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Web Services API Reference

Interaction Notifications

5/1/2025

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

Email Interactions

When an agent sets his or her status for the email channel to Ready, the following notifications may occur:

Email Invite

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

```
[
  {
    'data': {
      'interaction': {
        'userData': {
          'FirstName': 'qwerty',
          'Header_Content-Type': 'multipart/
mixed;boundary="=====0346841814==",
          'RTargetTypeSelected': '2',
          'RTargetObjectSelected': '?: 2>1',
          '_ContainsAttachment': 'false',
          '_CBR-actual_volume': '',
          'RVQID': '',
          'To': 'support@ci-vm106',
          'Header_Date': 'Mon,
28Oct201314: 08: 44-0700',
          '_AttachmentsSize': '0',
          '_AutoReplyCount': 0,
          'RTargetObjSelDBID': '',
          'Header_MIME-Version': '1.0',
          'Mailbox': 'support',
          'CBR-Interaction_cost': '',
          'CBR-contract_DBIDs': '',
          'ContactId': '0000Ha8S2A7X000N',
          'RTargetAgentSelected': '1',
          'CBR-IT-path_DBIDs': '',
          'RTargetAgentGroup': '?: 2>1',
          'RTargetRuleSelected': '',
          'FromPersonal': '',
          'RTargetPlaceSelected': 'Agent1',
          '_AttachmentFileNames': '',
          'RTenant': 'Environment',
          'RRequestedSkills': None,
          'Origination_Source': 'Email',
          'RRequestedSkillCombination': '',
          'RVQDBID': '',
          'RStrategyDBID': '134',
```

```
    'CustomerSegment': 'default',
    'PegAG?: 2>1': 1,
    'ServiceType': 'default',
    'FromAddress': 'Customer1@ci-vm106',
    'ServiceObjective': 0,
    'Header_Message-ID': '<6h34v7hb fot8h0h.281020131408@ci-vm106>',
    'RTargetRequested': '?: 2>1',
    'EmailAddress': 'Customer1@ci-vm106',
    'RStrategyName': 'SimpleEmailInStrategy',
    'Subject': 'Rendering_response_category'
  },
  'currentQueue': 'SimpleEmailInQueue',
  'subType': 'InboundNew',
  'inQueues': {
    '__STOP__': ''
  },
  'capabilities': [
    'Accept',
    'Reject'
  ],
  'content': {
    'interactionId': '0000Ka8WP8G94H9A'
  },
  'outQueues': {
    'SimpleEmailOutQueue': ''
  },
  'state': 'Invited',
  'type': 'Inbound',
  'id': '0000Ka8WP8G94H9A',
  'channel': 'email'
},
'messageType': 'InteractionStateMessage'
},
'channel': '/v2/me/interactions'
}
]
```

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.

```
[
  {
    'data': {
      'userData': {
        'Header_Content-Type': 'multipart/
mixed;boundary="=====1840393583==",
        'RTargetTypeSelected': '2',
        'RTargetObjectSelected': '?: 2>1',
        '_ContainsAttachment': 'false',
        'CBR-actual_volume': '',
        'RVQID': '',
        'To': 'support@ci-vm106',
        'Header_Date': 'Fri, 28Jun201313: 30: 34-0700',
        '_AttachmentsSize': '0',
        '_AutoReplyCount': 0,
        'RTargetObjSelDBID': '',
        'Header_MIME-Version': '1.0',
        'Mailbox': 'support',
        'CBR-Interaction_cost': ''
      }
    }
  }
]
```

