

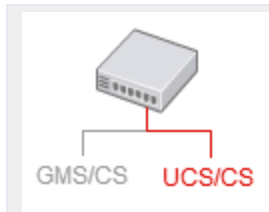


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## API Reference

Query Interactions

# Query Interactions



- GET /customers/\${customer\_id}/interactions
- GET /interactions/\${interaction\_id}

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## Description

Retrieves multimedia interactions and their data.

## Operation

### Queries Multimedia Interactions

<b>ID</b>	CV.WS.IXN.2		
<b>Method</b>	GET		
<b>URL</b>	1. By Customer: /customers/{customer_id}/interactions 2. By Interaction ID: /interactions/{interaction_id}		
<b>Name</b>	<b>Type</b>	<b>Mandatory</b>	<b>Description</b>
<b>URI Parameters</b>			
{customer_id}	string	yes if query is by customer.	Customer ID, required for URI 1.
{service_id}	integer	yes if query is by service.	Service ID, required for URI 2.
{interaction_id}	integer	yes if query is by interaction.	Service ID, required for URI 3.



### Important

The output sample shows a "structured\_text" parameter which provides a URL to the structured text content (which is not returned as part of the query): the user application performs a separate GET to the given URL.

Similarly, the following URLs are available for GETting interaction content:

- /interactions/{interaction\_id}/plain\_text
- /interactions/{interaction\_id}/structured\_text
- /interactions/{interaction\_id}/binary\_content

## Response

The Context Management Service API answers with HTTP codes for every request. The following table shows the correct response for a successful request. See [HTTP Response Codes and Errors](#) for further details on the possible codes that this operation can return.

Response	
HTTP code	200
HTTP message	OK
Body	An array of one or more Interaction Resources.

## Example

### Operation

GET <http://ucshost:8080/interactions/00001a57JGQ00BW8>

### Result

```
{
  "external_id" : "00AF4A7951D60009",
  "established_date" : "2009-08-05T09:33:15.000Z",
  "text" : "http://ucshost:8080/interactions/00001a57JGQ00BW8/plain\_text",
  "media_type" : "chat",
  "udata" : {
    "RTargetTypeSelected" : "2",
    "RRequestedSkillCombination" : "",
    "ChatServerHost" : "SUITE80",
    "CustomerSegment" : "default",
    "RTargetObjectSelected" : "Agent Group Everybody",
    "RTargetRuleSelected" : "",
    "RTargetPlaceSelected" : "Place_1002",
    "RTargetAgentGroup" : "Agent Group Everybody",
    "RTargetObjSelDBID" : "123",
    "ServiceType" : "default",
    "_smsSrcNumber" : "+33298143456",
    "RTargetAgentSelected" : "1002",
    "RTenant" : "defaultTenant",
    "RVQID" : "",
    "CBR-contract_DBIDs" : "",
    "CBR-Interaction_cost" : "",
    "ChatServerPort" : "23874",
    "_smsDestNumber" : "+33298143322",
    "RTargetRequested" : "Agent Group Everybody",
    "CBR-IT-path_DBIDs" : "",
    "RStrategyDBID" : "480",
    "CBR-actual_volume" : "",
    "RStrategyName" : "sms-session-inbound"
  },
  "binary_content" : "http://ucshost:8080/interactions/00001a57JGQ00BW8/binary\_content",
  "structured_text" : "http://ucshost:8080/interactions/00001a57JGQ00BW8/structured\_text",
  "status" : 3,
  "subject" : "SMS chat",
  "timeshift" : 1,
}
```

```
"type" : "Inbound",
"interaction_id" : "00001a57JGQ00BW8",
"allow_children" : true,
"end_date" : "2009-08-05T09:34:04.140Z",
"owner_id" : 124,
"sub_type" : "InboundNew",
"released_date" : "2009-08-05T09:33:59.000Z",
"entity_type" : 2,
"creator_app_id" : 175,
"thread_id" : "00001a57JGQ00BW9",
"start_date" : "2009-08-05T09:33:10.000Z",
"structured_text_mime" : "text/xml",
"customer_id" : "00001a57JGQ00BVU"
}
```