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Service Management UI Help

Genesys Mobile Engagement 8.1.2

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Service Management Help

Genesys Mobile Services (GMS) includes a Service Management User Interface, where you can:

- **Load** and **manage** service templates.
- **Add, delete, and modify** a GMS service.
- Perform simple **testing** to verify a GMS service.
- Manage **Resource groups**.
- **Manage** Call Center operating hours and holiday schedules.
- Manage the **exception list** for Callback services.
- **Run reports**.

Getting Started

The following sections provide an overview of the UI.

Login

You can log into the UI at the following URL:

<GMS Local Host>:8080/genesys

Use the login credentials that were configured during the [Creating and Configuring the GMS Application Object](#) procedure. For example, *default/password*.

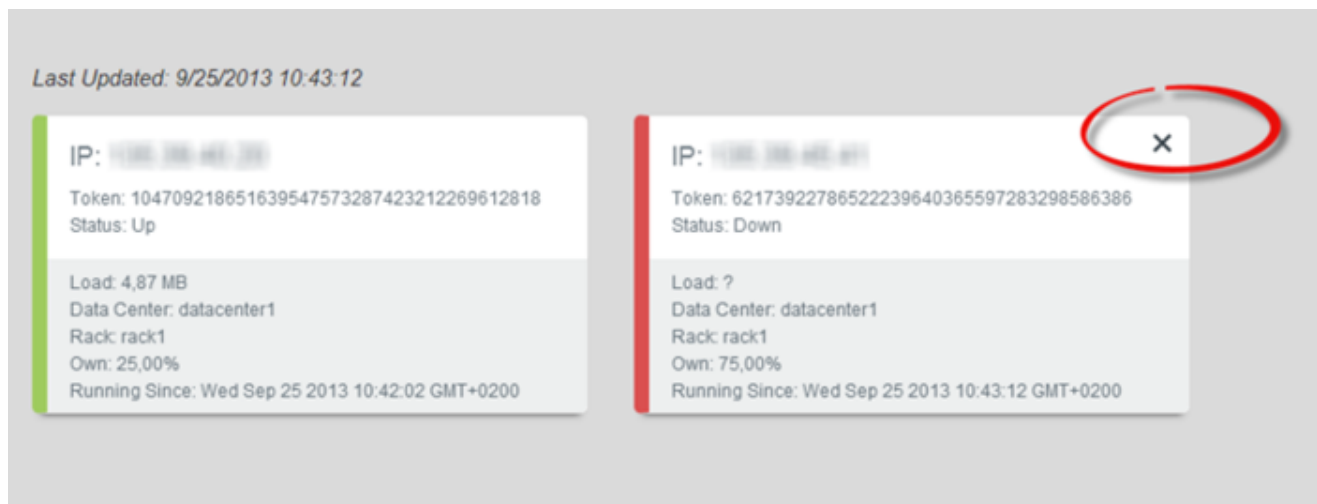
Note: The UI supports both the latest versions of Firefox (version 24.0) and Chrome (version 29.0.1547.76 m).

Home

The *Home* tab displays the current health of the GMS nodes, and is the first screen that appears after logging into the UI.

The following figure shows an example of two GMS nodes. The green bar on the left shows that the system status of one node is *up*. The red bar reflects a *down* system status for the other node. You can remove the down node from the GMS cluster by using the **X** button, as shown in the upper right. Important: If a node goes down for more than 45 minutes, you should remove it from the cluster.

The *Home* screen refreshes every three minutes.



Services

The *Services* tab enables you to manage the service templates, which contain defined parameters. Before you can get started managing the services, you must first load the service templates through the **Tools** tab. Once a service template has been loaded, the *Services* tab has the following features:

Configured Services

The service templates that you loaded will be available in the drop-down list on the right. You can now add, and then manage your services based on the templates. The services and categories can be collapsed or expanded for easier viewing. Key parameters for the service will be automatically populated with the appropriate default values. For cluster configurations, all changes made in a service will be replicated into the entire GMS cluster.

The service is also created in the service. {service-execution-name} section of your GMS configuration. The URLs used by the Service API are dependent on the name of the service that you have just created. Services are available at the following URL:

```
http://host:port/genesys/1/service/{service-execution-name}
```

For instance, if you create a service named match-interaction, then {service-execution-name} is match-interaction and the service is available at:

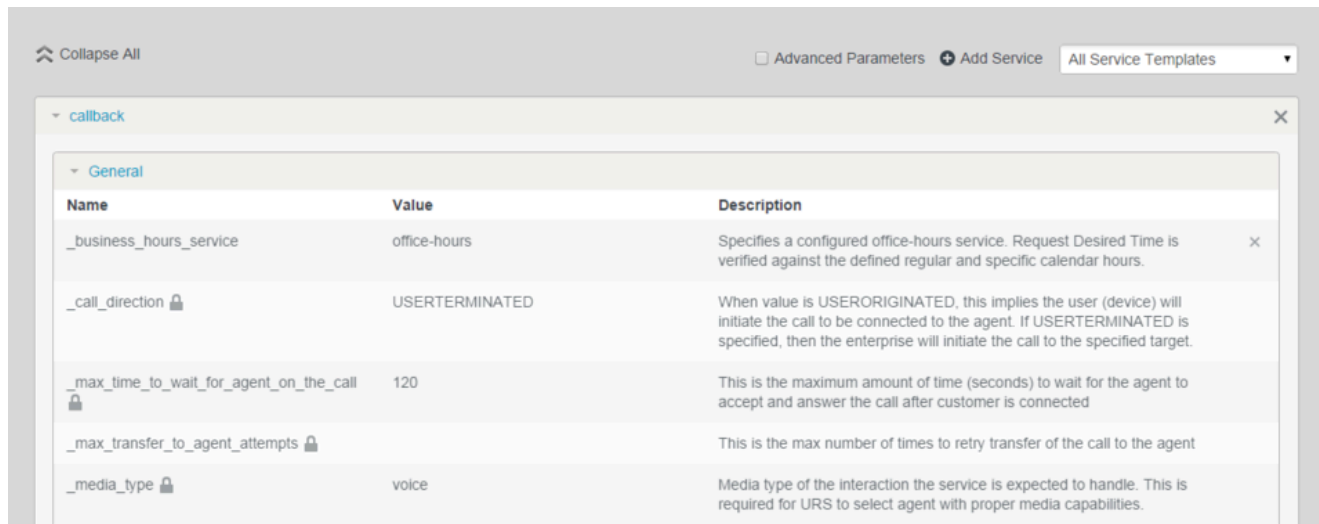
```
http://host:port/genesys/1/service/match-interaction
```

The parameters have the following characteristics:

- Mandatory parameters - are identified with a lock icon; you cannot rename them or remove them.
- Optional parameters - you can rename them by hovering your cursor over the value field (you will see a pencil icon), click, and then enter the new value. You can delete optional parameters by clicking on the X on the right side.
- Advanced parameters - can be hidden by selecting the check box in the upper right.
- Request parameters - are identified with an **i** icon, which displays a hint when your cursor hovers over it.

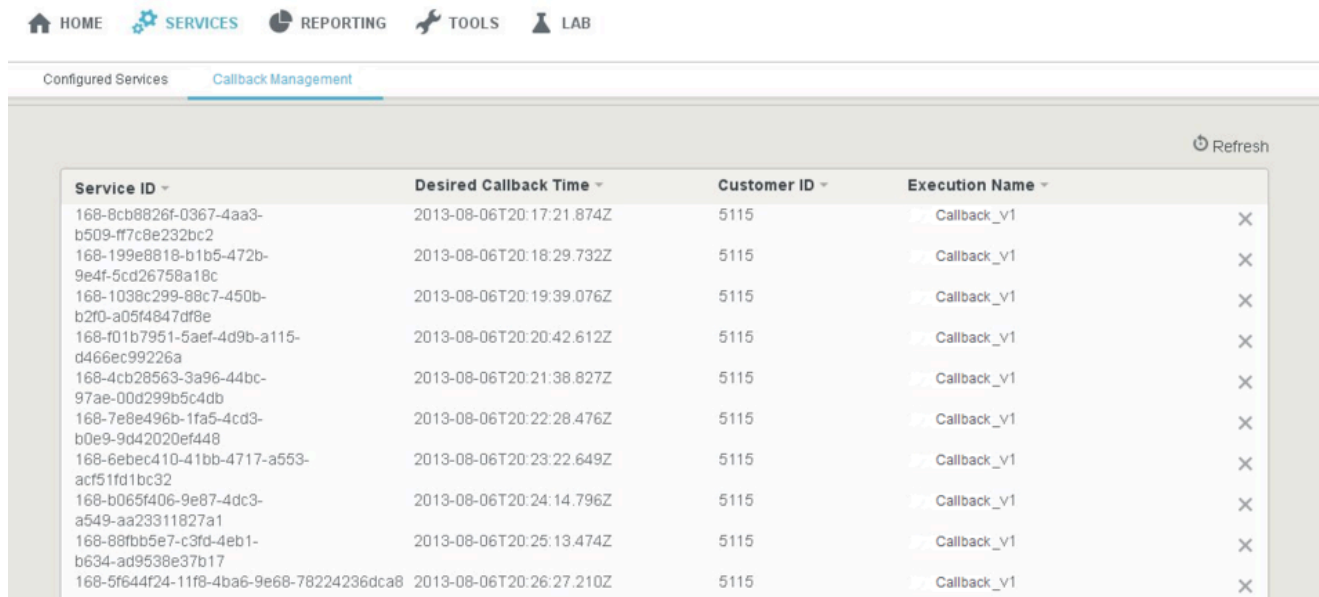
Important: Request parameters are usually provided within the request itself. Genesys recommends that you do not configure the Request parameters through this UI, otherwise the parameter within the request will be overridden. If a value was entered through this UI and you wish to remove it at some later date, you can click the garbage can icon and the value becomes *not specified*.

The following figure shows an example of a service.



Callback Management

The *Callback Management* tab shows the queue for Callback services. You can refresh this screen by using the *Refresh* button.



