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# Web Services API Reference

Interaction Notifications

12/14/2025

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# Interaction Notifications

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The following is a list of Cometd notifications that are not tied to a specific interaction operation.

To begin receiving e-mail channel related notifications from the System through the Cometd topics (also known as cometd channels), an agent needs to set his agent status for the email channel to Ready. He then needs to subscribe to the **/me/interactions** cometd topic and listen. To prevent the System from sending more e-mail interaction notifications, the user needs to set his e-mail channel state to NotReady.

When a user sets his status for the email channel to Ready, the following notifications may occur:

## New Email Interaction Invite

This notification invites an Agent to either **Accept** or **Reject** an incoming email Interaction.

```
[
  {
    u'data': {
      u'userData': {
        u'Header_Content-Type': u'multipart/
mixed;boundary="=====1840393583==",
        u'RTargetTypeSelected': u'2',
        u'RTargetObjectSelected': u'?': 2>1',
        u'_ContainsAttachment': u'false',
        u'CBR-actual_volume': u'',
        u'RVQID': u'',
        u'To': u'support@ci-vm106',
        u'Header_Date': u'Fri,
28Jun201313: 30: 34-0700',
        u'_AttachmentsSize': u'0',
        u'_AutoReplyCount': 0,
        u'RTargetObjSelDBID': u'',
        u'Header_MIME-Version': u'1.0',
        u'Mailbox': u'support',
        u'CBR-Interaction_cost': u'',
        u'CBR-contract_DBIDs': u'',
        u'ContactId': u'0000Ha8S2A7X000N',
        u'RTargetAgentSelected': u'Agent1',
        u'CBR-IT-path_DBIDs': u'',
        u'RTargetAgentGroup': u'?': 2>1',
        u'RTargetRuleSelected': u'',
        u'FromPersonal': u'',
        u'RTargetPlaceSelected': u'Agent1',
        u'_AttachmentFileNames': u'',
        u'RTenant': u'Environment',
        u'RRequestedSkills': None,
```

```
    u'Origination_Source': u'Email',
    u'RRequestedSkillCombination': u'',
    u'RVQDBID': u'',
    u'RStrategyDBID': u'134',
    u'CustomerSegment': u'default',
    u'PegAG?: 2>1': 1,
    u'ServiceType': u'default',
    u'FromAddress': u'Customer1@ci-vm106',
    u'ServiceObjective': 0,
    u'Header_Message-ID': u'<4fdz6n7aiqcqyw3.280620131330@ci-vm106>',
    u'RTargetRequested': u'?': 2>1',
    u'EmailAddress': u'Customer1@ci-vm106',
    u'RStrategyName': u'SimpleEmailInStrategy',
    u'Subject': u'test_reply'
  },
  u'email_object': {
    u'interactionId': u'0000Ja8V814907JM'
  },
  u'currentQueue': u'SimpleEmailInQueue',
  u'interactionSubType': u'InboundNew',
  u'capabilities': [
    u'Accept',
    u'Reject'
  ],
  u'state': u'Invited',
  u'messageType': u'InteractionStateMessage',
  u'id': u'0000Ja8V814907JM',
  u'channel': u'email',
  u'interactionType': u'Inbound'
},
u'channel': u'/v2/me/interactions'
},
{
  u'successful': True,
  u'advice': {
    u'interval': 0,
    u'timeout': 30000,
    u'reconnect': u'retry'
  },
  u'id': u'25',
  u'channel': u'/meta/connect'
}
]
```

