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Workspace Web Edition Developer's Guide and API Reference

Interaction Namespace

Interaction Namespace

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Methods

The Interaction namespace includes the following methods:

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- [markdone](#)
- [blockMarkdone](#)
- [unblockMarkdone](#)

deleteUserData

Signature	<static> deleteUserData(<i>interactionId</i> , <i>key</i>)											
Description	Deletes the user data attached to the interaction. The service-client-api.user-data.write-allowed option might restrict the allowed key/value pairs.											
Parameters	<table border="1"> <thead> <tr> <th>Name</th> <th>Type</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>interactionId</td> <td>string</td> <td>The unique identifier for the interaction.</td> </tr> <tr> <td>key</td> <td>string</td> <td>The key to delete from the attached data.</td> </tr> </tbody> </table>	Name	Type	Description	interactionId	string	The unique identifier for the interaction.	key	string	The key to delete from the attached data.		
Name	Type	Description										
interactionId	string	The unique identifier for the interaction.										
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getByInteractionId

Signature	<static> getByInteractionId(<i>interactionId</i>) → { interaction.Interaction }								
Description	Gets an interaction by its unique identifier.								
Parameters	<table border="1"> <thead> <tr> <th>Name</th> <th>Type</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>interactionId</td> <td>string</td> <td>The unique identifier for the interaction.</td> </tr> </tbody> </table>	Name	Type	Description	interactionId	string	The unique identifier for the interaction.		
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interactionId	string	The unique identifier for the interaction.							

Signature	<code><static> getByInteractionId(<i>interactionId</i>) → {interaction.Interaction}</code>
Returns	interaction.Interaction or null if the interaction doesn't exist.

getInteractions

Signature	<code><static> getInteractions() → {Array.<interaction.Interaction>}</code>
Description	Gets all the interactions.
Returns	Array.< interaction.Interaction >

selectCaseByCaseId

Signature	<code><static> genesys.wwe.service.interaction.selectCaseByCaseId(<i>caseId</i>, <i>succeeded</i>, <i>failed</i>)</code>
Description	<p>Select the case in the UI by case identifier. If you subscribe to the "interaction" events (<code>genesys.wwe.service.subscribe(["interaction"], eventHandler, this);</code>), you will receive the following event:</p> <pre>Received interaction event: { "event": "interaction", "data": { "eventType": "CASE_COLLAPSED", "selectedCaseId": "4401820b- c4e6-4994-69c2-6ae7fdb4905" }, "userAgent": "WWE Server", "protocolVersion": 2 } Received interaction event: { "event": "interaction", "data": { "eventType": "CASE_EXPANDED", "selectedCaseId": "4401820b- c4e6-4994-69c2-6ae7fdb4905" }, "userAgent": "WWE Server", "protocolVersion": 2 } Received interaction event: { "event": "interaction", "data": { "eventType": "CASE_SELECTED", "selectedCaseId": "d4187b87-9fe1-4db8-0515-6a91e666e22d" }, "userAgent": "WWE Server",</pre>

Signature	<static> genesys.wwe.service.interaction.selectCaseByCaselId(caselId, succeeded, failed)								
	<pre> "protocolVersion": 2 } </pre>								
Parameters	<table border="1"> <thead> <tr> <th>Name</th> <th>Type</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>caselId</td> <td>string</td> <td>The unique identifier for the case.</td> </tr> </tbody> </table>	Name	Type	Description	caselId	string	The unique identifier for the case.		
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caselId	string	The unique identifier for the case.							

setUserData

Signature	<static> setUserData(<i>interactionId</i> , <i>keyValues</i>)											
Description	Sets the user data on the live interaction (for voice, this means the interaction is not in the IDLE state). This request overwrites any existing keys on the user data. The service-client-api.user-data.write-allowed option might restrict the allowed key/value pairs.											
Parameters	<table border="1"> <thead> <tr> <th>Name</th> <th>Type</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>interactionId</td> <td>string</td> <td>The unique identifier for the interaction.</td> </tr> <tr> <td>keyValues</td> <td>object</td> <td>The key value pairs to set on the user data.</td> </tr> </tbody> </table>	Name	Type	Description	interactionId	string	The unique identifier for the interaction.	keyValues	object	The key value pairs to set on the user data.		
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markdone

Signature	<static> markdone(<i>interactionId</i>)								
Description	Mark done the selected interaction.								
Parameters	<table border="1"> <thead> <tr> <th>Name</th> <th>Type</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>interactionId</td> <td>string</td> <td>The unique identifier for the interaction.</td> </tr> </tbody> </table>	Name	Type	Description	interactionId	string	The unique identifier for the interaction.		
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interactionId	string	The unique identifier for the interaction.							

blockMarkdone

Signature	<static> blockMarkdone(<i>interactionId</i> , <i>warningMessage</i>)											
Description	Block the mark done operation on the selected interaction. The "markdone" event must be subscribed to receive the event which informs that there is a delay in blocking the markdone operation with this method.											
Parameters	<table border="1"> <thead> <tr> <th>Name</th> <th>Type</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>interactionId</td> <td>string</td> <td>The unique interaction identifier of the interaction to prevent the mark done operation.</td> </tr> <tr> <td>warningMessage</td> <td>string</td> <td>The warning message.</td> </tr> </tbody> </table>	Name	Type	Description	interactionId	string	The unique interaction identifier of the interaction to prevent the mark done operation.	warningMessage	string	The warning message.		
Name	Type	Description										
interactionId	string	The unique interaction identifier of the interaction to prevent the mark done operation.										
warningMessage	string	The warning message.										

unlockMarkdone

Signature	<static> unlockMarkdone(<i>interactionId</i>)								
Description	Unblock the mark done operation on the selected interaction that was previously blocked.								
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Type Definitions

The Interaction namespace includes the following object types:

- [Interaction](#)
- [Party](#)

Interaction

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Type	Object																				
Properties	<table border="1"> <thead> <tr> <th style="text-align: center;">Name</th> <th style="text-align: center;">Type</th> <th style="text-align: center;">Description</th> </tr> </thead> <tbody> <tr> <td>interactionId</td> <td>string</td> <td>The unique identifier for the interaction. Note: This is a client-side ID that is lost on the next session or refresh.</td> </tr> <tr> <td>parentInteractionId</td> <td>string</td> <td>The unique identifier for the parent interaction. Note: This is a client-side ID that is lost on the next session or refresh.</td> </tr> <tr> <td>caseId</td> <td>string</td> <td>This identifier targets the case that this interaction is part of.</td> </tr> <tr> <td>userData</td> <td>object</td> <td>The attached user data key/value object that is updated with each interaction event.</td> </tr> <tr> <td>state</td> <td>string</td> <td>The current state of the interaction. Possible values are: <ul style="list-style-type: none"> UNKNOWN — An unknown state. </td> </tr> </tbody> </table>			Name	Type	Description	interactionId	string	The unique identifier for the interaction. Note: This is a client-side ID that is lost on the next session or refresh.	parentInteractionId	string	The unique identifier for the parent interaction. Note: This is a client-side ID that is lost on the next session or refresh.	caseId	string	This identifier targets the case that this interaction is part of.	userData	object	The attached user data key/value object that is updated with each interaction event.	state	string	The current state of the interaction. Possible values are: <ul style="list-style-type: none"> UNKNOWN — An unknown state.
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Party

Description	Represents the JSON structure of a party.								
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