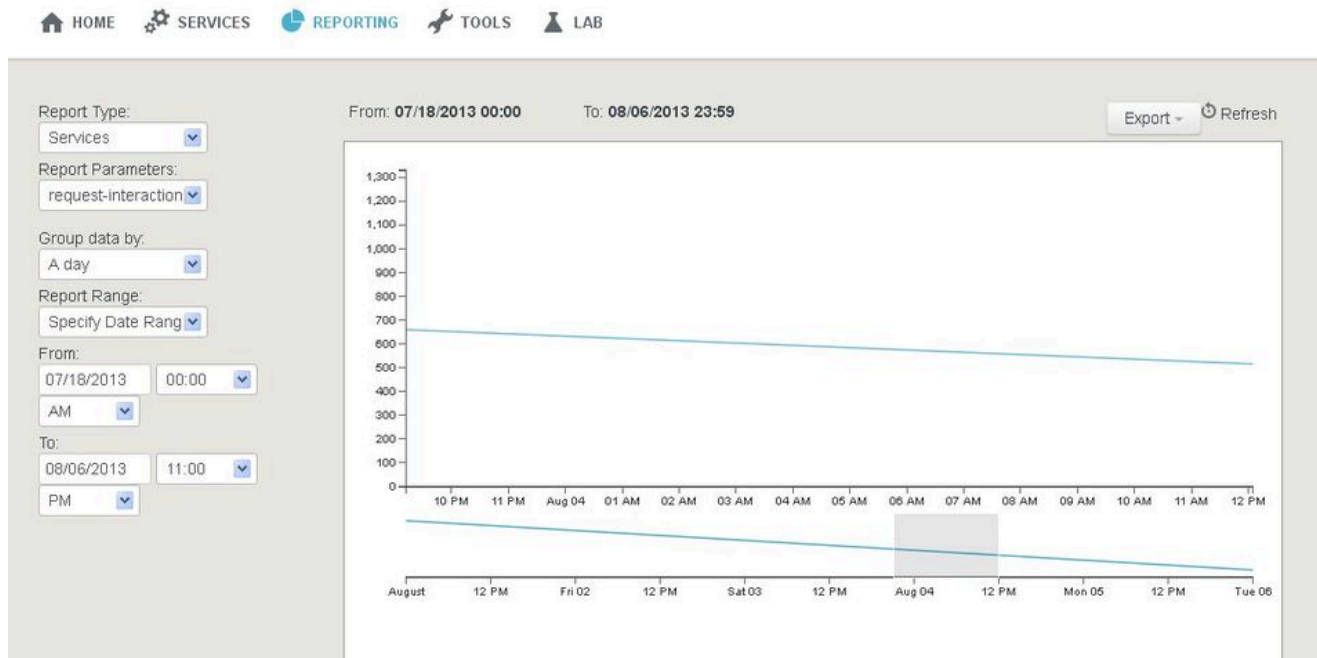
Reporting

The *Reporting* tab is a dashboard that displays current resource and service utilization. You can select pre-defined date and time ranges, and export the reports into CSV, PDF, or Excel file formats. You also have the ability to zoom into a selected area of the graph to view additional detail.

Three types of reports are available:

- Resources - Displays the usage history of the selected Resource group. Note: These are the Resource groups that were defined in the **Tools** tab.
- Services - Displays the aggregated total a service was accessed for a given time period.
- Callback - Displays Callback services data, if the Callback services are active.

The following figure shows a report with the Zoom-in feature (bottom of the screen) being used.



Tools

Patterns

The *Patterns* tab enables you to configure exceptions; for example, phone numbers. The *Help* button displays the format for the expressions.

In the patterns group, you can test the value of a pattern against an entire group. Type a value in the input field, and if a match is found, the corresponding table row will be highlighted.

Getting Started

123
Callback_exceptions

+ New Pattern Group ? Help

Name	Value	
exception1	555.*	X
ex2	123.*	X
ex3	a	X
ddd	12345	X

+ Add Pattern

URL: /genesys/1/patterns/group/Callback_exceptions
Post: test_value=123

Resources

The *Resources* tab enables you to create new resource groups and add resources. It provides the same functionality as *Resources* (Configuration Database Objects) in [Configuration Manager](#).

Test
DNIS

+ New Resource Group

Name	Value	
Key1	1-800-1234	X
match-interaction	Click here to set the value	X

+ Add Resource

Service Templates

The *Service Templates* tab enables you to load the predefined templates that are included with GMS, or you can load your own service templates. The GMS service templates are located in the `<GMS installation directory>/service_templates` directory. After uploading the templates, you can configure the services in the [Services](#) screen. The following templates are available:

- callback.zip
- match-interaction.zip
- office-hours.zip

Getting Started

- request-access.zip
- request-chat.zip
- request-interaction.zip

+ Add Service Template

Request Interaction		
Name	Default Value	Description
PhoneNumber		Phone number of the mobile phone where the service request originated
Provide Access Code		Provide access code along with access number
Resource Group as configured in CME	DNIS	Resource group from which accessnumber is to be allocated
Service Timeout	30	Duration starting from of service after which the service will be terminated

Service Selection		
Name	Default Value	Description
Service Selection Constraint		Another Service selection

Statistic Selection		
Name	Default Value	Description
Statistic Selection Constraint		Test Statistic selection

Lab

Statistics

The *Statistics* tab displays metrics from Stat Server.

HOME SERVICES REPORTING TOOLS LAB

Statistics API

Metric:	Object Type:
AbandCallsPercentage	RegDN
AverAbandCallTime	Agent
AverConsultDNStatusTime	Place
AverConsultPlaceStatusTime	GroupAgents
AverConsultStatusTime	GroupPlaces
AverDistribCallTime	
AverHandleDNStatusTime	
AverHandlePlaceStatusTime	

API

The *API* tab is a tool that enables you to test your services, such as having access to the request and response headers, and seeing how the response changes based on different arguments. Click the *service > URL* to expand it, enter your values, and then click *Try it out!* You can also view the source code by clicking *Raw*.

The screenshot shows a web interface for testing an API endpoint. At the top, there is a navigation bar with icons for HOME, SERVICES, REPORTING, TOOLS, and LAB. Below this, there are tabs for Statistics and API. The main content area is titled "/storage" and includes a "POST" method and the URL "/1/storage/(ttl)". A "Create" button is visible in the top right corner of the main area. Underneath, there is a section for "Implementation Notes" which states: "Allows for the creation of a new storage area in GSG." Below the notes is a "Parameters" section with a table. The table has four columns: Parameter, Value, Description, and Data Type. There are three rows of parameters: 'ttl' with value '30', 'key1' with value 'Value1', and 'key2' with value 'Value2'. Each parameter has a corresponding input field. At the bottom left of the main area, there is a "Try it out!" button. In the top right corner of the main area, there are links for "Show/Hide", "List Operations", "Expand Operations", and "Raw".

Parameter	Value	Description	Data Type
ttl	<input type="text" value="30"/>	The time to live for this data, specified in seconds. The data is automatically deleted after is has been stored for ttl seconds.	string
key1	<input type="text" value="Value1"/>	First item to store (Key/Value).	string
key2	<input type="text" value="Value2"/>	Second item to store (Key/Value).	string

Scenarios

GMS Built-in

These are services that are executed in the Genesys Mobile Services server. They provides a specific business oriented functionality that can be tuned through configuration options. This service is used by external applications. Note: For all types of services, the gms_user HTTP Header is stored as part of the service data.

- [Request-interaction \(Simple Voice Inbound-Immediate Call\)](#)

Call Matching Services

These are services that provide a utility or composite Access Information related functionality to other services or applications. They are to be used in conjunction with the business services.

- [Match-interaction](#)
- [Request-access](#)

Access Number Allocation Call Flows

- [Access Number Allocation Call Flows No Locking and Locking](#)

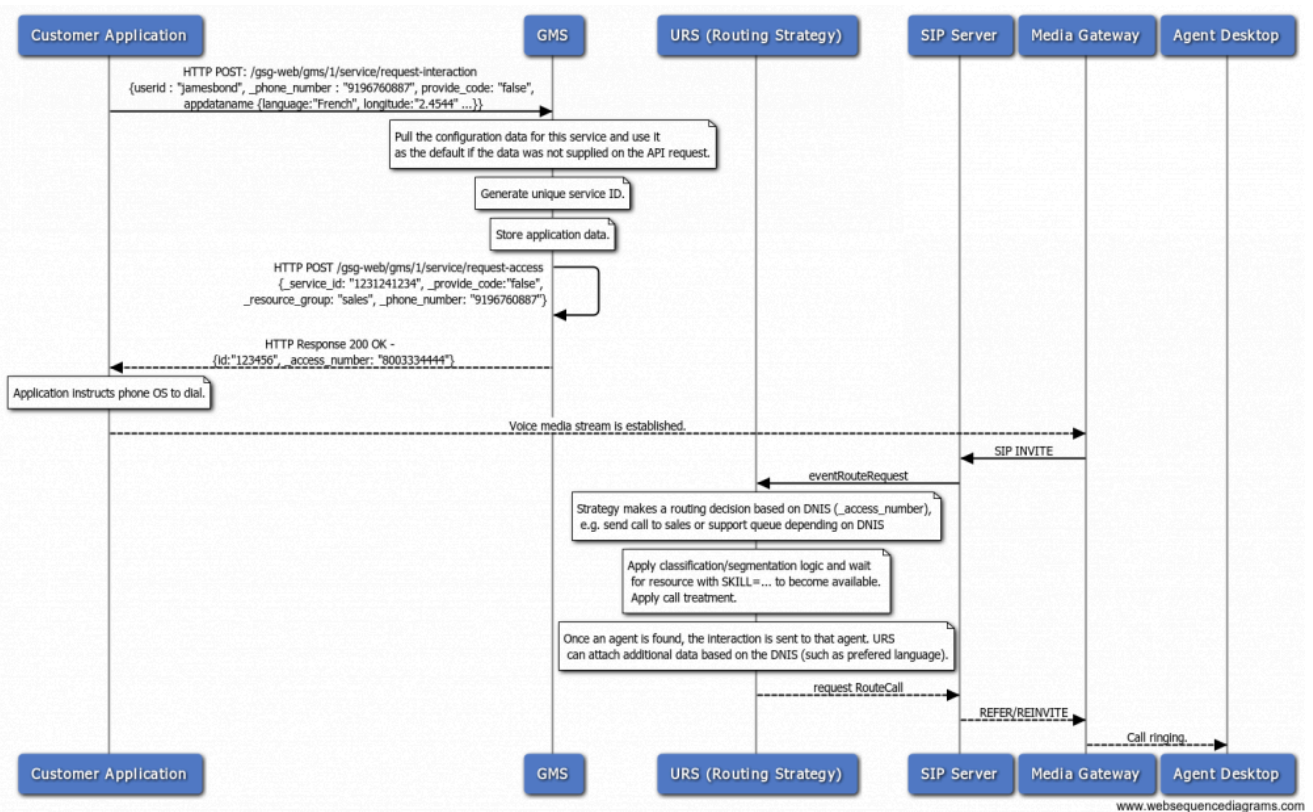
Callback Services

The Callback services are executed in the Orchestration server, and managed in the Genesys Mobile Services server. See the [Callback User's Guide](#) for information about these scenarios.