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

Email Accepted

```
[
  {
    'data': {
      'interaction': {
        'userData': {
          'FirstName': 'qwerty',
          'Header_Content-Type': 'multipart/
```

```
mixed;boundary="=====0346841814==",
    'RTargetTypeSelected': '2',
    'RTargetObjectSelected': '?: 2>1',
    '_ContainsAttachment': 'false',
    'CBR-actual_volume': '',
    'RVQID': '',
    'To': 'support@ci-vm106',
    'Header_Date': 'Mon,
280ct201314: 08: 44-0700',
    '_AttachmentsSize': '0',
    '_AutoReplyCount': 0,
    'RTargetObjSelDBID': '',
    'Header_MIME-Version': '1.0',
    'Mailbox': 'support',
    'CBR-Interaction_cost': '',
    'CBR-contract_DBIDs': '',
    'ContactId': '0000Ha8S2A7X000N',
    'RTargetAgentSelected': '1',
    'CBR-IT-path_DBIDs': '',
    'RTargetAgentGroup': '?: 2>1',
    'RTargetRuleSelected': '',
    'FromPersonal': '',
    'RTargetPlaceSelected': 'Agent1',
    '_AttachmentFileNames': '',
    'RTenant': 'Environment',
    'RRequestedSkills': None,
    'Origination_Source': 'Email',
    'RRequestedSkillCombination': '',
    'RVQDBID': '',
    'RStrategyDBID': '134',
    'CustomerSegment': 'default',
    'PegAG?: 2>1': 1,
    'ServiceType': 'default',
    'FromAddress': 'Customer1@ci-vm106',
    'ServiceObjective': 0,
    'Header_Message-ID': '<6h34v7hbfot8h0h.281020131408@ci-vm106>',
    'RTargetRequested': '?: 2>1',
    'EmailAddress': 'Customer1@ci-vm106',
    'RStrategyName': 'SimpleEmailInStrategy',
    'Subject': 'Rendering_response_category'
},
'currentQueue': 'SimpleEmailInQueue',
'startDate': 1382994529967L,
'inQueues': {
    '__STOP__': ''
},
'capabilities': [
    'StopProcessing',
    'UpdateUserData',
    'AttachUserData',
    'DeleteUserData',
    'PlaceInWorkbin',
    'SingleStepTransfer',
    'Reply',
    'ReplyAll'
],
'content': {
    'text': 'Thisisemailbody.\r\nTesting, hopefullythiswillwork',
    'interactionId': '0000Ka8WP8G94H9A',
    'fromAddress': 'Customer1@ci-vm106',
    'toAddress': 'support@ci-vm106',
    'subject': 'Rendering_response_category'
},
```

```
        'outQueues': {
          'SimpleEmailOutQueue': ''
        },
        'state': 'Accepted',
        'subType': 'InboundNew',
        'threadId': '0000Ka8WP8G94H99',
        'type': 'Inbound',
        'id': '0000Ka8WP8G94H9A',
        'channel': 'email'
      },
      'messageType': 'InteractionStateMessage'
    },
    'channel': '/v2/me/interactions'
  ]
}
```

Chat Interactions

When an agent sets his or her status for the chat channel to Ready, the following notifications may occur:

Chat Invited

```
[
  {
    'data': {
      'userData': {
        'IdentifyCreateContact': '3',
        'RTargetTypeSelected': '2',
        'RTargetObjectSelected': '?: 2>1',
        'RVQID': '',
        'ChatServerAppName': 'es_chat',
        'ChatServerHost': 'hpe-voicevm-76.genesyslab.com',
        'RTargetObjSelDBID': '',
        'ChatServerPort': '7160',
        'CBR-Interaction_cost': '',
        'CBR-contract_DBIDs': '',
        'RTargetAgentSelected': 'Agent1',
        'CBR-IT-path_DBIDs': '',
        'RTargetRuleSelected': '',
        'RTargetPlaceSelected': 'Agent1',
        'CBR-actual_volume': '',
        'RTenant': 'Environment',
        'ChatServerDBID': '155',
        'RRequestedSkills': None,
        'RRequestedSkillCombination': '',
        'RVQDBID': '',
        'RStrategyDBID': '125',
        'CustomerSegment': 'default',
        'PegAG?: 2>1': 1,
        'ServiceType': 'default',
        'ServiceObjective': 0,
        'RTargetRequested': '?: 2>1',
        'RTargetAgentGroup': '?: 2>1',
        'RStrategyName': 'SimpleChatInStrategy',
        'Subject': 'Customersupport'
      },
    },
  ],
]
```

```
{
  'currentQueue': 'SimpleChatInQueue',
  'interactionSubType': 'InboundNew',
  'capabilities': [
    'Accept',
    'Reject'
  ],
  'state': 'Invited',
  'messageType': 'InteractionStateMessage',
  'id': '0000Ja8V814907KS',
  'channel': 'chat',
  'interactionType': 'Inbound'
},
'channel': '/v2/me/interactions'
},
{
  'successful': True,
  'advice': {
    'interval': 0,
    'timeout': 30000,
    'reconnect': 'retry'
  },
  'id': '15',
  'channel': '/meta/connect'
}
]
```

