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Callback User's Guide

User Terminated Delayed

Contents

- 1 User Terminated Delayed
 - 1.1 Overview
 - 1.2 Configuration Options
 - 1.3 Sample Request and Response Sequence
 - 1.4 Sequence Diagram

User Terminated Delayed

Overview

This Callback scenario is an outbound voice service that goes through the following stages:

Start Callback

- Callback service: Returns session id to the user.
- Callback service: Waits for an agent to be available.
- Callback service: When an agent is available, notifies mobile device that agent is available.
- Next: Mobile device is expected to send connect request to confirm user's availability.

Connect

- Callback service: Returns a message to expect a call, to the mobile device.
- Callback service: Calls the mobile device.
- Mobile device: Accepts the call.
- Callback service: Identifies that a human has answered the call.
- Callback service: Reserves target to route call.
- Callback service: Routes the call to the target.
- Callback service terminates.

Configuration Options

The table below lists the key options applicable to this scenario.

Use the GMS Service Management UI to set the configuration options. On the *Services > Configured Services* tab, add a Callback service with *User-Terminated-Delayed* as the Common Default Configuration (see [Adding a Service](#)). When you add this service and default configuration, many options are automatically populated with the appropriate default values. Some options, however, will

require you to enter your own values. See the Comments column in the following table for these details.

Category	Option	Value	Comment
General	_call_direction	USERTERMINATED	These are the default values, which are automatically populated when using the pre-defined <i>User-Terminated-Delayed</i> service. You do not need to change these values.
	_media_type	voice	
	_wait_for_agent	true	
	_wait_for_user_confirm	true	
URS Queuing	_target	<string>	<p>You must enter a string value for this option. This option is the routing target that specifies the agent/queue resource that should process this request. Format the string according to the URS target specification. For example:</p> <ul style="list-style-type: none"> <i>Billing@StatServer.GA</i> routes to the <i>Billing</i> Agent Group <i>English=20&Loans=2@StatServer.??</i> routes to any agent matching the skill expression <p>See the Universal Routing Server (URS) documentation for additional information about URS targets.</p>
	_urs_server_url	http://<urs primary hostname:port>	You must enter the URL for your primary Universal Routing Server (URS).
	_urs_virtual_queue	<virtual queue to be used by strategy>	You must enter the virtual queue to which the service request will be added.
	_urs_prioritization_strategy	WaitForTarget	The default value shown here matches the name of the URS strategy that you imported into IRD . If you changed the name of the strategy, update this value to reflect the

Category	Option	Value	Comment
			correct name.
	_urs_strategy_update_sub_routine	SubRoutineDelay	The default value shown here matches the name of the URS subroutine that you imported into IRD . If you changed the name of the subroutine, update this value to reflect the correct name.
Voice-User Terminated	_on_user_confirm_timeout	CONNECT-ANYWAY	The options shown here are applicable for this scenario. You can use the default values, or you can set your own values. For the route point option, you must select a value from the drop down list.
	_prefix_dial_out	9	
	_route_point	<value>	
	_userterminated_first_connected_party	CUSTOMER	
Voice Treatment	_treatment_call_failure_ansi	GMSApplications/<treatmentfile>	Enter the value shown here if you are using Genesys Media Server. If you are using a different media server, enter the path where you have placed your voice treatment files.
	_treatment_find_agent_fail	GMSApplications/<treatmentfile>	
	_treatment_waiting_for_agent	GMSApplications/<treatmentfile>	

Sample Request and Response Sequence

Create outbound delay service

```
Request URL:http://localhost:8080/genesys/1/service/callback/voice-userterm-delay
Request Method:POST
Status Code:200 OK
Request Headersview source
Accept:*/*
Accept-Encoding:gzip,deflate,sdch
Accept-Language:en-US,en;q=0.8
Connection:keep-alive
Content-Length:662
Content-Type:multipart/form-data; boundary=---WebKitFormBoundaryABpcDouIWQ5inBwL
Cookie:JSESSIONID=4ieeqn8sa8ni1o2u2nd1br8a4; BAYEUX_BROWSER=86721orubxagcqhwh0hj14cpyaqk2
gms_user:b16416334828b1d26ef14f329628b55b5a8c631d8928a371a5584722dd7fb673
Host:localhost:8080
Origin:http://localhost:8080
Referer:http://localhost:8080/gmstester/chat.html
User-Agent:Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/27.0.1453.110 Safari/537.36
Request Payload
-----WebKitFormBoundaryABpcDouIWQ5inBwL
Content-Disposition: form-data; name="_customer_number"
```