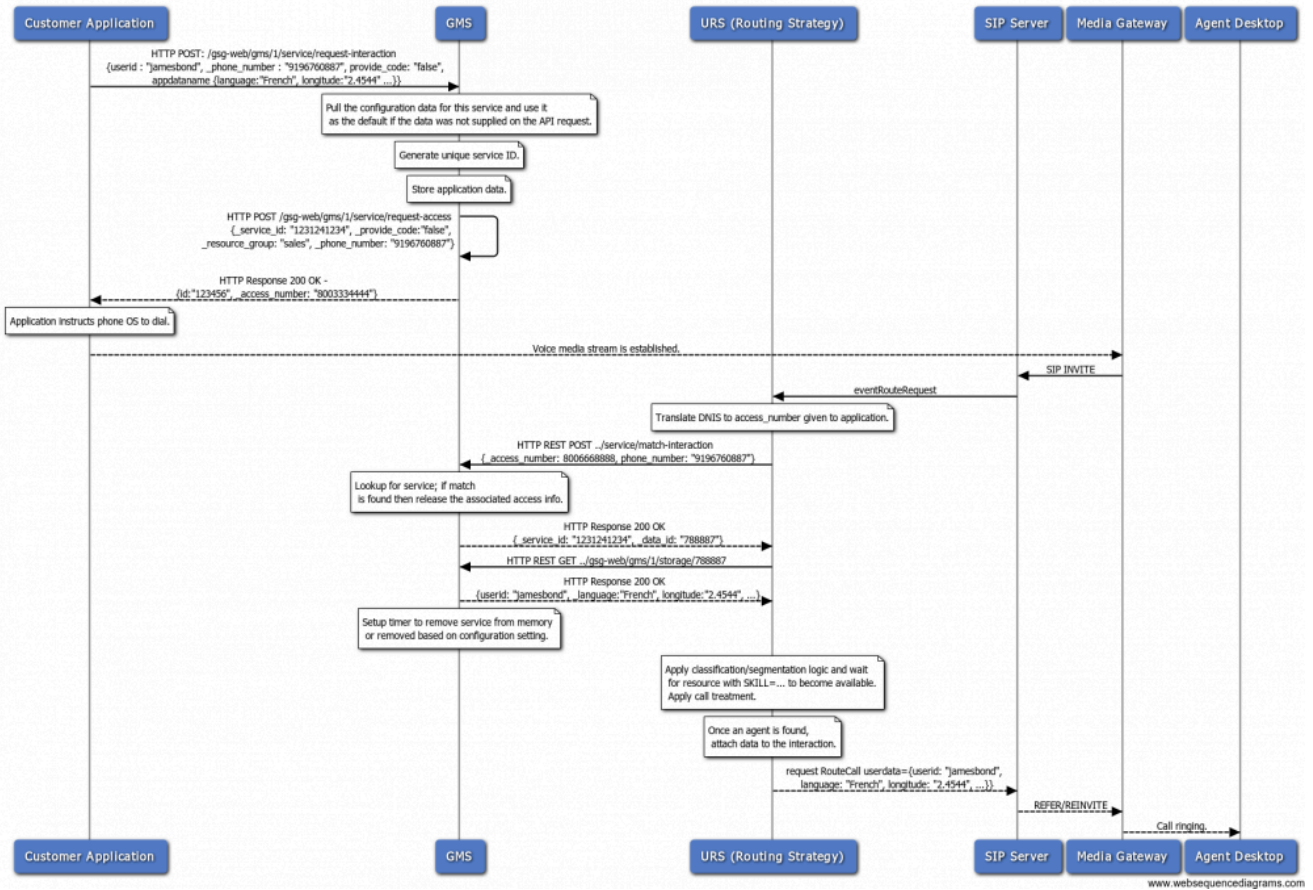
Access Number Allocation Call Flows

No Locking

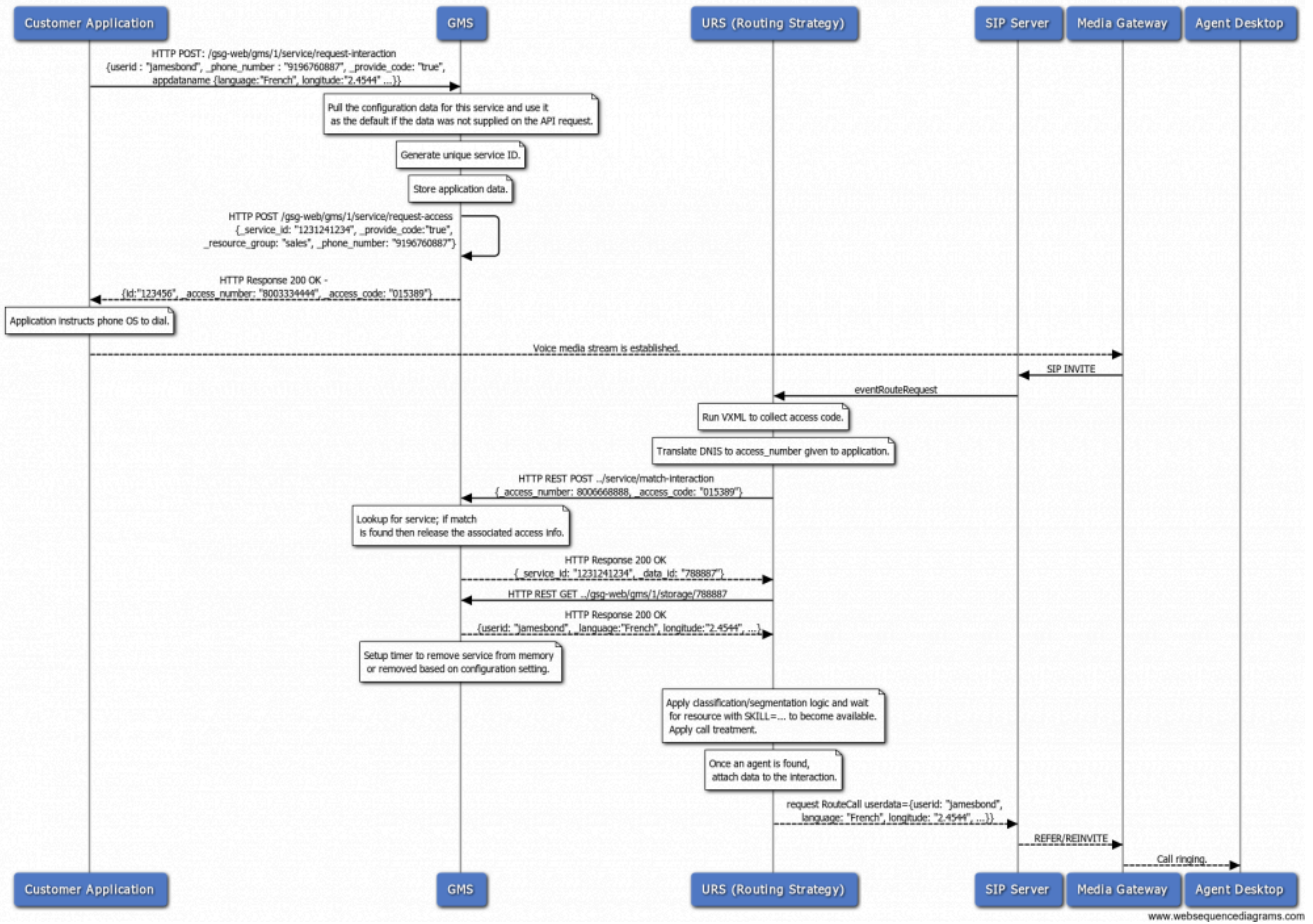
DNIS only - no match is done here



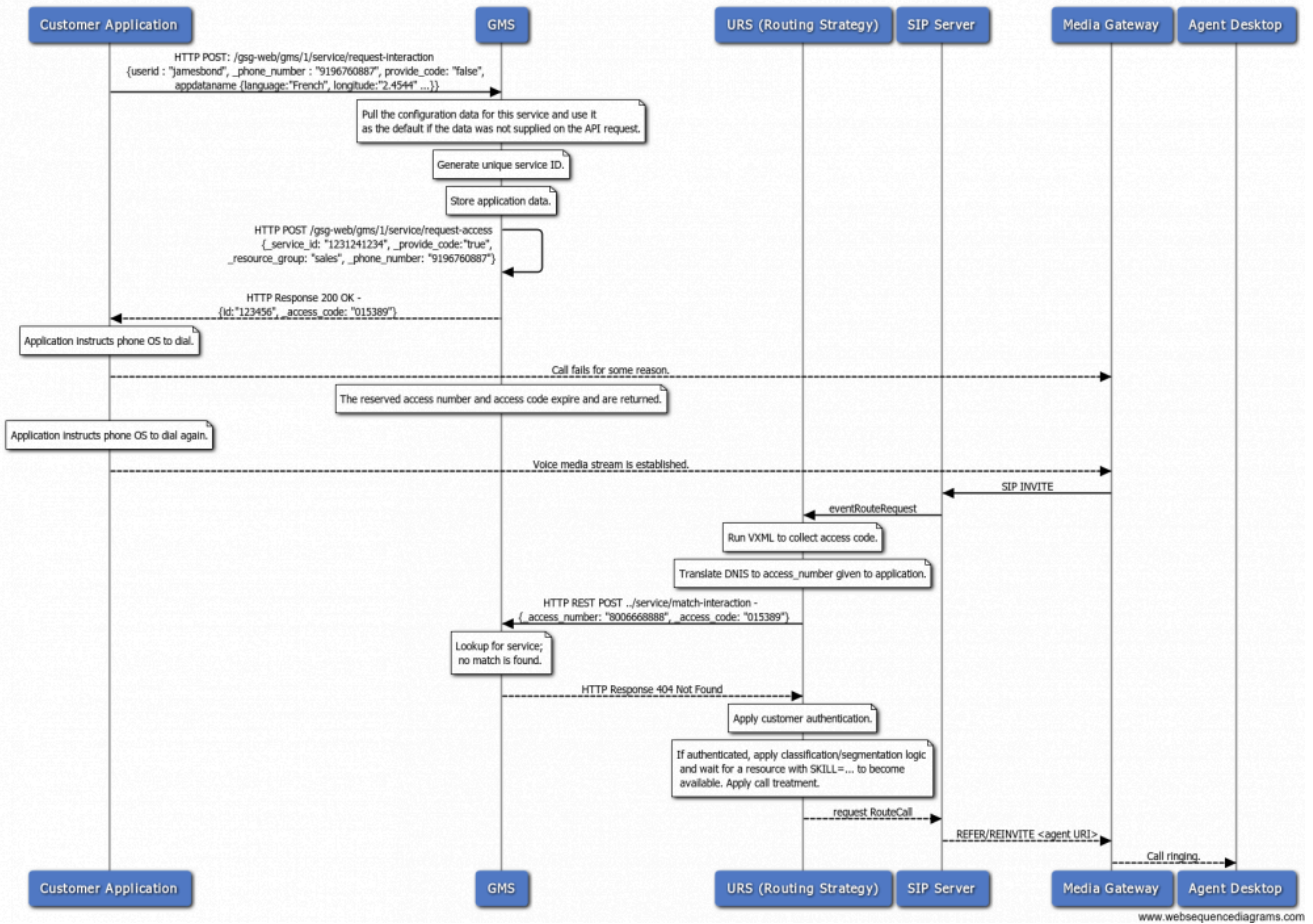
Match DNIS + ANI



Match DNIS + Access Code



No Match



Locking

The only difference between locking and non-locking call flows is the algorithm that determines how access numbers are handed out. In this case, a given access number is only assigned to a single service which allows for a more reliable match.

