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Service Management UI Help

Match-interaction

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Match-interaction

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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 by default. Since 8.5.102, to retrieve user data, you can set the `_return_user_data` option to `true` in your query.
- The matched service access information will be unreserved (access resources returned).

Important

The user of this service can 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
<code>_phone_number</code>	No	This is the phone number of the party that is calling and will be matched against the <code>_phone_number</code> property of the services.
<code>_access_number</code>	Yes	This is the number that the party called and will be matched against the <code>_access_number</code> property associated with the services.
<code>_access_code</code>	No	This is the code assigned to the party that is calling will be matched against the <code>_access_code</code> property assigned to the services.
<code>_return_multiple_matches</code> [since 8.5.102]	No	Set this option to <code>true</code> to retrieve an array of matching results in the JSON response in the following format: <pre>{ "matches" : [{ _id...}, { _id...}] }</pre>
<code>_return_data</code> [since 8.5.102]	No	Set this option to <code>true</code> to retrieve the user data instead of <code>data_id</code> only; <code>false</code> by default.
<code>_delete_service</code>	No	Set this option to <code>true</code> to delete the service; <code>false</code> by default.

Parameters	Mandatory	Description
[since 8.5.102]		Note that, in any case, GMS releases the <code>_access_number</code> and <code>_access_code</code> resources.

Create Response Data

Parameters	Mandatory	Description
<code>_id</code>	Yes	Identifier of the matching service.
<code>_data_id</code>	Yes	Identifier of the matching service's data that is in GMS Storage.
<code>user_data</code> [since 8.5.102]	No	User Data attached to service, if you set the <code>_return_user_data</code> option to true.

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 you can access or modify in the Mobile Engagement UI:

Option	Description
<code>_type = builtin</code>	- For Genesys Mobile Services-based services: builtin - For Orchestration Server-based services: ors
<code>_service = match-interaction</code>	- For Genesys Mobile Services-based services: The name of the matching service. - For Orchestration Server-based services: The URL of the service's SCXML application. - Other SCXML Callback services: The URL of the

Option	Description
	service's SCXML callback application. In that case, you must set <code>_service_type</code> to <code>callback</code> .
<code>_phone_number</code>	Note: Request parameter. Number of the mobile phone where the service request originated.
<code>_access_code</code>	Access code returned as a result of request-access. Note: Request parameter.
<code>_access_number</code>	Number that the customer called. Note: Request parameter.