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Client Samples

Composer Sample for UserOriginated - ClickToCall

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Composer Sample for UserOriginated – ClickToCall

This sample enables you to customize the Click-to-Call scenario, also known as User-Originated or User-Orig scenario in the Genesys Mobile Services Deployment Guide. You can download this sample using this link:

[Genesys Mobile Services Composer Sample](#)

Customize and import your Scenario

1. Download and unzip the above zip file.
2. Modify the sample source code and generate new SCXML files using Composer.
3. Navigate to the <GMS Installation Directory>/service_templates folder.
 1. Unzip the callback.zip file.
 2. In the callback subdirectory, replace the required SCXML files with the SCXML files that you generated.
 3. Zip the callback folder to replace the current callback.zip file.
4. Start the Service Management UI and upload the <GMS Installation Directory>/service_templates/callback.zip file.
5. Make sure that you successfully complete the steps of the [Testing your deployment](#) section of the Genesys Mobile Services Deployment Guide.

Scenario Example

The data used in the following step-by-step are examples that will not match your environment.

1. Create a callback.
2. The Callback session goes to ReserveImmediate, and submits a "request-access" query to GMS. GMS returns the `_access_number` and `_access_code` (if needed) in response to the Callback session.
3. When the "request-access" is done, the callback session response is sent to GMS. For example, you could see:

```
'_access_code' [str] = "n/a"  
'_expiration_time' [str] = "29"
```

```
'_tel_url' [str] = "[tel:9050020]"
'_action' [str] = "DialNumber"
'_access_number' [str] = "9050020"
'_id' [str] = "118-025ff6e8-8f88-43dd-8174-1d72808c2e7e"
'_label' [str] = "Connecting ..."
'_dialog_id' [str] = "0"
```

The 9050020 access number provides the access to GMSCallbackInboundGSMMatch, which has the following `_url` option, for instance: `http://gms:8080/genesys/1/document/service_template/callback/src-gen/IPD_Voice_GSMMatch.scxml`

4. The customer calls the provided `_access_number`, then GMS submits the request to invoke `IPD_Voice_GSMMatch.scxml` (inbound session).
5. In `VoiceRoute.scxml`, if `_access_code` is required, the system plays the prompt and waits for a DTMF.
6. Then, the script goes to `GSMMatch` directly, and the inbound session submits a "match-interaction" request with `access-number=9050020` (or the `access_code` if needed) to GMS.
7. If the request succeeds, GMS returns the `_id` and `_data_id` data, for example `_data_id=118-262d1a29-d905-4cfc-bbf7-58129d95a0d4`, `_id=002IIV4PVKDE1BV41K017B5AES000001`

Important

Here, `_id` is the `ors_session` id and is being passed as `_gms_service_id`.

8. If the service is not a builtin service, the script associates the inbound session using the `_gms_service_id` (`_id`) to the callback session; if the service is a builtin service, the script stays in the inbound session.
9. The Callback session goes on with reservation and connects to the agent.

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