Simple Voice Inbound-Immediate Call

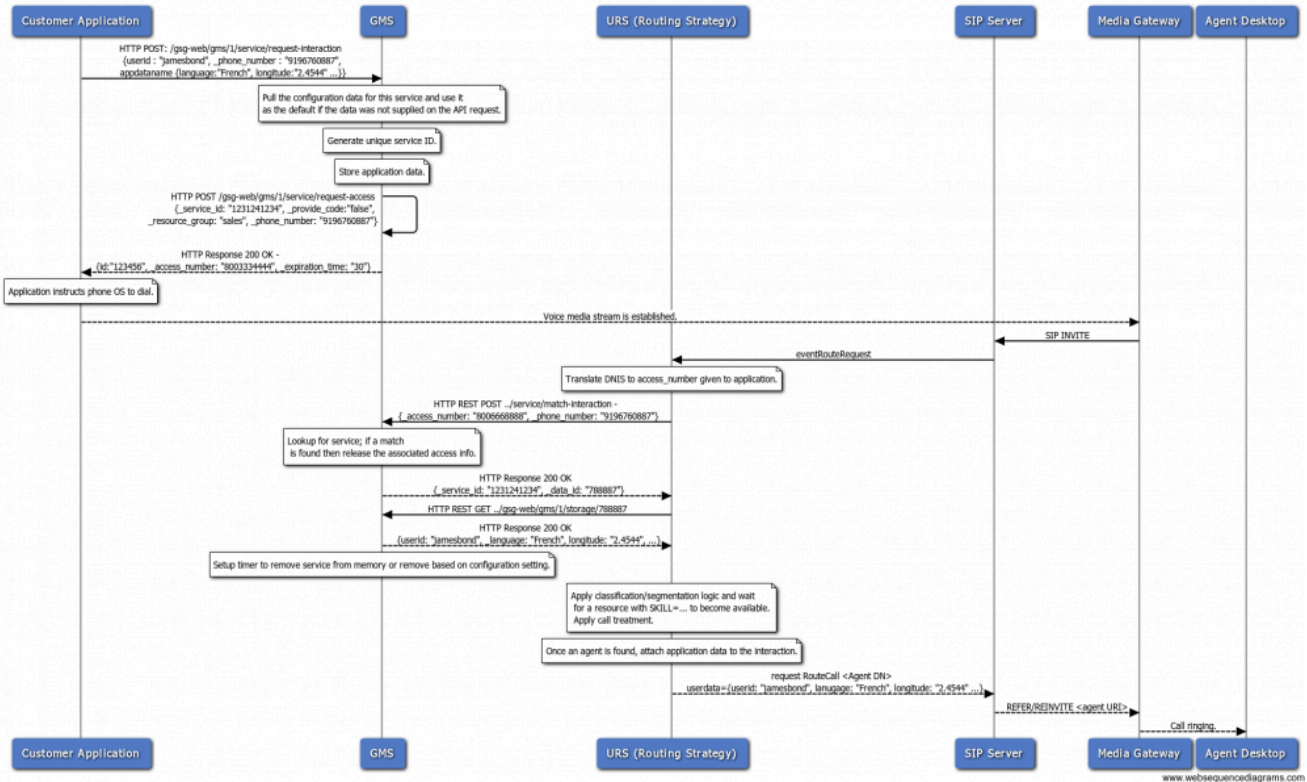
Overview

This is a basic service that helps an application/end user contact the contact center. It has the following characteristics:

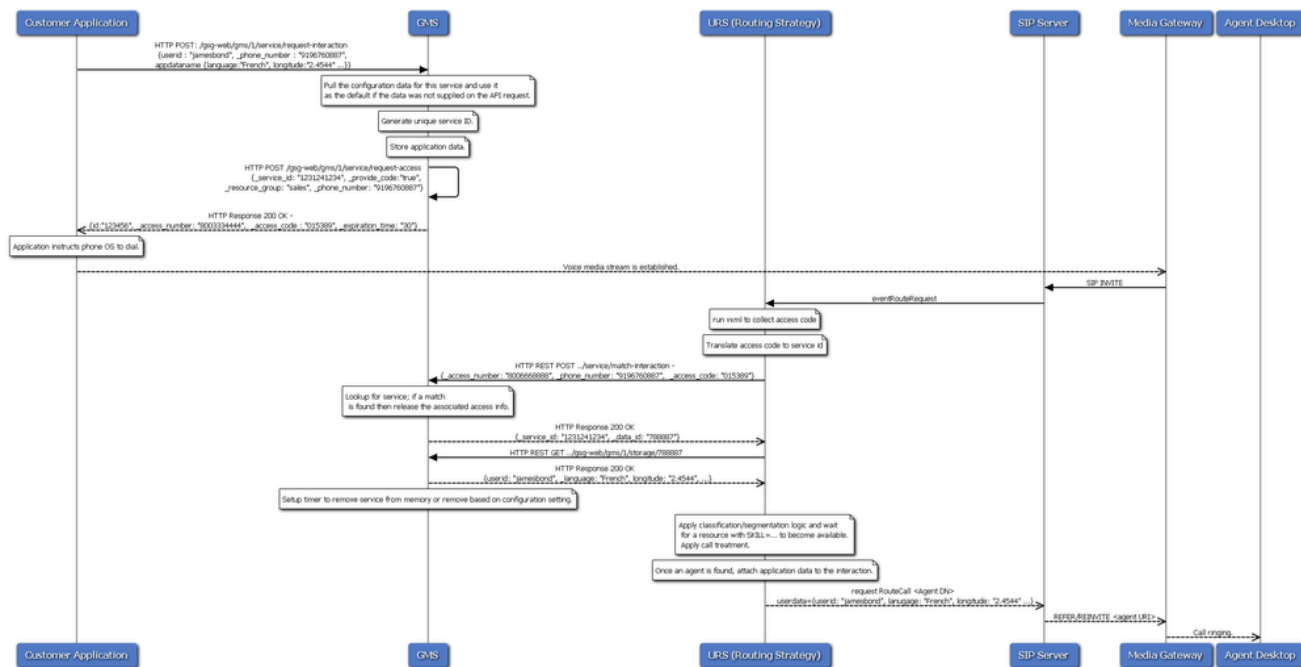
- It supports only customer initiated voice contacts.
- It stores and maintains application data with the service.
- It returns access information in the response of the Create API.
- It supports very basic access number allocation (random and locking)
- It supports reserving the access information when allocated for the application for a configurable period of time.
- It support the following types of access information:
 - Access Number (DNIS) which is to be called by the application
 - Access code which is to be supplied by the customer/application when the contact is being established. This provides an extra level of authentication.

Sequence Diagrams

request-interaction - No Delay



request-interaction - No Delay, access code



Request, Response, and Events Reference

Create Request Data

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

Parameters	Mandatory	Description
<code>_phone_number</code>	Yes	The phone number of the device that the application is running on. This data will be used to match the specified data when the device/application calls the supplied access number.
<code>_provide_code</code>	No	This indicates if the service should return an access code which will add more security and reliability when trying to correlate the incoming call with the service. The value is a boolean. If not present, then GMS will use the value that was configured for the service. If it is not configured and not supplied on the Create API request then the value will be false.

Parameters	Mandatory	Description
_resource_group	No	This identifies the type of resource group that is need to help this end user. This maps to a configured set of access numbers. If not present, then GMS will use the group that was configured for the service. If it is not configured and not supplied on the Create API request then the request will be rejected.
{appdataname}	No	This is data that is supplied by the application and used to help the contact center resources better service the end user. The application can supply as many application data parameters as they want. These parameters may be string values or files. They should add to the multi-part structure in the body.

Create Response Data

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

Parameters	Mandatory	Description
_access_number	Yes	This is the access number which was allocated for this application. The application should use this number to contact the contact center.
_access_code	No	This is the access code that should be supplied by the application or end user when the call is established to further authentication the application/user. This will be present when the Create API specifies that it needs a access code (_provide_code = true).
_expiration_time	No	This is the amount time (in seconds) that this access information will be locked/reserved for the service.

Specific Requests

There are no specific requests for this service.

Events

There are no events associated with this service.

Customization

Customers can customize their own services based on the request-interaction service. The way you do this is by defining your custom service in Configuration Manager. You create a section under the services section in the GMS application object as the name of your service. You then specify the configuration options and appropriate value for your service. Most of these options are parameters that will be passed to an request-interaction service but have been given pre-defined values via configuration. For details on the configuration options see the section below. This enables you to simplify the API signature for your service. Once the new service is defined the application can use it. The following is an example: You can create an iPhoneService section under the services section and set the following configuration options:

Option	Value
_type	built-in
_name	request-interaction
_ttl	7200
_provide_code	false
_resource_group	iPhoneService

The following is the example Create API invocation for the iPhoneService service:

```
Request URL:http://localhost:8080/gms-web/gms/1/service/iPhoneService
Request Method:POST
Accept:*/*
Accept-Charset:ISO-8859-1,utf-8;q=0.7,*;q=0.3
Accept-Encoding:gzip,deflate,sdch
Accept-Language:en-US,en;q=0.8
Connection:keep-alive
Content-Length:xxxx
Content-Type:multipart/form-data; boundary=----Boundary
Request Payload
-----Boundary
Content-Disposition: form-data; name="_phone_number"
6504669999
-----WebKitFormBoundaryy16qocbN6tmPORZL
Content-Disposition: form-data; name="current_location_latitude"
48.8583
-----WebKitFormBoundaryy16qocbN6tmPORZL
Content-Disposition: form-data; name="current_location_longitude"
2.2944
-----WebKitFormBoundaryy16qocbN6tmPORZL
```

Configuration Options

The following are the configuration options that can be defined for a customized service based on the request-interaction service: Note: if one of the request-interaction parameters is passed on Create API for a customized version of the service, the configuration option value will supercede the passed

value (that is, it will be ignored).

Option	Type	Mandatory	Value	Description
_type	string	true	builtin	This is the type of service that will be used. The values can be either builtin or ors.
_service	string	true	request-interaction	This will always be "request-interaction" for basic related services.
_ttl	int	false	user defined - if not provided, the default will be 30	This specifies the default time to live for all stored data.
_resource_group	string	true	{none}	Specifies the name of the resource group from which to select a resource.
_provide_code	boolean	false	user defined - if not provided, the default will be false	If enabled, the service returns an access code that may be used to identify the inbound call

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 GSM 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	Type	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.

Request-access

Overview

This service provides a service with access information that has been allocated for it and can then be used to contact the contact center. This service will do the following for any service:

- It will validate that the requesting service is active and running.
- It will acquire the appropriate access information based on the basic allocation algorithm.
 - It can reserve the access information for a configurable period of time
 - Simple random or round robin allocation
- It support the following types of access information:
 - Access Number (DNIS) which is to be called by the application
 - Access code which is to be supplied by the customer/application when the contact is being established. This provides an extra level of authentication.

