



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

API Reference

Phone Call Interaction

Phone Call Interaction

Important

Prerequisites: You need to **enable** profiles in UCS.

Purpose: Describes phone call fields.

Contents

- [1 Phone Call Interaction](#)
 - [1.1 Description](#)
 - [1.2 Resource](#)

Description

Provides fields for a phone call interaction.

Resource

Field	Type	Mandatory	Description
duration	integer	no	The duration of the call in seconds.
outcome	string	no	The application-specified outcome of the call.
phone_number	string	no	The phone number called.
tconnection_id	string	no	The connection ID assigned to the call by the Genesys T-Server.
customer_id	string	yes	The ID of the customer.
interaction_id	string	yes	The Genesys GUID (or Call ID) for the interaction.
status	integer	yes	Possible statuses: • 0-NEW • 1-PENDING • 2-IN_PROCESS • 3-STOPPED
entity_type	integer	yes	Possible types: • 0-EMAIL_IN • 1-EMAIL_OUT • 2-CHAT • 3-PHONE_CALL • 5-CALLBACK • 6-COBROWSE • 7-INTERACTION (open media)
type	string	yes	The type of the

Field	Type	Mandatory	Description
			interaction (such as inbound, outbound, and so on).
sub_type	string	no	The application-specific subtype which further classifies attribute "type".
media_type	string	yes	The media type of the interaction, including: • voice • email • chat • callback
parent_id	string	no	The ID of the parent interaction, if applicable.
thread_id	string	no	The ID of the thread to which this interaction should be appended, or the ID of the interaction at the root of the thread.
external_id	string	no	The reference identifier for an external system.
owner_id	integer	no	The DB ID of the Person who owns the interaction. (The Person is an object defined in the Genesys Configuration Server.)
creator_app_id	integer	yes	The DB ID of the application that created the interaction.
start_date	date/time	yes	The UTC time of the interaction's creation, using the ISO 8601 representation<ref name="iso8601"> http://en.wikipedia.org/wiki/ISO_8601 </ref>: [YYYY] - [MM] - [DD]T[HH]:[mm]:[ss].[SSS]Z
end_date	date/time	no	The UTC time of the interaction's end, using the ISO 8601 representation<ref name="iso8601" />: [YYYY] - [MM] -

Field	Type	Mandatory	Description
			[DD]T[HH]:[mm]:[ss].[SSS]Z
timeshift	integer	no	The number of minutes to add to or subtract from the specified UTC<ref name="iso8601" /> time in order to get the local time of the interaction's creation.
category_id	string	no	The category assigned to this interaction by the Classification Server or the desktop's manual override.
allow_children	Boolean	no	Default value of true indicates that child interactions can be added.
subject	string	no	An arbitrary textual subject for the interaction.
stopped_reason	string	no	The application-specified reason for which the interaction ended.
text	text	no	Plain text for the interaction.
structured_text	url	no	The URL of the interaction's structured text.
structured_text_mime	string	yes if structured_text	The mime type<ref name="mime"> http://www.iana.org/assignments/media-types </ref> for the structured text, if specified (text/html). Mandatory if the parameter "structured_text" is specified.
binary_content	url	no	The URL of the the interaction's binary content.
binary_content_mime	string	yes if binary_content	The mime type<ref name="mime"> http://www.iana.org/assignments/media-types </ref> for the binary content, if specified (text/html).
binary_content_size	integer	yes if binary_content	The size of the binary

Field	Type	Mandatory	Description
			content in bytes. Mandatory if the parameter "binary_content" is specified.
udata	list	no	A list of key-value pairs for the user data attached to the interaction.

<references />