GENESYS™

Web Services API Reference

Asynchronous Telephony Operations Notifications

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Contents

User

/me

Currently the following nofication will be available via the **/v2/me** topic:

Attribute	Description	Applies to notification type
notificationType	The type of notification that has been received. Possible values: *PasswordChangeSuccessful*: A password change operation has been executed successfully for the current user. User should use the new password upon next login. *PasswordChangeError*: An error occurred while changing the user's password	always present
errorMessage	An error message describing why the password change failed	PasswordChangeError
errorCode	The error code describing the reason for failure. Possible values are: 1: Password does not meet security guidelines 2: Did not enter old password correctly 3: Internal server error	PasswordChangeError

/users

NOTE: This topic is only available to supervisor and administrator users.

The following notification is available via the **/v2/users** topic:

Attribute	Description	Applies to notification type
notificationType	The type of notification that has been received. Possible values: *PasswordChangeSuccessful*: A	always present

Attribute	Description	Applies to notification type
	password change operation has been executed successfully for the referenced user. User should use the new password upon next login. *PasswordChangeError*: An error occurred while changing the referenced user's password	
errorMessage	An error message describing why the password change failed	PasswordChangeError
errorCode	The error code describing the reason for failure. Possible values are: 1: Password does not meet security guidelines 2: Did not enter old password correctly 3: Internal server error	PasswordChangeError
userUri	The uri identifying the user for whom this notification is received	always present
userId	The id identifying the user for whom this notification is received.	always present

Calls

The following notifications are available via the **/v2/me/calls** topic. This topic should be used to subscribe to call notifications. A call notification has the following JSON attributes:

Attribute	Description
call	An object describing the current call. See the voice interactions section for a list of its attributes.
phoneNumber	The phone number digits assigned to the device on which the call is active.
notificationType	Describes the reason the for the current notification. It can have one of the following values: StatusChange—the call's status has changed. ParticipantsUpdated—the participants list for the current call have been updated. AttachedDataChanged—the list of attached data has changed.

Attribute	Description
	DtmfSent—Dual-tone multi-frequency (DTMF) digits have been successfully sent for this call.

In addition, if an error occurs during an attempted call control operation, the following attributes will be present:

Attribute	Description
deviceUri	The URI for the device on which the call is active.
errorMessage	The error message describing the error that occured.
connectionId	Genesys ConnID
callUuid	Genesys UUID

The following example shows the structure of a **CallStateChangedMessage**:

```
{
  "data": {
    "messageType": "CallStateChangeMessage",
    "call": {
      "id": "010a0229f0cbd001",
      "state": "Dialing",
      "callUuid": "RC5FN2QK1H3IFD3CV136FELT80000001",
      "deviceUri": "http://127.0.0.1:8080/api/v2/devices/
5aceae61-0b5c-4578-9477-cd352d43cb17",
      "uri": "http://127.0.0.1:8080/api/v2/me/calls/010a0229f0cbd001",
      "participants": [
        "2"
      ],
      "participantsInfo": [
        {
          "location": null,
          "country": {
            "name": "",
            "code": "",
            "callingCode": ""
          },
          "formattedPhoneNumber": "2",
          "isValidNumber": false,
          "E164digits": "2"
        }
      ],
      "ani": "1",
      "capabilities": [
        "DeleteUserDataPair",
        "UpdateUserData",
        "AttachUserData",
        "Hangup",
        "DeleteUserData",
        "SendDtmf"
      ],
      "duration": "0",
      "mute": "Off"
    },
    "phoneNumber": "1",
```

```
      "notificationType": "StatusChange"
   },
   "channel": "/v2/me/calls"
}
```

Devices

The topic **/v2/me/devices** should be used to monitor the availability of a user's devices. The following JSON attributes will be present:

Attribute	Description
id	The ID of the device that is changing state.
deviceState	The state of the device. Either Active, or Inactive.
userState	A structure describing the current user state for the device. This will include the state (for example, Ready/NotReady), workMode, and reason (if applicable). If the combination of state, workMode, and reason match an agent state definition, the id and displayName of that agent state definition will also be included for convenience.
doNotDisturb	Off
forwardTo	If forwarding calls, the number to which calls will be forwarded.

The example below shows the structure and attribution of a **DeviceStateChangeMessage**:

```
{
  "data": {
    "messageType": "DeviceStateChangeMessage",
    "devices": [
      {
        "deviceState": "Active",
        "phoneNumberUri": "http://127.0.0.1:8080/api/v2/phone-numbers/
2b36d336-d502-4e46-bc92-b727913a7754",
        "id": "5aceae61-0b5c-4578-9477-cd352d43cb17",
        "userState": {
          "id": "9430250E-0A1B-421F-B372-F29E69366DED",
          "displayName": "Ready",
          "state": "Ready"
        },
        "type": "PSTNPhone",
        "model": "FakeDeviceModel",
        "vendor": "FakeDeviceVendor",
        "phoneNumber": "1",
        "country": {
          "name": "",
          "code": "",
          "callingCode": ""
        },
        "e164Number": "1"
      }
    ]
  },
```

```
  "channel": "/v2/me/devices"
}
```