User Terminated Delayed

```
916504661232
-----WebKitFormBoundaryABpcDouIWQ5inBwL
Content-Disposition: form-data; name="usr_customer_name"

Bob Markel
-----WebKitFormBoundaryABpcDouIWQ5inBwL
Content-Disposition: form-data; name="usr_reason"

billing question
-----WebKitFormBoundaryABpcDouIWQ5inBwL
Content-Disposition: form-data; name="_device_notification_id"

b16416334828b1d26ef14f329628b55b5a8c631d8928a371a5584722dd7fb673
-----WebKitFormBoundaryABpcDouIWQ5inBwL
Content-Disposition: form-data; name="_device_os"

comet
-----WebKitFormBoundaryABpcDouIWQ5inBwL--
Response Headersview source
Cache-Control:no-cache
Cache-Control:no-store
Content-Type:application/json;charset=UTF-8
Content-Type:application/json;charset=UTF-8
Date:Tue, 30 Jul 2013 07:04:31 GMT
Expires:Thu, 01 Jan 1970 00:00:00 GMT
Pragma:no-cache
Server:Jetty(7.6.0.v20120127)
Set-Cookie:JSESSIONID=1b81btxjbrblwybz5a93i24io;Path=/genesys
Transfer-Encoding:chunked

Response Body:
{
  "_id": "369-b100700a-4ce8-48f7-b1b0-1944b12359b9",
  "_text": "We will notify you when agent is available"
}

Push notification data:
{
  "_dialog_id": "0",
  "_action": "ConfirmationDialog",
  "_text": "You will receive the call shortly",
  "_ok_title": "Ok",
  "_id": "369-b100700a-4ce8-48f7-b1b0-1944b12359b9"
}
```

Connect (user confirmation)

```
Request URL:http://localhost:8080/genesys/1/service/369-b100700a-4ce8-48f7-b1b0-1944b12359b9/
connect
Request Method:POST
Status Code:200 OK
Request Headersview source
Accept:/*/*
Accept-Encoding:gzip,deflate,sdch
Accept-Language:en-US,en;q=0.8
Connection:keep-alive
Content-Length:44
Content-Type:multipart/form-data; boundary=-----WebKitFormBoundaryNY84ld7wm7oHB9fp
Cookie:JSESSIONID=1b81btxjbrblwybz5a93i24io; BAYEUX_BROWSER=86721orubxagcqhwhj14cpyaqk2
gms_user:b16416334828b1d26ef14f329628b55b5a8c631d8928a371a5584722dd7fb673
Host:localhost:8080
```

User Terminated Delayed

Origin:http://localhost:8080
Referer:http://localhost:8080/gmstester/chat.html
User-Agent:Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/27.0.1453.110 Safari/537.36
Request Payload
-----WebKitFormBoundaryNY84ld7wm7oHB9fp--
Response Headersview source
Cache-Control:no-cache
Cache-Control:no-store
Content-Length:26
Content-Type:application/json;charset=UTF-8
Content-Type:application/json;charset=UTF-8
Date:Tue, 30 Jul 2013 07:04:35 GMT
Expires:Thu, 01 Jan 1970 00:00:00 GMT
Pragma:no-cache
Server:Jetty(7.6.0.v20120127)
Set-Cookie:JSESSIONID=mj jvtphwb8lpce7io23gxcu;Path=/genesys

Response Body:
{
 "_dialog_id": "0",
 "_action": "ConfirmationDialog",
 "_text": "You will receive the call shortly",
 "_ok_title": "Ok",
 "_id": "369-b100700a-4ce8-48f7-b1b0-1944b12359b9"
}

Sequence Diagram

Click on the diagram to access full resolution.