## Email Revoked

After a predetermined period of Agent inactivity, this notifies the Agent that the System has removed an e-mail Interaction from him or her.

```
[
  {
    u'data': {
      u'userData': {
        u'Header_Content-Type': u'multipart/
mixed;boundary="=====1840393583==",
        u'RTargetTypeSelected': u'2',
        u'RTargetObjectSelected': u'?': 2>1',
        u'_ContainsAttachment': u'false',
        u'CBR-actual_volume': u'',
```

```
    u'RVQID': u'',
    u'To': u'support@ci-vm106',
    u'Header_Date': u'Fri,
28Jun2013 13: 30: 34-0700',
    u'_AttachmentsSize': u'0',
    u'_AutoReplyCount': 0,
    u'RTargetObjSelDBID': u'',
    u'Header_MIME-Version': u'1.0',
    u'Mailbox': u'support',
    u'CBR-Interaction_cost': u'',
    u'CBR-contract_DBIDs': u'',
    u'ContactId': u'0000Ha8S2A7X000N',
    u'RTargetAgentSelected': u'Agent1',
    u'CBR-IT-path_DBIDs': u'',
    u'RTargetAgentGroup': u'?': 2>1',
    u'RTargetRuleSelected': u'',
    u'FromPersonal': u'',
    u'RTargetPlaceSelected': u'Agent1',
    u'_AttachmentFileNames': u'',
    u'RTenant': u'Environment',
    u'RRequestedSkills': None,
    u'Origination_Source': u'Email',
    u'RRequestedSkillCombination': u'',
    u'RVQDBID': u'',
    u'RStrategyDBID': u'134',
    u'CustomerSegment': u'default',
    u'PegAG?: 2>1': 1,
    u'ServiceType': u'default',
    u'FromAddress': u'Customer1@ci-vm106',
    u'ServiceObjective': 0,
    u'Header_Message-ID': u'<4fdz6n7aiqcqyw3.280620131330@ci-vm106>',
    u'RTargetRequested': u'?': 2>1',
    u'EmailAddress': u'Customer1@ci-vm106',
    u'RStrategyName': u'SimpleEmailInStrategy',
    u'Subject': u'test_reply'
  },
  u'email_object': {
    u'interactionId': u'0000Ja8V814907JM'
  },
  u'currentQueue': u'SimpleEmailInQueue',
  u'interactionSubType': u'InboundNew',
  u'capabilities': [],
  u'state': u'Revoked',
  u'messageType': u'InteractionStateMessage',
  u'id': u'0000Ja8V814907JM',
  u'channel': u'email',
  u'interactionType': u'Inbound'
},
u'channel': u'/v2/me/interactions'
},
{
  u'successful': True,
  u'advice': {
    u'interval': 0,
    u'timeout': 30000,
    u'reconnect': u'retry'
  },
  u'id': u'25',
  u'channel': u'/meta/connect'
}
]
```

## Email Accepted

```
[
  {
    u'data': {
      u'userData': {
        u'Header_Content-Type': u'multipart/
mixed;boundary="=====1840393583==",
        u'RTargetTypeSelected': u'2',
        u'RTargetObjectSelected': u'?': 2>1',
        u'_ContainsAttachment': u'false',
        u'CBR-actual_volume': u'',
        u'RVQID': u'',
        u'To': u'support@ci-vm106',
        u'Header_Date': u'Fri,
28Jun2013 13: 30: 34-0700',
        u'_AttachmentsSize': u'0',
        u'_AutoReplyCount': 0,
        u'RTargetObjSelDBID': u'',
        u'Header_MIME-Version': u'1.0',
        u'Mailbox': u'support',
        u'CBR-Interaction_cost': u'',
        u'CBR-contract_DBIDs': u'',
        u'ContactId': u'0000Ha8S2A7X000N',
        u'RTargetAgentSelected': u'Agent1',
        u'CBR-IT-path_DBIDs': u'',
        u'RTargetAgentGroup': u'?': 2>1',
        u'RTargetRuleSelected': u'',
        u'FromPersonal': u'',
        u'RTargetPlaceSelected': u'Agent1',
        u'_AttachmentFileNames': u'',
        u'RTenant': u'Environment',
        u'RRequestedSkills': None,
        u'Origination_Source': u'Email',
        u'RRequestedSkillCombination': u'',
        u'RVQDBID': u'',
        u'RStrategyDBID': u'134',
        u'CustomerSegment': u'default',
        u'PegAG?: 2>1': 1,
        u'ServiceType': u'default',
        u'FromAddress': u'Customer1@ci-vm106',
        u'ServiceObjective': 0,
        u'Header_Message-ID': u'<4fdz6n7aiqcqyw3.280620131330@ci-vm106>',
        u'RTargetRequested': u'?': 2>1',
        u'EmailAddress': u'Customer1@ci-vm106',
        u'RStrategyName': u'SimpleEmailInStrategy',
        u'Subject': u'test_reply'
      },
      u'email_object': {
        u'text': u'This is email body.\r\nTesting,
hopefully this will work',
        u'interactionId': u'0000Ja8V814907JM',
        u'fromAddress': u'Customer1@ci-vm106',
        u'toAddress': u'support@ci-vm106',
        u'subject': u'test_reply'
      },
      u'currentQueue': u'SimpleEmailInQueue',
      u'interactionSubType': u'InboundNew',
      u'inQueues': {
        u'__STOP__': u''
      },
      u'capabilities': [
```

```
        u'Transfer',
        u'PlaceInQueue',
        u'StopProcessing',
        u'PlaceInWorkbin',
        u'UpdateProperties',
        u'Reply',
        u'ReplyAll'
    ],
    u'outQueues': {
        u'SimpleEmailOutQueue': u''
    },
    u'state': u'Accepted',
    u'messageType': u'InteractionStateMessage',
    u'id': u'0000Ja8V814907JM',
    u'channel': u'email',
    u'interactionType': u'Inbound'
},
u'channel': u'/v2/me/interactions'
},
{
    u'successful': True,
    u'advice': {
        u'interval': 0,
        u'timeout': 30000,
        u'reconnect': u'retry'
    },
    u'id': u'26',
    u'channel': u'/meta/connect'
}
]
```

