Developer's Guide

Context Services Developer's Guide

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These developer pages, primarily intended for programmers developing strategies for contact center agents, assume that you have a basic understanding of:

- Computer-telephony integration (CTI): concepts, processes, terminology, and applications.
- Network design and operation.
- Your own network configurations.

Introduction

This developer's guide covers the writing and the optimization of your applications on top of the Context Services. Representations, requests, and responses are detailed in the API Reference page. You should use this developer guide to learn about the operations and representations used in this REST API. Developer pages are intended to help you to:

- Understand the design of the Context Services
- Get details to optimize your application's architecture
- Give general directions to your implementation on top of this product.

Important

If pages are missing information or not helpful enough, use the comment form at the bottom of the page to submit questions and feedbacks.

Using the Context Services

Your application should use Context Services to manage conversation data (or services) with their nested states and tasks. You can use these services to track customer conversations across channels and manage smart transitions between those.

For instance, let's consider a simple use case. If your customer interacts through an IVR with your call center, you can record information in one or more services. In case your customer is disconnected and calls again, or even makes an attempt through another channel, you can recover the conversation and the customer won't have to repeat information or to go through the same steps twice.

You can also use the Context Services to learn from your customers' conversation. Let's imagine, for instance that only 75% of customers do not complete a conversation: Context Services lets you know where they decide to quit and also provide statistics through the Pulse dashboard.

Context Services makes the storage of those conversations simple and easy. Your application can manage service data through JSON queries, which start and stop the services and their inner states and tasks.

Important

Note the following terminology:

- *GMS/CS* is used when describing the Context Services capabilities in relation with some components (DataDepot or Cassandra database) of the GMS platform.

- *UCS/CS* is used when describing former Context Services capabilities in relation with some components of the Universal Contact Server, only available for backward compatibility.

See the Architecture page for further details.