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Web Services API Reference

Interactions API Operations

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Interactions API Operations

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Synchronous

The following operations are supported on **/interactions**:

HTTP Operation	Description	Permissions
GET	Returns the list of all currently active interactions for this Contact Center.	<ul style="list-style-type: none"> Contact Center Admin Agent

The following operations are supported on **/me/interactions**:

HTTP Operation	Parameters	Description	Response Sample	Permissions
GET	fields=*	Returns the list of interactions that are currently being handled by the agent.	{"statusCode":0,"interactions":[same message format as comes via cometD notifications for interactions]}	Agent
GET	N/A	Returns a list of interaction URIs that are currently being handled by the agent.	{"statusCode":0,"uris":[" http://.../api/v2/interactions/00009a8T8Y130123 "]}	Agent

The following operations are supported on **/interactions/{id}**:

HTTP Operation	Description	Permissions
GET	Returns interaction details for a given interaction.	Agent
PUT	Updates a given interaction. The actual operation depends on the interaction's channel.	Agent

The following operations are supported on **me/interactions/{id}**:

Operation Name	HTTP Operation	Description	Permissions
Accept	POST	This operation can be performed after a new	Agent

Operation Name	HTTP Operation	Description	Permissions
		interaction notification arrives. Accepting an interaction allows Agents to start working on it.	
Reject	POST	This operation can be performed after a new interaction notification arrives. Rejecting an interaction allows an Agent the opportunity to work on a different one.	Agent
StopProcessing	POST	This operation can be performed after an agent has finished working on an interaction.	Agent
PlaceInQueue	POST	This operation can be performed on an interaction so that another person can continue processing it.	Agent
UpdateProperties	POST	This operation can be performed on an interaction that an agent is currently working on.	Agent
PlaceInWorkbin	POST	This operation places an interaction into a specified workbin.	Agent
GetWorkbinContent	POST	This operation will get the contents of a given workbin.	Agent
Transfer	POST	This operation transfers interaction ownership from one Agent to another Agent.	Agent
StartConference	POST	This operation allows Agents to initiate a conference with another Agent on a specific interaction.	Agent
EndConference	POST	This operation lets Agents leave a currently active conference.	Agent

Accept

This operation can be performed after a new Interaction invitation notification arrives. It is essentially one of two options an agent (**User**) has regarding an Interaction invitation: accepting it or **rejecting** it. Choosing this action will associate the Interaction to the agent. This association or "ownership" will continue until that agent performs a Complete, Transfer, or Re-direct action on the aforementioned Interaction. A successful request will result in an empty http-200 response. In most cases, the true response will arrive on the cometd topic (channel) **/v2/me/interactions/**.

Please refer to **Email Accepted** for details on the actual response for email Interactions.

Input Parameters

POST on **/me/interactions/{id}**

```
{
  "operationName": "Accept"
}
```

Output

Success

```
{
  "status": "ok"
}
```

Failed

```
{
  "status": "error",
  "errorDescription": details
}
```

Reject

This operation can be performed after a new Interaction invitation notification arrives. It is essentially one of two options an agent has regarding an Interaction invitation: **accepting** it or rejecting it. A successful request will result in an empty http-200 response, and compels the System to present the Interaction to another Agent.

Input Parameters

POST on **/me/interactions/{id}**

```
{
  "operationName": "Reject"
}
```

Output

Success

```
{
  "status": "ok"
}
```

Failed

```
{
  "status": "error",
  "errorDescription": details
}
```

StopProcessing

This operation can be performed after an Agent **accepts** an interaction. This marks the end of the Agent's ownership of the interaction.

This is typically called when an Agent (**User**) has finished working on an interaction

Input Parameters

POST on **/me/interactions/{id}**

```
{
  "operationName": "StopProcessing"
}
```

Output

Success

```
{
  "status": "ok"
}
```

Failed

```
{
  "status": "error",
  "errorDescription": details
}
```

PlaceInQueue

This operation can be performed after an Agent **accepts** an Interaction. This marks the end of the Agent's ownership of the interaction.

This is typically called when an Agent (**User**) has finished working on an interaction

Input Parameters

POST on **/me/interactions/{id}**

```
{
  "operationName": "PlaceInQueue"
  "queue": "queue-name"
}
```

Output

Success

```
{
  "status": "ok"
}
```

Failed

```
{
  "status": "error",
  "errorDescription": "details"
}
```

UpdateProperties

This operation can be performed on an interaction that agent is working on.

Input Parameters

POST on **/me/interactions/{id}**

```
{
  "operationName": "UpdateProperties"
  "properties": {
    {
      "field1" : value1,
      "field2" : value2,
      "field3" : {
        {
          "fieldA" : valueA,
          "fieldB" : valueB
        }
      }
    }
  }
}
```

Output

Success

```
{
  "status": "ok"
}
```

Failed

```
{
  "status": "error",
  "errorDescription": details
}
```

PlaceInWorkbin

This operation will place an interaction into a specified workbin.

Input

```
{
  "operationName": "PlaceInWorkbin",
  "workbin": workbin-identifiers,
}
```

Output

Success

```
{
  "status": "ok"
}
```

Failed

```
{
  "status": "error",
  "errorDescription": details
}
```

GetWorkbinContent

This operation will return the contents of a given workbin. The contents will come as a cometD message.

Input

```
{
  "operationName": "GetWorkbinContent",
  "workbin": "workbin-identifier"
}
```


Output

Success

```
{
  "status": "ok"
}
```

Failed

```
{
  "status": "error",
  "errorDescription": details
}
```

Notifications

A list of `InteractionStateMessages`; it will contain the same information as found in new notification messages.

Transfer

This operation transfers interaction ownership from one Agent to another Agent. Functionality may vary from different media types. Further details can be found within the media type sub-topics.

Input

```
{
  "operationName": "Transfer",
  "targetId": "a unique Agent identifier"
}
```

HTTP Response

Success

```
{
  "status": "ok"
}
```

Failed

```
{
  "status": "error",
  "errorDescription": details
}
```

StartConference

This operation allows Agents to initiate a conference with another Agent on a specific interaction; it allows two Agents to work on the same Interaction simultaneously. To leave a conference, users must make an **EndConference** request.

Currently, functionality is limited to conferencing. Monitoring and coaching functionality is currently not available. Further details can be found within the media type sub-topics.

HTTP Request

```
{
  "operationName": "StartConference",
  "agentId": "a unique Agent identifier"
}
```

HTTP Response

Success

```
{
  "status": "ok"
}
```

Failed

```
{
  "status": "error",
  "errorDescription": "details"
}
```

Cometd Response Message

Important

The full response will vary depending on the media type.

```
{
  "messageTypeName": "InteractionStateMessage",
  "id": "alpha-numeric-string",
  "state": "InvitedConference"
}
```

Cometd Notification Messages

This notifies the remaining Agents on the conference that an Agent has left the conference.

Important

The full response will vary depending on the media type.

```
{
  "messageTypeName": "InteractionStateMessage",
  "id": "alpha-numeric-string",
  "state": "LeftConference"
}
```

EndConference

This operation allows Agents to leave a currently active conference.

When Agents leave a conference, the last remaining Agent will retain Interaction ownership.

HTTP Request

```
{
  "operationName": "LeaveConference",
  "agentId": "a unique Agent identifier"
}
```

HTTP Response

Success

```
{
  "status": "ok"
}
```

Failed

```
{
  "status": "error",
  "errorDescription": "details"
}
```

See also

Refer to the following topics for more information about the Interactions API:

- [E-mail Interactions](#)
- [Notifications](#)

- Chat Interactions
 - Inbound Operations
 - Notifications