Create Request Data

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

Parameters	Mandatory	Description
_id	Yes	This is the identifier of the service which the allocated access information should be associated with.
_provide_code	No	This indicates if the service should return an access code which will add more security and reliability when trying to correlate the incoming call with the service. The value is a boolean. The default is false.
_phone_number	No	This is the phone number that is to be associated with the reserved access information.
_resource_group	Yes	This is the resource group from which an available access number will be taken.
_booking_expiration_timeout	No	This is the resource _booking_expiration_timeout used to book the resource. This parameter will override the value in Resource options and in CME options.

Create Response Data

Parameters	Mandatory	Description
_access_number	Yes	This is the access number which was allocated for this application. The application should use this number to contact the contact center.
_access_code	No	This is the access code that should be supplied by the application or end user when the call is established to further authentication the application/user. This will be present when the Create API specifies that it needs a access code (_provide_code = true).
_expiration_time	Yes	This is the amount time that this access information will be locked/ reserved for the service.

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	Type	Mandatory	Default	Description
_access_code_length	int	false	6	This is the length of the access code which can be allocated.

User Originated Immediate

Overview

This Callback scenario is an inbound voice service that goes through the following stages:

Start Callback

- Callback service: Returns access information immediately to the mobile device.
- Callback service: Waits for voice call to arrive.
- Next: Mobile device is expected to dial the access number.

Dial Access Number

- Inbound service: Locates the GMS service associated with the arrived voice call.
- Inbound service: Delegates the call to be processed by the Callback service.
- Callback service: Plays treatment until target is available.
- Callback service: Reserves target to route call.
- Callback service: Routes the call to the target.
- Callback service terminates.

Configuration Options

The table below lists the key options applicable to this scenario.

Use the GMS Service Management UI to set the configuration options. On the *Services > Configured Services* tab, add a Callback service with *User-Originated-Immediate* as the Common Default Configuration (see [Adding a Service](#)). When you add this service and default configuration, many options are automatically populated with the appropriate default values. Some options, however, will require you to enter your own values. See the Comments column in the following table for these details.

Category	Option	Value	Comment
General	_call_direction	USERORIGINATED	These are the default values, which are automatically populated when using the pre-defined <i>User-Originated-Immediate</i> service. You must not change these values.
	_media_type	voice	
	_wait_for_agent	false	
	_wait_for_user_confirm	false	
URS Queuing	_target	<string>	<p>You must enter a string value for this option. This option is the routing target that specifies the agent/queue resource that should process this request. Format the string according to the URS target specification. For example:</p> <ul style="list-style-type: none"> <i>Billing@StatServer.GA</i> routes to the <i>Billing Agent Group</i> <i>English=20&Loans=2@StatServer.??</i> routes to any agent matching the skill expression <p>See the Universal Routing Server (URS) documentation for additional information about URS targets.</p>
	_urs_server_url	http://<urs primary hostname:port>	You must enter the URL for your primary Universal Routing Server (URS).
	_urs_virtual_queue	<virtual queue to be used by strategy>	You must enter the virtual queue to which the service request will be added.
	_urs_prioritization_strategy	WaitForTarget	The default value shown here matches the name of the URS strategy that you imported into IRD . If you changed the name of the strategy, update this value to reflect the correct name.
	_urs_strategy_update_subroutine	SetRouteDelay	The default value shown here matches the name of the URS subroutine that you imported into

Category	Option	Value	Comment
			IRD. If you changed the name of the subroutine, update this value to reflect the correct name.
Voice-User Originated	_booking_expiration_timeout	30	All options in this category are applicable. You can use the default values, or you can set your own values.
	_provide_code	false	
	_resource_group	DNIS	
	_userorig_connect_limit	3	
Voice Treatment	_treatment_find_agent_fail	GMSApplications/<treatmentfile>	Enter the value shown here if you are using Genesys Media Server. If you are using a different media server, enter the path where you have placed your voice treatment files.
	_treatment_waiting_for_agent	GMSApplications/<treatmentfile>	

Sample Request and Response Sequence

Create inbound immediate service

```
Request URL:http://localhost:8080/genesys/1/service/callback/voice-userorig-immediate
Request Method:POST
Status Code:200 OK
Request Headersview source
Accept:*/*
Accept-Encoding:gzip,deflate,sdch
Accept-Language:en-US,en;q=0.8
Connection:keep-alive
Content-Length:44
Content-Type:multipart/form-data; boundary=----WebKitFormBoundarypn9IDb0VLCgiULed
Cookie:JSESSIONID=142p9me7hc3ht635n8mkx3eit; BAYEUX_BROWSER=86721orubxagcqhwhj14cpyaqk2
gms_user:b16416334828b1d26ef14f329628b55b5a8c631d8928a371a5584722dd7fb673
Host:localhost:8080
Origin:http://localhost:8080
Referer:http://localhost:8080/gmstester/chat.html
User-Agent:Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/27.0.1453.110 Safari/537.36
Request Payload
-----WebKitFormBoundarypn9IDb0VLCgiULed--
Response Headersview source
Cache-Control:no-cache
Cache-Control:no-store
Content-Type:application/json;charset=UTF-8
Content-Type:application/json;charset=UTF-8
Date:Tue, 30 Jul 2013 06:37:45 GMT
Expires:Thu, 01 Jan 1970 00:00:00 GMT
Pragma:no-cache
Server:Jetty(7.6.0.v20120127)
Set-Cookie:JSESSIONID=5lpxopl7oanu50iexlwaqrvq;Path=/genesys
Transfer-Encoding:chunked
```


User Originated Delayed

Overview

This Callback scenario is an inbound voice service that goes through the following stages:

Start Callback

- Callback service: Returns session id to the user.
- Callback service: Waits for an agent to be available.
- Callback service: When an agent is available, notifies mobile device that agent is available.
- Next: Mobile device is expected to send connect request to confirm user's availability.

Connect

- Callback service: Returns access information immediately to the mobile device.
- Callback service: Waits for voice call to arrive.
- Next: Mobile device is expected to dial the access number.

Dial Access Number

- Inbound service: Locates the GMS service associated with the arrived voice call.
- Inbound service: Delegates the call to be processed by the Callback service.
- Callback service: Reserves target to route call.
- Callback service: Routes the call to the target.
- Callback service terminates.

Configuration Options

The table below lists the key options applicable to this scenario.

Use the GMS Service Management UI to set the configuration options. On the *Services > Configured Services* tab, add a Callback service with *User-Originated-Delayed* as the Common Default Configuration (see [Adding a Service](#)). When you add this service and default configuration, many options are automatically populated with the appropriate default values. Some options, however, will require you to enter your own values. See the Comments column in the following table for these details.

Category	Option	Value	Comment
General	_call_direction	USERORIGINATED	These are the default values, which are automatically populated when using the pre-defined <i>User-Originated-Delayed</i> service. You must not change these values.
	_media_type	voice	
	_wait_for_agent	true	
	_wait_for_user_confirm	true	
URS Queuing	_target	<string>	<p>You must enter a string value for this option. This option is the routing target that specifies the agent/queue resource that should process this request. Format the string according to the URS target specification. For example:</p> <ul style="list-style-type: none"> <i>Billing@StatServer.GA</i> routes to the <i>Billing Agent Group</i> <i>English=20&Loans=2@StatServer.??</i> routes to any agent matching the skill expression <p>See the Universal Routing Server (URS) documentation for additional information about URS targets.</p>
	_urs_server_url	http://<urs primary hostname:port>	You must enter the URL for your primary Universal Routing Server (URS).
	_urs_virtual_queue	<virtual queue to be used by strategy>	You must enter the virtual queue to which the service request will be added.
	_urs_prioritization_strategy	WaitForTarget	The default value shown here matches the name of the URS strategy that

Category	Option	Value	Comment
			you imported into IRD. If you changed the name of the strategy, update this value to reflect the correct name.
	_urs_strategy_update_sub_routine	SubRoutineDelay	The default value shown here matches the name of the URS subroutine that you imported into IRD. If you changed the name of the subroutine, update this value to reflect the correct name.
Voice-User Originated	_booking_expiration_timeout	30	All options in this category are applicable. You can use the default values, or you can set your own values.
	_provide_code	false	
	_resource_group	DNIS	
	_userorig_connect_limit	3	
Voice Treatment	_treatment_find_agent_fail	GMSApplications/<treatmentfile>	the value shown here if you are using Genesys Media Server. If you are using a different media server, enter the path where you have placed your voice treatment files.
	_treatment_waiting_for_agent	GMSApplications/<treatmentfile>	

Sample Request and Response Sequence

Create inbound delay service

```
Request URL:http://localhost:8080/genesys/1/service/callback/voice-userorig-delay
Request Method:POST
Status Code:200 OK
Request Headersview source
Accept:*/*
Accept-Encoding:gzip,deflate,sdch
Accept-Language:en-US,en;q=0.8
Connection:keep-alive
Content-Length:753
Content-Type:multipart/form-data; boundary=---WebKitFormBoundary4KngrF26eEEFKIu5
Cookie:JSESSIONID=5lpxopl7oanu50iexlwaqrvg; BAYEUX_BROWSER=86721orubxagcqhwhj14cpyaqk2
gms_user:b16416334828b1d26ef14f329628b55b5a8c631d8928a371a5584722dd7fb673
Host:localhost:8080
Origin:http://localhost:8080
Referer:http://localhost:8080/gmstester/chat.html
User-Agent:Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/27.0.1453.110 Safari/537.36
Request Payload
-----WebKitFormBoundary4KngrF26eEEFKIu5
```

```

Content-Disposition: form-data; name="type"

Gold
-----WebKitFormBoundary4KngrF26eEEFKIu5
Content-Disposition: form-data; name="_customer_number"

6504661232
-----WebKitFormBoundary4KngrF26eEEFKIu5
Content-Disposition: form-data; name="usr_customer_name"

Bob Markel
-----WebKitFormBoundary4KngrF26eEEFKIu5
Content-Disposition: form-data; name="usr_reason"

billing question
-----WebKitFormBoundary4KngrF26eEEFKIu5
Content-Disposition: form-data; name="_device_notification_id"

b16416334828b1d26ef14f329628b55b5a8c631d8928a371a5584722dd7fb673
-----WebKitFormBoundary4KngrF26eEEFKIu5
Content-Disposition: form-data; name="_device_os"

iOS
-----WebKitFormBoundary4KngrF26eEEFKIu5--
Response Headersview source
Cache-Control:no-cache
Cache-Control:no-store
Content-Type:application/json;charset=UTF-8
Content-Type:application/json;charset=UTF-8
Date:Tue, 30 Jul 2013 06:51:31 GMT
Expires:Thu, 01 Jan 1970 00:00:00 GMT
Pragma:no-cache
Server:Jetty(7.6.0.v20120127)
Set-Cookie:JSESSIONID=fbnacjg4ginj1xlbzkc5j7wq;Path=/genesys
Transfer-Encoding:chunked

Response Body:
{
  "_id": "369-90f389cf-ae63-46ec-a3f7-7b76c0522e2f",
  "_text": "We will notify you when agent is available"
}

Push notification data:
{
  "id": "db508720258611e300006072543ed1ff",
  "message": {
    "_action": "get-dialog-user-confirmation-provide_code-false",
    "_id": "369-90f389cf-ae63-46ec-a3f7-7b76c0522e2f"
  },
  "tag": "service.agentavailable.369-90f389cf-ae63-46ec-a3f7-7b76c0522e2f"
}

