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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 active interactions for this Contact Center.	<ul style="list-style-type: none">Contact Center AdminAgent

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

HTTP Operation	Parameters	Description	Response Sample	Permissions
GET	fields=*	Returns the list of interactions that are being handled by the agent.	{"statusCode":0,"interactions":[same message format as CometD notifications for interactions]}	Agent
GET	N/A	Returns a list of interaction URIs that are 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 the 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	Accepts a new interaction. This operation can be performed after a new interaction notification arrives. Accepting an interaction allows Agents to start working on it.	Agent
Reject	POST	Rejects a new interaction. This operation can be performed after a new	Agent

Operation Name	HTTP Operation	Description	Permissions
		interaction notification arrives. Rejecting an interaction allows an Agent the opportunity to work on a different interaction.	
Cancel	POST	Cancels a new interaction. This operation can be performed after a client successfully completes either a Reply or ReplyAll operation. It is used when the client no longer wants to continue work on an incomplete interaction.	Agent
Complete	POST	Stops the interaction processing. This operation can be performed after an agent has finished working on an interaction.	Agent
PlaceInQueue	POST	Places the interaction into a queue. This operation can be performed on an interaction so that another person can continue processing it.	Agent
UpdateUserData	POST	Updates the interaction properties. This operation can be performed on an interaction that an agent is currently working on.	Agent
AttachUserData	POST	Updates the interaction properties. This operation can be performed on an interaction that an agent is currently working on.	Agent
DeleteUserData	POST	Updates the interaction properties. This operation can be performed on an interaction that an agent is currently working on.	Agent

Operation Name	HTTP Operation	Description	Permissions
PlaceInWorkbin	POST	Places the interaction into a specified workbin. The agent can place the interaction in a workbin to continue the processing later.	Agent
GetWorkbinContent	POST	Returns the contents of a given workbin.	Agent
SingleStepTransfer	POST	Transfers interaction ownership from one agent to another agent.	Agent

Accept

An agent (**User**) can either accept or **rejecting** a new interaction invitation. Accepting the invitation associates the interaction with the agent. This association or "ownership" continues until that agent performs a "Complete", "Transfer", or "Re-direct" action on the interaction. A successful request results in an empty HTTP 200 response. In most cases, the true response arrives on the CometD topic (channel) **/v2/me/interactions/**.

Input Parameters

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

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

Output

Success

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

Failed

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

Reject

An agent (**User**) can either **accept** or reject a new interaction invitation. A successful request results 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
}
```

Cancel

This operation can be performed after an agent (**User**) successfully creates a "Reply" or "ReplyAll" operation. This is typically called when the agent (**User**) no longer wants to continue work on an incomplete interaction.

HTTP Request

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

```
{
  "operationName": "Cancel"
}
```

HTTP Response

Success

```
{
  "status": 0
}
```

Failed

```
{
  "statusCode": an integer value above 0,
  "statusMessage": details
}
```

Complete

The agent can perform this operation after he or she **accepts** the interaction invitation. This operation ends the agent's ownership of the interaction. The agent (**User**) should perform this operation if he or she has finished working on the interaction

Input Parameters

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

```
{
  "operationName": "Complete"
}
```

Output

Success

```
{
  "statusCode": 0
}
```

Failed

```
{
  "statusCode": an integer value above 0,
  "statusMessage": details
}
```

PlaceInQueue

The agent (**User**) can perform this operation after **accepting** the interaction invitation. This ends the agent's ownership of the interaction.

The agent should use this operation if another agent will handle further processing of the interaction.

Input Parameters

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

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

Output

Success

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

```
}
```

Failed

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

UpdateUserData

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

Input Parameters

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

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

Output

Success

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

Failed

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


AttachUserData

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

Input Parameters

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

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

Output

Success

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

Failed

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

DeleteUserData

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

Input Parameters

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

```
{
  "operationName": "DeleteUserData"
}
```

```
"userData":
{
  "field1" : value1,
  "field2" : value2,
  "field3" :
  {
    "fieldA" : valueA,
    "fieldB" : valueB
  }
}
```

Output

Success

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

Failed

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

PlaceInWorkbin

The agent can use this operation to 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 returns the contents of a workbin. The content comes 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 contains the same information as found in the new notification messages.

SingleStepTransfer

This operation transfers interaction ownership from one agent to another agent. The functionality may vary among different media types. For further details, see the media type sub-topics.

Input

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

HTTP Response

Success

```
{  
  "statusCode": 0  
}
```

Failed

```
{  
  "statusCode": an integer value above 0,  
  "statusMessage": details  
}
```

See also

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

- [E-mail Interactions](#)
 - [Notifications](#)
- [Chat Interactions](#)
 - [Inbound Operations](#)
 - [Notifications](#)