



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

# Web Services API Reference

Incoming Call From an Outbound Campaign

4/15/2025



# Incoming Call From an Outbound Campaign

When a call comes from an outbound campaign, Web Services sends its outbound record via the **/v2/me/call** channel as part of the call message. The outbound record is contained in the **outboundRecord** field:

```
"call":{
  "id":"0IFVANQ9094C1CP1T9MP240QC00000008",
  "state":"Released",
  "callUuid":"0IFVANQ9094C1CP1T9MP240QC00000008",
  ...
  "outboundRecord":{
    "recordHandle":23,
    "chainId":1,
    "applicationId":114,
    "campaignName":"GSW_CAMPAIGN_NAME",
    "callingList":"GSW_CALLING_LIST",
    "phoneNumber":"50000",
    "callResult":"Answer",
    "tzOffset":-25200,
    "otherFields":{
      "RRequestedSkills":null,
      "RRequestedSkillCombination":"",
      "GSW_CAMPAIGN_GROUP_DESCRIPTION":"",
      "RTargetObjectSelected":"",
      "IW_CaseUid":"0bc64636-2cd5-4da1-3987-1764fc296b76",
      "IW_BundleUid":"4e3eecaa-c6b5-4cc2-816a-b3ce147302e2",
      "ServiceType":"default",
      "GSW_MEDIA_SRV_ID":"sip:Genesys@10.10.9.254:5070",
      "USR_FIELD02":"",
      "USR_FIELD01":"",
      ...
    },
    "attempts":42,
    "devicePath":"/devices/87c137eb-cb8a-4fb0-97ad-eea4cd908c89",
    "userData":{
      ...
    }
  },
  ...
}
```