```

Connect (user confirmation/request access info)

```

Request URL:http://localhost:8080/genesys/1/service/369-90f389cf-ae63-46ec-a3f7-7b76c0522e2f/
connect
Request Method:POST
Status Code:200 OK
Request Headersview source
Accept:/*/*
Accept-Encoding:gzip,deflate,sdch
Accept-Language:en-US,en;q=0.8

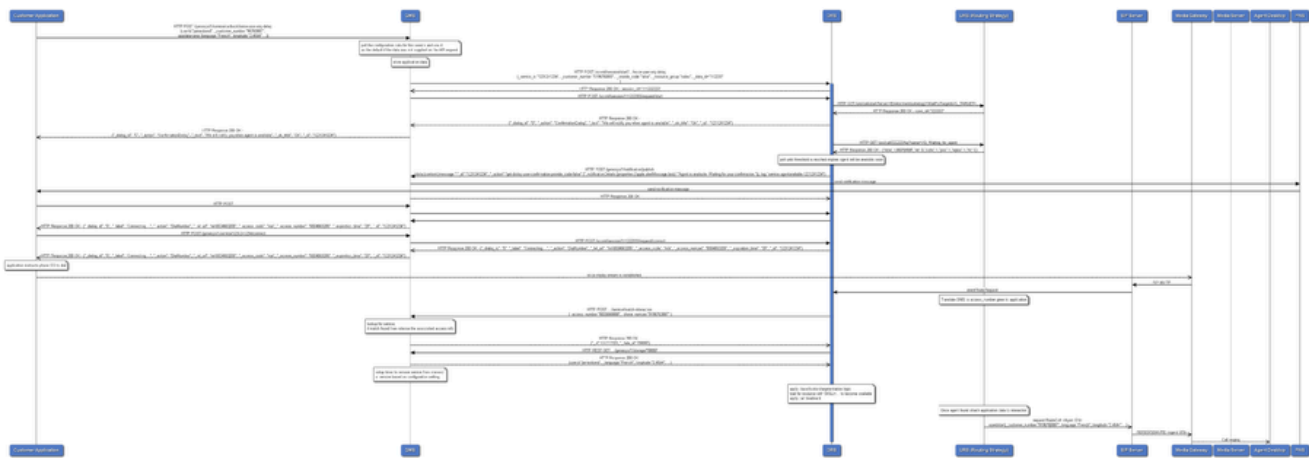
```

```
Connection:keep-alive
Content-Length:44
Content-Type:multipart/form-data; boundary=---WebKitFormBoundarylg0FYFBusYz5okcj
Cookie:JSESSIONID=febiiafprxsoIn7bokxbrqwqv; BAYEUX_BROWSER=86721orubxagcqhwh0hj14cpyaqk2
gms_user:b16416334828b1d26ef14f329628b55b5a8c631d89228a371a5584722dd7fb673
Host:localhost:8080
Origin:http://localhost:8080
Referer:http://localhost:8080/gmstester/chat.html
User-Agent:Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/27.0.1453.110 Safari/537.36
Request Payload
-----WebKitFormBoundarylg0FYFBusYz5okcj--
Response Headersview source
Cache-Control:no-cache
Cache-Control:no-store
Content-Length:312
Content-Type:application/json;charset=UTF-8
Content-Type:application/json;charset=UTF-8
Date:Tue, 30 Jul 2013 06:54:21 GMT
Expires:Thu, 01 Jan 1970 00:00:00 GMT
Pragma:no-cache
Server:Jetty(7.6.0.v20120127)
Set-Cookie:JSESSIONID=1t65gbvy9mrwdwysh123gpb0f;Path=/genesys
```

```
Response Body:
{
  "_dialog_id": "0",
  "_label": "Connecting ...",
  "_action": "DialNumber",
  "_tel_url": "tel:6504663205",
  "_access_code": "n/a",
  "_access_number": "6504663205",
  "_expiration_time": "29",
  "_id": "369-90f389cf-ae63-46ec-a3f7-7b76c0522e2f"
}
```

Sequence Diagram

Click on the diagram to access full resolution.



Chat Immediate

Overview

This Callback scenario is a chat service that goes through the following stages:

Start Callback

- Callback service: Returns URL to initiate chat interaction, immediately to the mobile device.
- Callback service: Waits for chat interaction to arrive.
- Next: Mobile device is expected to initiate chat interaction.

Initiate Chat

- Inbound Chat service: Locates the GMS service associated with the arrived chat interaction.
- Inbound Chat service: Delegates the chat interaction to be processed by the Callback service.
- Callback service: Reserves target to route chat interaction.
- Callback service: Routes the chat interaction to the target.
- Callback service terminates.

Configuration Options

The table below lists the key options applicable to this scenario.

Use the GMS Service Management UI to set the configuration options. On the *Services > Configured Services* tab, add a Callback service with *Chat-Immediate* as the Common Default Configuration (see [Adding a Service](#)). When you add this service and default configuration, many options are automatically populated with the appropriate default values. Some options, however, will require you to enter your own values. See the Comments column in the following table for these details.

Category	Option	Value	Comment
General	_media_type	chat	These are the default values, which are automatically populated
	_wait_for_agent	false	

Category	Option	Value	Comment
	_wait_for_user_confirm	false	when using the pre-defined <i>Chat-Immediate</i> service. You must not change these values.
URS Queuing	_target	<string>	<p>You must enter a string value for this option. This option is the routing target that specifies the agent/queue resource that should process this request. Format the string according to the URS target specification. For example:</p> <ul style="list-style-type: none"> <i>Billing@StatServer.GA</i> routes to the <i>Billing</i> Agent Group <i>English=20&Loans=2@StatServer.??</i> routes to any agent matching the skill expression <p>See the Universal Routing Server (URS) documentation for additional information about URS targets.</p>
	_urs_server_url	http://<urs primary hostname:port>	You must enter the URL for your primary Universal Routing Server (URS).
	_urs_virtual_queue	<virtual queue to be used by strategy>	You must enter the virtual queue to which the service request will be added.
	_urs_prioritization_strategy	WaitForTarget	The default value shown here matches the name of the URS strategy that you imported into IRD . If you changed the name of the strategy, update this value to reflect the correct name.
	_urs_strategy_update_subroutine	SetRouteDelay	The default value shown here matches the name of the URS subroutine that you imported into IRD . If you changed the name of the subroutine, update this value to reflect the correct

Category	Option	Value	Comment
			name.

Sample Request and Response Sequence

Create chat immediate service

```
Request URL:http://localhost:8080/genesys/1/service/callback/chat-immediate
Request Method:POST
Status Code:200 OK
Request Headersview source
Accept:*/*
Accept-Encoding:gzip,deflate,sdch
Accept-Language:en-US,en;q=0.8
Connection:keep-alive
Content-Length:660
Content-Type:multipart/form-data; boundary=----WebKitFormBoundaryYbCe8VCHJCMGeynE
Cookie:JSESSIONID=1bob1qjgrmiy589bpyvtmrhow; BAYEUX_BROWSER=f3d8-3vwgdclvyroghjsaf871lc60
gms_user:b16416334828b1d26ef14f329628b55b5a8c631d8928a371a5584722dd7fb673
Host:localhost:8080
Origin:http://localhost:8080
Referer:http://localhost:8080/gmstester/chat.html
User-Agent:Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/
27.0.1453.110 Safari/537.36
Request Payload
-----WebKitFormBoundaryYbCe8VCHJCMGeynE
Content-Disposition: form-data; name="_customer_number"

6502388511
-----WebKitFormBoundaryYbCe8VCHJCMGeynE
Content-Disposition: form-data; name="usr_customer_name"

Bob Markel
-----WebKitFormBoundaryYbCe8VCHJCMGeynE
Content-Disposition: form-data; name="usr_reason"

billing question
-----WebKitFormBoundaryYbCe8VCHJCMGeynE
Content-Disposition: form-data; name="_device_notification_id"

b16416334828b1d26ef14f329628b55b5a8c631d8928a371a5584722dd7fb673
-----WebKitFormBoundaryYbCe8VCHJCMGeynE
Content-Disposition: form-data; name="_device_os"

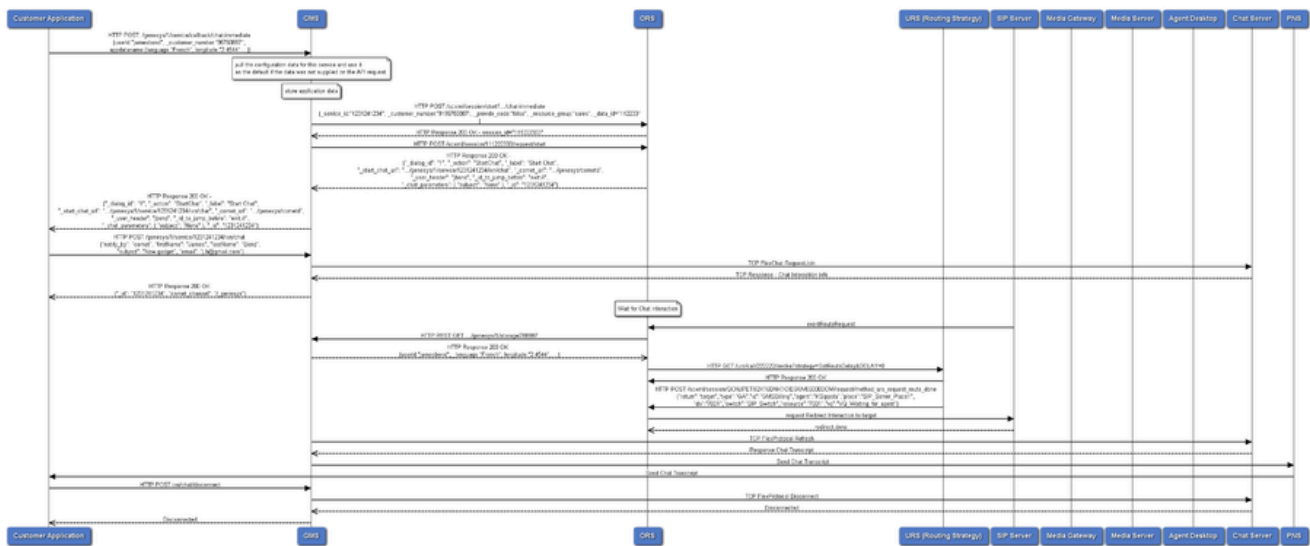
comet
-----WebKitFormBoundaryYbCe8VCHJCMGeynE--
Response Headersview source
Cache-Control:no-cache
Cache-Control:no-store
Content-Type:application/json;charset=UTF-8
Content-Type:application/json;charset=UTF-8
Date:Tue, 13 Aug 2013 22:15:31 GMT
Expires:Thu, 01 Jan 1970 00:00:00 GMT
Pragma:no-cache
Server:Jetty(7.6.0.v20120127)
Set-Cookie:JSESSIONID=e6yzey0kup8v8l7l8lurnhzs;Path=/genesys
Transfer-Encoding:chunked
```

Response Body:

```
{
  "_dialog_id": "1",
  "_action": "StartChat",
  "_label": "Start Chat",
  "_start_chat_url": "http://localhost:8080/genesys/1/service/369-01d32409-b4bb-4884-b266-02d8216fe5e3/ixn/chat",
  "_comet_url": "http://localhost:8080/genesys/cometd",
  "_user_header": "b16416334828b1d26ef14f329628b55b5a8c631d8928a371a5584722dd7fb673",
  "_id_to_jump_before": "exit://",
  "_chat_parameters": {
    "subject": "None"
  },
  "_id": "369-01d32409-b4bb-4884-b266-02d8216fe5e3"
}
```

Sequence Diagram

Click on the diagram to access full resolution.