## Chat Invited

```
[
    {
        u'data': {
            u'userData': {
                u'IdentifyCreateContact': u'3',
                u'RTargetTypeSelected': u'2',
                u'RTargetObjectSelected': u'?': 2>1',
                u'RVQID': u'',
                u'ChatServerAppName': u'es_chat',
                u'ChatServerHost': u'hpe-voicevm-76.genesyslab.com',
                u'RTargetObjSelDBID': u'',
                u'ChatServerPort': u'7160',
                u'CBR-Interaction_cost': u'',
                u'CBR-contract_DBIDs': u'',
                u'RTargetAgentSelected': u'Agent1',
                u'CBR-IT-path_DBIDs': u'',
                u'RTargetRuleSelected': u'',
                u'RTargetPlaceSelected': u'Agent1',
                u'CBR-actual_volume': u'',
                u'RTenant': u'Environment',
                u'ChatServerDBID': u'155',
                u'RRequestedSkills': None,
                u'RRequestedSkillCombination': u'',
                u'RVQDBID': u'',
                u'RStrategyDBID': u'125',
                u'CustomerSegment': u'default',
                u'PegAG?: 2>1': 1,
            }
        }
    }
]
```

```

        u'ServiceType': u'default',
        u'ServiceObjective': 0,
        u'RTargetRequested': u'?': 2>1',
        u'RTargetAgentGroup': u'?': 2>1',
        u'RStrategyName': u'SimpleChatInStrategy',
        u'Subject': u'Customersupport'
    },
    u'currentQueue': u'SimpleChatInQueue',
    u'interactionSubType': u'InboundNew',
    u'capabilities': [
        u'Accept',
        u'Reject'
    ],
    u'state': u'Invited',
    u'messageType': u'InteractionStateMessage',
    u'id': u'0000Ja8V814907KS',
    u'channel': u'chat',
    u'interactionType': u'Inbound'
},
u'channel': u'/v2/me/interactions'
},
{
    u'successful': True,
    u'advice': {
        u'interval': 0,
        u'timeout': 30000,
        u'reconnect': u'retry'
    },
    u'id': u'15',
    u'channel': u'/meta/connect'
}
]

```

## Chat Revoked

```

[
    {
        u'data': {
            u'userData': {
                u'IdentifyCreateContact': u'3',
                u'RTargetTypeSelected': u'2',
                u'RTargetObjectSelected': u'?': 2>1',
                u'RVQID': u'',
                u'ChatServerAppName': u'es_chat',
                u'ChatServerHost': u'hpe-voicevm-76.genesyslab.com',
                u'RTargetObjSelDBID': u'',
                u'ChatServerPort': u'7160',
                u'CBR-Interaction_cost': u'',
                u'CBR-contract_DBIDs': u'',
                u'RTargetAgentSelected': u'Agent1',
                u'CBR-IT-path_DBIDs': u'',
                u'RTargetRuleSelected': u'',
                u'RTargetPlaceSelected': u'Agent1',
                u'CBR-actual_volume': u'',
                u'RTenant': u'Environment',
                u'ChatServerDBID': u'155',
                u'RRequestedSkills': None,
                u'RRequestedSkillCombination': u'',
                u'RVQDBID': u'',
                u'RStrategyDBID': u'125',
            }
        }
    }
]

