



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

Perform State Transition

Perform State Transition

POST /genesys/1/cs/services/\${service_id}/states/transition

Contents

- [1 Perform State Transition](#)
 - [1.1 Description](#)
 - [1.2 Operation](#)
 - [1.3 Response](#)
 - [1.4 Example](#)

Description

Performs a state transition for a given service. In many cases, your application is responsible for completing a given state and starting a new state, both in the context of a single interaction. In that context, your application can use this operation (instead of two separate [Start State](#) and [Complete State](#) operations) to reduce both the data duplication and the overall UCS services workload.

Operation

ID	CV.WS.SRV.7		
Method	POST		
URL	/genesys/1/cs/services/\${service_id}/states/transition		
Field Name	Type	Mandatory	Description
URI Parameters			
service_id	integer	yes	The unique ID of the related service.
Body: State Transition Event			
This body contains fields from the State Transition Event .			
from	hash	yes	The hash of the following fields describing the state from which the service is transitioning: • state_id (mandatory) : The 32-bit ID of the state to complete. • disposition (optional): The unique ID for the business disposition assigned to the given state. For instance, this can be the DB ID of a Business Attribute used to enumerate a given organization's business dispositions. Refer to Configuration Options for more details on Business Attribute mapping.

ID	CV.WS.SRV.7		
			disposition_desc (optional): The text description which provides additional context on the business disposition. Limited to 64 characters.
to	hash	yes	The hash of the following fields, which describe the state into which the service is transitioning: - state_type (optional): The unique ID associated with the type of service, typically the DB ID of a value in the Service Type Business Attribute. - est_duration (optional): The estimated service duration in seconds.
Important The following fields apply both to the state to complete and the state to start.			
session_id	string	no	The ID of the related session. For example, the orchestration session or any other business session.
interaction_id	string	no	The ID of the related Genesys interaction. This ID can be used by other Genesys reporting products such as Stat Server, URS, Composer, and GVP.
application_type	long or string	no	The unique ID associated with the type or class<ref name="business"/> of application issuing the service event. May be used to group related applications, potentially

ID	CV.WS.SRV.7		
			across resource types.
application_id	integer	no	The unique ID (Genesys DB ID) for the application issuing the service event, such as a GVP VoiceXML application or an Orchestration SCXML application.
resource_type	long or string	no	The unique ID associated with the type or class<ref name="business"/> of resource which provides the service (such as GVP, Agent Desktop, or Orchestration).
resource_id	integer	no	The unique DB ID for the specific resource which provides the service. For instance: - the Genesys DB ID of a specific GVP or orchestration platform. - the DB ID of a given agent, according to the context.
media_type	long or string	no	The media type applicable to the given state. For example: email, voice, chat, etc.
timestamp	date/time	no	The UTC time at which the event was raised, with a precision of milliseconds, using the ISO 8601 representation : [YYYY] - [MM] - [DD]T[HH]:[mm]:[ss].[SSS]Z. Important If the application does not specify this timestamp, the server does it when the event is processed.
<extension key>	Any JSON type	no	State attached data as key-value pairs. You can add as many key-value pairs as needed.

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	201
HTTP message	Created
Header	Location: /service/\${service_id}/states/\${state_id} where: • \${service_id} is the service ID. • \${state_id} is the ID of the created state.
Body	{ "state_id": \${state_id} } where: \${state_id} is the created state ID.

Example

Operation

POST http://localhost:8080/genesys/1/cs/services/735692/states/transition

```
{
  "timestamp": "2009-05-07T12:05:20.157",
  "session_id": "11000ABC-80236C1A-1010",
  "interaction_id": "123ABC908ABFFD8080",
  "from": {
    "state_id": 1001,
    "disposition": 1,
    "disposition_desc": "SUCCESS",
    "Feedback": {
      "FeedbackType": "survey", "rating": 7,
      "notes": "warm welcome at frontdesk, thanks for the nice trip"
    },
    "Satisfaction": [
      {
        "rating": 2,
        "pertinence": 8,
        "usefull": true,
        "place": "Terranova mexico resort"
      },
      {
        "rating": 8,
        "pertinence": 4,
        "useful": false,
        "place": "Fancy resort Paris"
      }
    ]
  }
},
```

Perform State Transition

```
"to": {
  "state_type": 8,
  "est_duration": 500,
  "Sponsoring": { "Rank": "first", "expire": 7,
    "notes": "give customer free meal" }
}
```

POST http://localhost:8080/genesys/1/cs/services/735692/states/transition

```
{
  "timestamp": "2009-05-07T12:05:20.157",
  "session_id": "11000ABC-80236C1A-1010",
  "interaction_id": "123ABC908ABFFD8080",
  "from": {
    "state_id": 1001,
    "disposition": 1,
    "disposition_desc": "SUCCESS",
    "Feedback": { "FeedbackType": "survey", "rating": 7,
      "notes": "warm welcome at frontend,
thanks for the nice trip" },
    "Sponsoring": { "Rank": "first", "expire": 7,
      "notes": "give customer free meal" }
  },
  "to": {
    "state_type": 8,
    "est_duration": 500,
    "Satisfaction": [
      {
        "rating": 7,
        "pertinence": 3,
        "usefull": false,
        "place": "Australian beach resort complex"
      },
      {
        "rating": 9,
        "pertinence": 8,
        "usefull": true,
        "place": "Caribbean beach complex"
      }
    ]
  }
}
```

Result

```
201 Created
{"state_id": 15158}
```