Chat Delayed

Overview

This Callback scenario is a chat service that goes through the following stages:

Start Callback

- Callback service: Returns session id to the user.
- Callback service: Waits for an agent to be available.
- Callback service: When an agent is available, notifies mobile device that agent is available.
- Next: Mobile device is expected to send connect request to confirm user's availability.

Connect

- Callback service: Returns URL to initiate chat interaction, immediately to the mobile device.
- Callback service: Waits for chat interaction to arrive.
- Next: Mobile device is expected to initiate chat interaction.

Initiate Chat

- Inbound Chat service: Locates the GMS service associated with the arrived chat interaction.
- Inbound Chat service: Delegates the chat interaction to be processed by the Callback service.
- Callback service: Reserves target to route chat interaction.
- Callback service: Routes the chat interaction to the target.
- Callback service terminates.

Configuration Options

The table below lists the key options applicable to this scenario.

Use the GMS Service Management UI to set the configuration options. On the *Services > Configured Services* tab, add a Callback service with *Chat-Delayed* as the Common Default Configuration (see [Adding a Service](#)). When you add this service and default configuration, many options are automatically populated with the appropriate default values. Some options, however, will require you to enter your own values. See the Comments column in the following table for these details.

Category	Option	Value	Comment
General	_media_type	chat	These are the default values, which are automatically populated when using the pre-defined <i>Chat-Delayed</i> service. You must not change these values.
	_wait_for_agent	true	
	_wait_for_user_confirm	true	
URS Queuing	_target	<string>	<p>You must enter a string value for this option. This option is the routing target that specifies the agent/queue resource that should process this request. Format the string according to the URS target specification. For example:</p> <ul style="list-style-type: none"> <i>Billing@StatServer.GA</i> routes to the <i>Billing</i> Agent Group <i>English=20&Loans=2@StatServer.??</i> routes to any agent matching the skill expression <p>See the Universal Routing Server (URS) documentation for additional information about URS targets.</p>
	_urs_server_url	http://<urs primary hostname:port>	You must enter the URL for your primary Universal Routing Server (URS).
	_urs_virtual_queue	<virtual queue to be used by strategy>	You must enter the virtual queue to which the service request will be added.
	_urs_prioritization_strategy	WaitForTarget	The default value shown here matches the name of the URS strategy that you imported into IRD . If you changed the name of the strategy, update this value to reflect the

Category	Option	Value	Comment
			correct name.
	_urs_strategy_update_subroutine	SubroutineDelay	The default value shown here matches the name of the URS subroutine that you imported into IRD . If you changed the name of the subroutine, update this value to reflect the correct name.

Sample Request and Response Sequence

Create chat (delay) service

```
Request URL:http://localhost:8080/genesys/1/service/callback/chat-delay
Request Method:POST
Status Code:200 OK
Request Headersview source
Accept:*/*
Accept-Encoding:gzip,deflate,sdch
Accept-Language:en-US,en;q=0.8
Connection:keep-alive
Content-Length:660
Content-Type:multipart/form-data; boundary=----WebKitFormBoundary0WnE36LruxJ4S5nu
Cookie:JSESSIONID=mjvtpwhb8lpce7io23ggxcu; BAYEUX_BROWSER=86721orubxagcqhwohj14cpyaqk2
gms_user:b16416334828b1d26ef14f329628b55b5a8c631d8928a371a5584722dd7fb673
Host:localhost:8080
Origin:http://localhost:8080
Referer:http://localhost:8080/gmstester/chat.html
User-Agent:Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/27.0.1453.110 Safari/537.36
Request Payload
-----WebKitFormBoundary0WnE36LruxJ4S5nu
Content-Disposition: form-data; name="_customer_number"

4082652649
-----WebKitFormBoundary0WnE36LruxJ4S5nu
Content-Disposition: form-data; name="usr_customer_name"

Bob Marke1
-----WebKitFormBoundary0WnE36LruxJ4S5nu
Content-Disposition: form-data; name="usr_reason"

billing question
-----WebKitFormBoundary0WnE36LruxJ4S5nu
Content-Disposition: form-data; name="_device_notification_id"

b16416334828b1d26ef14f329628b55b5a8c631d8928a371a5584722dd7fb673
-----WebKitFormBoundary0WnE36LruxJ4S5nu
Content-Disposition: form-data; name="_device_os"

comet
-----WebKitFormBoundary0WnE36LruxJ4S5nu--
```

```
Response Headersview source
Cache-Control:no-cache
Cache-Control:no-store
Content-Type:application/json;charset=UTF-8
Content-Type:application/json;charset=UTF-8
Date:Tue, 30 Jul 2013 07:07:35 GMT
Expires:Thu, 01 Jan 1970 00:00:00 GMT
Pragma:no-cache
Server:Jetty(7.6.0.v20120127)
Set-Cookie:JSESSIONID=kwe77jz60uum1u16urvv8vubd;Path=/genesys
Transfer-Encoding:chunked
```

```
Response Body:
{
  "_id": "369-166652d2-aed6-443c-9781-6bdf370f9a9",
  "_text": "We will notify you when agent is available"
}
```

```
Push Notification Data:
{
  "id": "01afcd60258a11e300006072543ed1ff",
  "message": {
    "_action": "get-dialog-user-confirmation-provide_code-false",
    "_id": "369-166652d2-aed6-443c-9781-6bdf370f9a9"
  },
  "tag": "service.agentavailable.369-166652d2-aed6-443c-9781-6bdf370f9a9"
}
```

Connect (user confirmation)

```
Request URL:http://localhost:8080/genesys/1/service/369-166652d2-aed6-443c-9781-6bdf370f9a9/
connect
Request Method:POST
Status Code:200 OK
Request Headersview source
Accept:*/*
Accept-Encoding:gzip,deflate,sdch
Accept-Language:en-US,en;q=0.8
Connection:keep-alive
Content-Length:44
Content-Type:multipart/form-data; boundary=---WebKitFormBoundaryNY84ld7wm7oHB9fp
Cookie:JSESSIONID=1b81btxjbrblwybz5a93i24io; BAYEUX_BROWSER=86721orubxagcqhw0hj14cpyaqk2
gms_user:b16416334828b1d26ef14f329628b55b5a8c631d8928a371a5584722dd7fb673
Host:localhost:8080
Origin:http://localhost:8080
Referer:http://localhost:8080/gmstester/chat.html
User-Agent:Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/
27.0.1453.110 Safari/537.36
Request Payload
-----WebKitFormBoundaryNY84ld7wm7oHB9fp--
Response Headersview source
Cache-Control:no-cache
Cache-Control:no-store
Content-Length:26
Content-Type:application/json;charset=UTF-8
Content-Type:application/json;charset=UTF-8
Date:Tue, 30 Jul 2013 07:04:35 GMT
Expires:Thu, 01 Jan 1970 00:00:00 GMT
Pragma:no-cache
Server:Jetty(7.6.0.v20120127)
Set-Cookie:JSESSIONID=mjvjvtpwhb8lpce7io23ggxcu;Path=/genesys
```

Response Body:

```
{
  "_dialog_id": "1",
  "_action": "StartChat",
  "_label": "Start Chat",
  "_start_chat_url": "http://localhost:8080/genesys/1/service/369-8cea2901-1eba-4f5a-8c76-edf83dd26480/ixn/chat",
  "_comet_url": "http://localhost:8080/genesys/cometd",
  "_user_header": "b16416334828b1d26ef14f329628b55b5a8c631d8928a371a5584722dd7fb673",
  "_id_to_jump_before": "exit://",
  "_chat_parameters": {
    "subject": "None"
  },
  "_id": "369-166652d2-aed6-443c-9781-6bdf370f9a9"
}
```

Check estimated wait time (EWT) and position in the URS queue (check-queue-position)

Mobile is expected to use this API to poll for current ewt and position.

```
Request URL:http://localhost:8080/genesys/1/service/369-166652d2-aed6-443c-9781-6bdf370f9a9/check-queue-position
Request Method:POST
Status Code:200 OK
Request Headersview source
Accept:*//*
Accept-Encoding:gzip,deflate,sdch
Accept-Language:en-US,en;q=0.8
Connection:keep-alive
Content-Length:44
Content-Type:multipart/form-data; boundary=---WebKitFormBoundary2gBrAJX9qPSafKwk
Cookie:JSESSIONID=6lvoqouznayaslvrp9fj1jmbwr; BAYEUX_BROWSER=f3d8-3vwgdclvyroghjsaf871lc60
gms_user:b16416334828b1d26ef14f329628b55b5a8c631d8928a371a5584722dd7fb673
Host:localhost:8080
Origin:http://localhost:8080
Referer:http://localhost:8080/gmstester/chat.html
User-Agent:Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/27.0.1453.110 Safari/537.36
Request Payload
-----WebKitFormBoundary2gBrAJX9qPSafKwk--
Response Headersview source
Cache-Control:no-cache
Cache-Control:no-store
Content-Length:123
Content-Type:application/json;charset=UTF-8
Content-Type:application/json;charset=UTF-8
Date:Fri, 02 Aug 2013 23:07:59 GMT
Expires:Thu, 01 Jan 1970 00:00:00 GMT
Pragma:no-cache
Server:Jetty(7.6.0.v20120127)
Set-Cookie:JSESSIONID=1co1o30bhrm6719u8lfv9kvpei;Path=/genesys
```

Response Body (when eta is NOT provided by URS):

```
{
  "_position": 2,
  "_eta": "n/a",
  "_total_waiting": 2,
  "_agent_ready_threshold_passed": true,
  "_agent_ready_threshold_passed_reason": "eta n/a"
}
```

Response Body 2 (when eta is provided by URS):

```
{
  "_position": 2,
  "_eta": 30,
  "_total_waiting": 2,
  "_agent_ready_threshold_passed": true,
  "_agent_ready_threshold_passed_reason": "eta <= 35 and position <=5 "
}
```