```



```
    u'CustomerSegment': u'default',
    u'PegAG?: 2>1': 1,
    u'ServiceType': u'default',
    u'ServiceObjective': 0,
    u'RTargetRequested': u'?': 2>1',
    u'RTargetAgentGroup': u'?': 2>1',
    u'RStrategyName': u'SimpleChatInStrategy',
    u'Subject': u'Customersupport'
  },
  u'currentQueue': u'SimpleChatInQueue',
  u'interactionSubType': u'InboundNew',
  u'capabilities': [],
  u'state': u'Revoked',
  u'messageType': u'InteractionStateMessage',
  u'id': u'0000Ja8V814907KS',
  u'channel': u'chat',
  u'interactionType': u'Inbound'
},
u'channel': u'/v2/me/interactions'
},
{
  u'successful': True,
  u'advice': {
    u'interval': 0,
    u'timeout': 30000,
    u'reconnect': u'retry'
  },
  u'id': u'15',
  u'channel': u'/meta/connect'
}
]
```

## Chat Accepted

```
[
  {
    u'data': {
      u'chat_notifications': [
        {
          u'EventId': 1,
          u'NoticeText': None,
          u'NoticeType': None,
          u'MessageText': None,
          u'UserId': u'009B51CDF64818CA',
          u'MessageType': u'PARTY_JOINED',
          u'UserType': u'Client',
          u'Visibility': u'All',
          u'NickName': u'CustomerName!L'
        },
        {
          u'EventId': 2,
          u'NoticeText': None,
          u'NoticeType': None,
          u'MessageText': u'testmessage1fromclient',
          u'UserId': u'009B51CDF64818CA',
          u'MessageType': u'NEW_MESSAGE',
          u'UserType': None,
          u'Visibility': u'All',
          u'NickName': None
        }
      ]
    }
  }
]
```

```
{
  u'EventId': 3,
  u'NoticeText': None,
  u'NoticeType': None,
  u'MessageText': u'testmessage2fromclient',
  u'UserId': u'009B51CDF64818CA',
  u'MessageType': u'NEW_MESSAGE',
  u'UserType': None,
  u'Visibility': u'All',
  u'NickName': None
},
{
  u'EventId': 4,
  u'NoticeText': None,
  u'NoticeType': None,
  u'MessageText': u'testmessage3fromclient',
  u'UserId': u'009B51CDF64818CA',
  u'MessageType': u'NEW_MESSAGE',
  u'UserType': None,
  u'Visibility': u'All',
  u'NickName': None
},
{
  u'EventId': 5,
  u'NoticeText': None,
  u'NoticeType': None,
  u'MessageText': None,
  u'UserId': u'009B51CDF65418CC',
  u'MessageType': u'PARTY_JOINED',
  u'UserType': u'Agent',
  u'Visibility': u'All',
  u'NickName': u'TestName'
}
],
u'userData': {
  u'IdentifyCreateContact': u'3',
  u'RTargetTypeSelected': u'2',
  u'RTargetObjectSelected': u'?': 2>1',
  u'RVQID': u'',
  u'ChatServerAppName': u'es_chat',
  u'ChatServerHost': u'hpe-voicevm-76.genesyslab.com',
  u'RTargetObjSelDBID': u'',
  u'ChatServerPort': u'7160',
  u'CBR-Interaction_cost': u'',
  u'CBR-contract_DBIDs': u'',
  u'RTargetAgentSelected': u'Agent1',
  u'CBR-IT-path_DBIDs': u'',
  u'RTargetRuleSelected': u'',
  u'RTargetPlaceSelected': u'Agent1',
  u'CBR-actual_volume': u'',
  u'RTenant': u'Environment',
  u'ChatServerDBID': u'155',
  u'RRequestedSkills': None,
  u'RRequestedSkillCombination': u'',
  u'RVQDBID': u'',
  u'RStrategyDBID': u'125',
  u'CustomerSegment': u'default',
  u'PegAG?: 2>1': 1,
  u'ServiceType': u'default',
  u'ServiceObjective': 0,
  u'RTargetRequested': u'?': 2>1',
  u'RTargetAgentGroup': u'?': 2>1',
  u'RStrategyName': u'SimpleChatInStrategy',
```

```
        u'Subject': u'Customersupport'
    },
    u'currentQueue': u'SimpleChatInQueue',
    u'interactionSubType': u'InboundNew',
    u'inQueues': {
        u'SimpleChatTranscriptQueue': u''
    },
    u'capabilities': [
        u'Transfer',
        u'PlaceInQueue',
        u'StopProcessing',
        u'PlaceInWorkbin',
        u'UpdateProperties',
        u'Reply'
    ],
    u'state': u'Accepted',
    u'messageType': u'InteractionStateMessage',
    u'sessionId': u'0000Ja8V814907KS',
    u'id': u'0000Ja8V814907KS',
    u'channel': u'chat',
    u'interactionType': u'Inbound'
},
u'channel': u'/v2/me/interactions'
},
{
    u'successful': True,
    u'advice': {
        u'interval': 0,
        u'timeout': 30000,
        u'reconnect': u'retry'
    },
    u'id': u'16',
    u'channel': u'/meta/connect'
}
]
```

