



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.

Genesys Mobile Services API Reference

request-outbound-immediate

request-outbound-immediate

```

<scxml version="1.0" xmlns="http://www.w3.org/2005/07/scxml"
  xmlns:queue="www.genesyslab.com/modules/queue"
  xmlns:yahoo_placefinder="http://www.genesyslab.com/modules/dfm/yahoo_placefinder/v1"
  xmlns:ws="http://www.genesyslab.com/modules/ws" xmlns:session="www.genesyslab.com/
modules/session"
  xmlns:ixn="http://www.genesyslab.com/modules/interaction" initial="initial">
  <datamodel>
    <!-- parameters -->
    <data id="_phone_number" _type="parameter" />
    <data id="_data_id" _type="parameter" />
    <data id="_ttl" _type="parameter" />
    <!-- globals -->
    <data id="reqid" />
    <data id="startSendId" />
  </datamodel>
  <state id="initial">
    <transition event="gms.start" target="serviceEntry">
      <script>
        _data.startSendId = _event.sendid;
      </script>
    </transition>
  </state>
  <state id="serviceEntry" initial="handleStart">
    <onentry>
      <send event="'serviceTimeout'" delay="_data._ttl"/>
    </onentry>
    <transition event="serviceTimeout" target="error" />

    <state id="handleStart">
      <onentry>
        <script>
          // TODO: Update routepoint below. Add a routepoint to
          // to be used as the source below
          var src = {"type":"rp",
                    "dn":"gms_preconfig_callorig_rp"};

          // TODO: Attach data as required.
          // Can also fetch data using _data_id from storage
          var userInfo = new
          Object();
          data['name1'] = 'value1';
          data['name2'] = 'value2';
        </script>
        <ixn:createcall requestid="_data.reqid" from="src"
          to="_data._phone_number" udata="userInfo" />
      </onentry>

      <transition event="voice.createcall.done"
target="waitForOutboundCall" />
      <transition event="error.voice.createcall" target="error" />

      <onexit>
        <ws:response requestid="_data.startSendId"
resultcode="_sessionid" />
      </onexit>
    </state>
  </state>

```

```
<state id="waitForOutboundCall">
  <transition event="interaction.present" target="connectToAgent" />
</state>

<state id="connectToAgent">
  <onentry>
    <!--
ixn:redirect as      TODO: route interaction using queue:submit or
                     appropriate
    -->
    <!--
                     queue:submit ...
                     OR
                     ixn:redirect to configured agent DN ...
    -->
  </onentry>
  <!--
of the              Have the appropriate set of transitions to handle the results
                     routing action.
    -->
    <transition event="*.done" target="exit" />
  </state>
  <final id="exit" />
  <final id="error" />
</scxml>
</div>
```
