer's time zone - EDT • Customer's current time - 9:30 AM <p>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.</p> | |
| 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(<i>interactionId</i> , <i>succeeded</i> , <i>failed</i>) | | |
|--------------------|---|-------------|---|
| 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(<i>interactionId</i> , <i>succeeded</i> , <i>failed</i>) | | |
|--------------------|--|-------------|--|
| 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(<i>interactionId</i> , <i>succeeded</i> , <i>failed</i>) | | |
|------------------|--|----------------------|--|
| 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_BundleId: "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(<i>interactionId</i> , <i>succeeded</i> , <i>failed</i>) → {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 border="1"> <thead> <tr> <th>Name</th><th>Type</th><th>Description</th></tr> </thead> <tbody> <tr> <td><i>interactionId</i></td><td>string</td><td>The unique identifier for the interaction.</td></tr> <tr> <td><i>succeeded</i></td><td>function</td><td>A function called when the operation succeeds.</td></tr> <tr> <td><i>failed</i></td><td>function</td><td>A function called when the operation</td></tr> </tbody> </table> | | | Name | Type | Description | <i>interactionId</i> | string | The unique identifier for the interaction. | <i>succeeded</i> | function | A function called when the operation succeeds. | <i>failed</i> | function | A function called when the operation |
| Name | Type | Description | | | | | | | | | | | | | |
| <i>interactionId</i> | string | The unique identifier for the interaction. | | | | | | | | | | | | | |
| <i>succeeded</i> | function | A function called when the operation succeeds. | | | | | | | | | | | | | |
| <i>failed</i> | function | A function called when the operation | | | | | | | | | | | | | |

| | | | |
|------------------|---|-------------|--------------------|
| Signature | getRecordFields(<i>interactionId</i> , <i>succeeded</i> , <i>failed</i>) → {Array.} | | |
| | Name | Type | Description |
| Returns | Array. | | |

Sample request

```
genesys.wwc.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(<i>interactionId</i> , <i>recordData</i> , <i>succeeded</i> , <i>failed</i>) | | |
|--------------------|---|-------------|--|
| 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: <ul style="list-style-type: none">• Call From• Call Until• Phone• Phone Type |
| | succeeded | function | A function called when the operation succeeds. |
| | failed | function | A function called when |

| Signature | updateRecordFields(<i>interactionId</i> , <i>recordData</i> , <i>succeeded</i> , <i>failed</i>) | | |
|------------------|---|-------------|----------------------|
| | 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 |
| | value | string | if required. 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: <ul style="list-style-type: none">• int - Integer• float - Floating point |

| Description | Represents the JSON structure of a field. | | |
|-------------|---|--------|---|
| | Name | Type | Description |
| | | | number <ul style="list-style-type: none"> 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 | <p>The type of value that should be used in updateRecordFields. Possible values are:</p> <ul style="list-style-type: none"> string number boolean <p>For example, an enum field may have to be updated with a value type of number. See the sample request for updateRecordFields.</p> |