

# **GENESYS**

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.

# Service Management UI Help

Match-interaction

### Contents

- 1 Match-interaction
  - 1.1 Overview
  - 1.2 Create Request Data
  - 1.3 Create Response Data
  - 1.4 Specific Requests
  - 1.5 Events
  - 1.6 Configuration

# Match-interaction

#### Overview

This service will do the following for ALL Services:

- It looks through all the services for one that matches the input criteria.
- only the service id (session id) and data id will be returned to the requester.
- The service will always release, the matched service access information will be unreserved (access resources returned).

**Note:** The user of this service must use the Storage APIs to retrieve any data that was associated with the matched service.

#### Create Request Data

These are the service specific parameters that will be supplied on the Create service API.

Parameters	Mandatory	Description
_phone_number	No	This is the phone number of the party that is calling and will be matched against the _phone_number property of the services.
_access_number	Yes	This is the number that the party called and will be matched against the _access_number property associated with the services.
_access_code	No	This is the code assigned to the party that is calling will be matched against the _access_code property assigned to the services.

#### Create Response Data

Parameters	Mandatory	Description
_id	Yes	This is the id of the matching service.
_data_id	Yes	This is the id of the matching service's data that is in GMS Storage.

## Specific Requests

There are no specific requests for this service.

#### **Events**

There are no events associated with this service.

## Configuration

The following are the configuration options that are defined for this service:

Option	Туре	Mandatory	Default	Description
_type	string	true	builtin	This is the type of service that will be used. This will always be builtin.
_name	string	true	match-interaction	This is the name of the matching service.