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API Reference

Engagement REST API

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Description

The Engagement REST API describes the rules for communication between an external source (typically the SCXML strategy) and the Web Engagement Backend Server in order to start or cancel an engagement.

Start Engagement Attempt

Description

This request notifies the Backend Server that it should start the engagement attempt. The notification is transferred to the Frontend Server and then to the visitor's browser.

Request

Method	POST		
URL	http://<backend_host:backend_port>/backend/data/gateway/engage		
	The HTTPS schema is also allowed, if configured .		
Parameters			
Name	Value	Mandatory	Description
ixnProfile	JSON object	yes	This object describes the notification parameters. For details about the structure of this JSON object, see Start Engagement as a Result of the Engagement Logic Strategy

Response

Response	Standard HTTP Responses 200 - OK 400 - FAULT
Response Type	JSON

Cancel Engagement Attempt

Description

This request notifies the Backend Server that the current engagement attempt should be cancelled and the invitation should not be shown to the visitor.

Request

Method	POST		
URL	http://<backend_host:backend_port>/backend/data/gateway/noengage		
	The HTTPS schema is also allowed, if configured .		
Parameters			
Name	Value	Mandatory	Description
cancelData	JSON object	yes	This object describes the parameters for the cancelled engagement attempt. For details about the structure of this JSON object, see Cancelling Engagement as a Result of the Engagement Logic Strategy

Response

Response	Standard HTTP Responses 200 - OK 400 - FAULT
Response Type	JSON