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API Reference

Engagement REST API

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 Server in order to start or cancel an engagement.

Start Engagement Attempt

Description

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

Request

| | | | |
|------------|---|-----------|---|
| Method | POST | | |
| URL | http://<gwe_server_host:gwe_server_port>/server/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 Web Engagement Server that the current engagement attempt should be cancelled and the invitation should not be shown to the visitor.

Request

| | | | |
|------------|---|-----------|--|
| Method | POST | | |
| URL | http://<gwe_server_host:gwe_server_port>/server/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 |