## Chat Notifications

```
[
    {
        u'data': {
            u'chat_notifications': [
                {
                    u'EventId': 3,
                    u'NoticeText': None,
                    u'NoticeType': None,
                    u'MessageText': u'testmessagefromclient',
                    u'UserId': u'009B51CDF65818CD',
                    u'MessageType': u'NEW_MESSAGE',
                    u'UserType': None,
                    u'Visibility': u'All',
                    u'NickName': None
                }
            ],
            u'userData': {
                u'IdentifyCreateContact': u'3',
                u'RTargetTypeSelected': u'2',
                u'RTargetObjectSelected': u'?>1',
                u'RVQID': u'',
            }
        }
    }
]
```

```
    u'ChatServerAppName': u'es_chat',
    u'ChatServerHost': u'hpe-voicevm-76.genesyslab.com',
    u'RTargetObjSelDBID': u'',
    u'ChatServerPort': u'7160',
    u'CBR-Interaction_cost': u'',
    u'CBR-contract_DBIDs': u'',
    u'RTargetAgentSelected': u'Agent1',
    u'CBR-IT-path_DBIDs': u'',
    u'RTargetRuleSelected': u'',
    u'RTargetPlaceSelected': u'Agent1',
    u'CBR-actual_volume': u'',
    u'RTenant': u'Environment',
    u'ChatServerDBID': u'155',
    u'RRequestedSkills': None,
    u'RRequestedSkillCombination': u'',
    u'RVQDBID': u'',
    u'RStrategyDBID': u'125',
    u'CustomerSegment': u'default',
    u'PegAG?: 2>1': 1,
    u'ServiceType': u'default',
    u'ServiceObjective': 0,
    u'RTargetRequested': u'?: 2>1',
    u'RTargetAgentGroup': u'?: 2>1',
    u'RStrategyName': u'SimpleChatInStrategy',
    u'Subject': u'Customersupport'
  },
  u'currentQueue': u'SimpleChatInQueue',
  u'interactionSubType': u'InboundNew',
  u'inQueues': {
    u'SimpleChatTranscriptQueue': u''
  },
  u'capabilities': [
    u'Transfer',
    u'PlaceInQueue',
    u'StopProcessing',
    u'PlaceInWorkbin',
    u'UpdateProperties',
    u'Reply'
  ],
  u'state': u'Accepted',
  u'messageType': u'InteractionStateMessage',
  u'sessionId': u'0000Ja8V814907KU',
  u'id': u'0000Ja8V814907KU',
  u'channel': u'chat',
  u'interactionType': u'Inbound'
},
u'channel': u'/v2/me/interactions'
},
{
  u'successful': True,
  u'advice': {
    u'interval': 0,
    u'timeout': 30000,
    u'reconnect': u'retry'
  },
  u'id': u'17',
  u'channel': u'/meta/connect'
}
]
```