Create Chat Interaction

Request URL:http://localhost:8080/genesys/1/service/369-166652d2-aed6-443c-9781-6bdf370f9a9/ixn/chat

Request Method:POST

Status Code:200 OK

Request Headersview source

Accept:*/*

Accept-Encoding:gzip,deflate,sdch

Accept-Language:en-US,en;q=0.8

Connection:keep-alive

Content-Length:651

Content-Type:multipart/form-data; boundary=---WebKitFormBoundaryteXJ8ZpAGGDTAMFN

Cookie:JSESSIONID=kwe77jz60uumlu16urv8vubd; BAYEUX_BROWSER=86721orubxagcqhwhj14cnyaqk2

gms_user:b16416334828b1d26ef14f329628b55b5a8c631d8928a371a5584722dd7fb673

Host:localhost:8080

Origin:http://localhost:8080

Referer:http://localhost:8080/gmstester/chat.html

User-Agent:Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/27.0.1453.110 Safari/537.36

Request Payload

-----WebKitFormBoundaryteXJ8ZpAGGDTAMFN

Content-Disposition: form-data; name="notify_by"

comet

-----WebKitFormBoundaryteXJ8ZpAGGDTAMFN

Content-Disposition: form-data; name="firstName"

John

-----WebKitFormBoundaryteXJ8ZpAGGDTAMFN

Content-Disposition: form-data; name="lastName"

Harry

-----WebKitFormBoundaryteXJ8ZpAGGDTAMFN

Content-Disposition: form-data; name="_verbose"

false

-----WebKitFormBoundaryteXJ8ZpAGGDTAMFN

Content-Disposition: form-data; name="subject"

testing

-----WebKitFormBoundaryteXJ8ZpAGGDTAMFN

Content-Disposition: form-data; name="email"

j.h@gmail.com

-----WebKitFormBoundaryteXJ8ZpAGGDTAMFN--

Response Headersview source

Cache-Control:no-cache

Cache-Control:no-store

Content-Length:77

Content-Type:application/json;charset=UTF-8

Content-Type:text/plain;charset=ISO-8859-1

Date:Tue, 30 Jul 2013 07:08:53 GMT

```

Pragma:no-cache
Server:Jetty(7.6.0.v20120127)

Response Body:
{
  "_id": "369-166652d2-aed6-443c-9781-6bdf370f9a9",
  "comet_channel": "/_genesys"
}

```

Send notification from agent desktop to mobile (internal-notification, previously poke)

```

Request URL:http://localhost:8080/genesys/1/service/369-166652d2-aed6-443c-9781-6bdf370f9a9/
internal-notification
Request Method:POST
Status Code:200 OK
Request Headersview source
Accept:*/*
Accept-Encoding:gzip,deflate,sdch
Accept-Language:en-US,en;q=0.8
Connection:keep-alive
Content-Length:320
Content-Type:multipart/form-data; boundary=----WebKitFormBoundary8rbhQqxP5LoJ61i1
Cookie:JSESSIONID=kwe77jz60uumlu16urvv8vubd; BAYEUX_BROWSER=86721orubxagcqhwhj14cpyaqk2
gms_user:b16416334828b1d26ef14f329628b55b5a8c631d8928a371a5584722dd7fb673
Host:localhost:8080
Origin:http://localhost:8080
Referer:http://localhost:8080/gmstester/chat.html
User-Agent:Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/
27.0.1453.110 Safari/537.36
Request Payload
-----WebKitFormBoundary8rbhQqxP5LoJ61i1
Content-Disposition: form-data; name="_display_message"

Message to be displayed to user
-----WebKitFormBoundary8rbhQqxP5LoJ61i1
Content-Disposition: form-data; name="_application_message"

MESSAGE_FOR_MOBILE_APP_INTERNAL_USE
-----WebKitFormBoundary8rbhQqxP5LoJ61i1--
Response Headersview source
Cache-Control:no-cache
Cache-Control:no-store
Content-Length:17
Content-Type:application/json;charset=UTF-8
Content-Type:application/json;charset=UTF-8
Date:Tue, 30 Jul 2013 07:10:11 GMT
Expires:Thu, 01 Jan 1970 00:00:00 GMT
Pragma:no-cache
Server:Jetty(7.6.0.v20120127)
Set-Cookie:JSESSIONID=z1lrha8utmwx1xslu08z473ty;Path=/genesys

Response Body:
{
  "message": "Notification Sent"
}

```

Retrieve any notifications from agent, when notifications are not enabled

(retrieve-notifications)

This is necessary only in case of a poll scenario.

```

Request URL:http://localhost:8080/genesys/1/service/369-166652d2-aed6-443c-9781-6bdf370f9a9/
retrieve-notifications
Request Method:POST
Status Code:200 OK
Request Headersview source
Accept:*/*
Accept-Encoding:gzip,deflate,sdch
Accept-Language:en-US,en;q=0.8
Connection:keep-alive
Content-Length:44
Content-Type:multipart/form-data; boundary=---WebKitFormBoundary3I4BzfvbhmlJvPRC
Cookie:JSESSIONID=z1lrha8utmwxlslu08z473ty; BAYEUX_BROWSER=86721orubxagcqhwhj14cpyaqk2
gms_user:b16416334828b1d26ef14f329628b55b5a8c631d8928a371a5584722dd7fb673
Host:localhost:8080
Origin:http://localhost:8080
Referer:http://localhost:8080/gmstester/chat.html
User-Agent:Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/
27.0.1453.110 Safari/537.36
Request Payload
-----WebKitFormBoundary3I4BzfvbhmlJvPRC--
Response Headersview source
Cache-Control:no-cache
Cache-Control:no-store
Content-Length:2
Content-Type:application/json;charset=UTF-8
Content-Type:application/json;charset=UTF-8
Date:Tue, 30 Jul 2013 07:10:58 GMT
Expires:Thu, 01 Jan 1970 00:00:00 GMT
Pragma:no-cache
Server:Jetty(7.6.0.v20120127)
Set-Cookie:JSESSIONID=18gvvxkquop1x8er65g7ferp;Path=/genesys

```

Response Body (with push enabled):

Note: Since cometd push was enabled the message was already sent to the device. If push was not configured then the response body would have contained the message (below)

```

Push: {
  "_internal_message": "MESSAGE_FOR_MOBILE_APP_INTERNAL_USE",
  "_id": "369-166652d2-aed6-443c-9781-6bdf370f9a9",
  "_display_message": "Message to be displayed to user"
}

```

Response Body (with push not configured):

```

[ {
  "_internal_message": "MESSAGE_FOR_MOBILE_APP_INTERNAL_USE",
  "_id": "369-166652d2-aed6-443c-9781-6bdf370f9a9",
  "_display_message": "Message to be displayed to user"
} ]

```

Send notification from mobile to agent

```

Request URL:http://localhost:8080/genesys/1/service/369-166652d2-aed6-443c-9781-6bdf370f9a9/
agent-notification
Request Method:POST
Status Code:200 OK
Request Headersview source

```

```
Accept: */*
Accept-Encoding: gzip, deflate, sdch
Accept-Language: en-US, en; q=0.8
Connection: keep-alive
Content-Length: 324
Content-Type: multipart/form-data; boundary=---WebKitFormBoundaryN11ULST36Tmhzro
Cookie: JSESSIONID=18gvvxkjquoplX8er65g7ferp; BAYEUX_BROWSER=86721orubxagcqhW0hj14cpyaqk2
gms_user:b16416334828b1d26ef14f329628b55b5a8c631d8928a371a5584722dd7fb673
Host: localhost:8080
Origin: http://localhost:8080
Referer: http://localhost:8080/gmstester/chat.html
User-Agent: Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/27.0.1453.110 Safari/537.36
Request Payload
-----WebKitFormBoundaryN11ULST36Tmhzro
Content-Disposition: form-data; name="_display_message"
```

```
Message to be displayed to agent
-----WebKitFormBoundaryN11ULST36Tmhzro
Content-Disposition: form-data; name="_application_message"
```

```
MESSAGE_FOR_AGENT_DESKTOP_INTERNAL_USE
-----WebKitFormBoundaryN11ULST36Tmhzro--
Response Headersview source
Cache-Control: no-cache
Cache-Control: no-store
Content-Length: 17
Content-Type: application/json; charset=UTF-8
Content-Type: application/json; charset=UTF-8
Date: Tue, 30 Jul 2013 07:15:04 GMT
Expires: Thu, 01 Jan 1970 00:00:00 GMT
Pragma: no-cache
Server: Jetty(7.6.0.v20120127)
Set-Cookie: JSESSIONID=1cfd36s0cn6213lqge05h7y6l; Path=/genesys
```

```
Response Body:
{
  "message": "Notification Sent"
}
```

Retrieve notifications from Mobile to Agent (retrieve-agent-notifications)

Agent desktop is expected to poll for messages since push notifications via cometsd to agent desktop are not supported.

```
Request URL: http://localhost:8080/genesys/1/service/369-166652d2-aed6-443c-9781-6bdf370f9a9/retrieve-agent-notifications
Request Method: POST
Status Code: 200 OK
Request Headersview source
Accept: */*
Accept-Encoding: gzip, deflate, sdch
Accept-Language: en-US, en; q=0.8
Connection: keep-alive
Content-Length: 44
Content-Type: multipart/form-data; boundary=---WebKitFormBoundaryIimjtpB6hZzFZRQ3
Cookie: JSESSIONID=1cfd36s0cn6213lqge05h7y6l; BAYEUX_BROWSER=86721orubxagcqhW0hj14cpyaqk2
gms_user:b16416334828b1d26ef14f329628b55b5a8c631d8928a371a5584722dd7fb673
Host: localhost:8080
Origin: http://localhost:8080
Referer: http://localhost:8080/gmstester/chat.html
```

User-Agent:Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/27.0.1453.110 Safari/537.36

Request Payload

-----WebKitFormBoundaryIimjtpB6hZzFZRQ3--

Response Headersview source

Cache-Control:no-cache

Cache-Control:no-store

Content-Length:242

Content-Type:application/json;charset=UTF-8

Content-Type:application/json;charset=UTF-8

Date:Tue, 30 Jul 2013 07:16:17 GMT

Expires:Thu, 01 Jan 1970 00:00:00 GMT

Pragma:no-cache

Server:Jetty(7.6.0.v20120127)

Set-Cookie:JSESSIONID=1x5o3d8bkgczy1pxjb3dac0mmp;Path=/genesys

Response Body:

```
[
  {
    "message": "{\"_id\":\"369-166652d2-aed6-443c-9781-6bdf370f9a9\",
    \"_internal_message\":\"MESSAGE_FOR_AGENT_DESKTOP_INTERNAL_USE\",
    \"_display_message\":\"Message to be displayed to agent\"}",
    "tag": "agent.message.369-166652d2-aed6-443c-9781-6bdf370f9a9"
  }
]
```

Sequence Diagram

Click on the diagram to access full resolution.

