Web Services API Reference

RenderStandardResponse

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RenderStandardResponse

This operation is part of the Standard Response API section of the Web Services API.

Overview

A Standard Response is a text template with placeholders that are replaceable, resulting in a standardized yet customized message according to the situation and customer. This operation renders a body of text based on keyword data provided by the client to replace placeholders in the Standard Response text.

For example, the following template:

```
Hello <$ Contact.FirstName $> <$ Contact.LastName $>, I am <$ Agent.FirstName $> and I am
happy to help you. Can you provide me with the <$ Custom.ProductName $>'s model number?
```

results in the following standard response:

```
Hello Scott Summers, I am Jean and I am happy to help you. Can you provide me with the
Awesome Vacuum Cleaner's model number?
```

If any of the keywords or values are missing from the client or the stardard response code references a field that doesn't exist, the value is replace with None. For example:

```
Hello Scott Summers, I am None and I am happy to help you. Can you provide me with the None's
model number?
```

Request

Request URL	/api/v2/platform/contactserver/ RenderStandardResponse/{standardResponseId}
HTTP Method	POST
Required Features	api-multimedia

Parameters

Parameter	Value	Mandatory
interactionId	Interaction identity	Optional. Note that one of the identity parameters must be specified.
chatId	Interaction identity	Optional. Note that one of the identity parameters must be

Parameter	Value	Mandatory
		specified.
facebookId	Interaction identity	Optional. Note that one of the identity parameters must be specified.
emailId	Interaction identity	Optional. Note that one of the identity parameters must be specified.
facebookSessionId	Interaction identity	Optional. Note that one of the identity parameters must be specified.
tweetId	Interaction identity	Optional. Note that one of the identity parameters must be specified.
usePlainText	Values can be `true` or `false`.	Optional
customProperties	List of Custom properties	Optional
agentCustomProperties	List of Agent Custom properties	Optional

To render a Standard Response, make a POST Standard Response REST resource call with parameters consisting of key value pairs, representing substitutions for keywords within the Standard Response body.

Sample

```
POST http://.../api/v2/platform/contactserver/RenderStandardResponse/23423423423
{
                "interactionId" : "2390472394",
                "usePlainText" : "true",
                "customProperties" : [{"name":"code1":"value":"First"},
{"name":"code2":"value":"Second"}]
                "agentCustomProperties" : [{"name":"Title","value":"Mr"}]
}
```

Potential Sample Parameters:

- "Custom.RMA" - "Processing RMA"

- "Custom.ModelName" - "Supra RZ10"

- "Custom.ModelNumber" - "234324FJE"

Important

In order for these to work, the Standard Response being used must have the needed field code defined within its template body text.

Response

Any values that are null or empty will not be returned as part of the response.

```
{
    "body":"Hello Tom, I am John. Goodbye."
}
```

Autoreplaced Keywords

The following are currently default, built-in data points that UCS automatically replaces if data is available. If data is not available, the default value is 'None'. This data is not user provided in the request.

- Agent.Signature
- Agent.FullName
- Agent.LastName
- Agent.FirstName
- Contact.PrimaryPhoneNumber
- Contact.PrimaryEmailAddress
- Contact.Title
- Contact.FullName
- Contact.LastName
- Contact.FirstName
- Contact.Id
- Interaction.FromAddress
- Interaction.ToAddress
- Interaction.TimeZone
- Interaction.DateCreated
- Interaction.AttachedData - Only values that are found in either Interaction Attributes or Interaction User Data. If the value does not exist, then a error will be returned in the response.
- Interaction.Subject
- Interaction.Id

These values are not active by default. You must add them manually as fields using Knowledge Manager.