Chat Revoked

```
[
  {
    'data': {
      'userData': {
        'IdentifyCreateContact': '3',
        'RTargetTypeSelected': '2',
        'RTargetObjectSelected': '?: 2>1',
        'RVQID': '',
        'ChatServerAppName': 'es_chat',
        'ChatServerHost': 'hpe-voicevm-76.genesyslab.com',
        'RTargetObjSelDBID': '',
        'ChatServerPort': '7160',
        'CBR-Interaction_cost': '',
        'CBR-contract_DBIDs': '',
        'RTargetAgentSelected': 'Agent1',
        'CBR-IT-path_DBIDs': '',
        'RTargetRuleSelected': '',
        'RTargetPlaceSelected': 'Agent1',
        'CBR-actual_volume': '',
        'RTenant': 'Environment',
        'ChatServerDBID': '155',
        'RRequestedSkills': None,
        'RRequestedSkillCombination': '',
        'RVQDBID': '',
        'RStrategyDBID': '125',
        'CustomerSegment': 'default',
        'PegAG?: 2>1': 1,
        'ServiceType': 'default',
        'ServiceObjective': 0,
        'RTargetRequested': '?: 2>1',
        'RTargetAgentGroup': '?: 2>1',
        'RStrategyName': 'SimpleChatInStrategy',
        'Subject': 'Customersupport'
      }
    }
  }
]
```

```
    },
    'currentQueue': 'SimpleChatInQueue',
    'interactionSubType': 'InboundNew',
    'capabilities': [],
    'state': 'Revoked',
    'messageType': 'InteractionStateMessage',
    'id': '0000Ja8V814907KS',
    'channel': 'chat',
    'interactionType': 'Inbound'
  },
  'channel': '/v2/me/interactions'
},
{
  'successful': True,
  'advice': {
    'interval': 0,
    'timeout': 30000,
    'reconnect': 'retry'
  },
  'id': '15',
  'channel': '/meta/connect'
}
]
```

Chat Accepted

```
[
  {
    'data': {
      'interaction': {
        'userData': {
          'IdentifyCreateContact': '3',
          'RTargetTypeSelected': '2',
          'RTargetObjectSelected': '?: 2>1',
          'RVQID': '',
          'ChatServerAppName': 'esv_cht',
          'ChatServerHost': 'hpe-voicevm-55.genesyslab.com',
          'RTargetObjSelDBID': '',
          'ChatServerPort': '7160',
          'CBR-Interaction_cost': '',
          'CBR-contract_DBIDs': '',
          'RTargetAgentSelected': 'Agent1',
          'CBR-IT-path_DBIDs': '',
          'RTargetRuleSelected': '',
          'RTargetPlaceSelected': 'Agent1',
          'CBR-actual_volume': '',
          'RTenant': 'Environment',
          'ChatServerDBID': '145',
          'RRequestedSkills': None,
          'RRequestedSkillCombination': '',
          'RVQDBID': '',
          'RStrategyDBID': '110',
          'CustomerSegment': 'default',
          'PegAG?: 2>1': 1,
          'ServiceType': 'default',
          'ServiceObjective': 0,
          'RTargetRequested': '?: 2>1',
          'RTargetAgentGroup': '?: 2>1',
          'RStrategyName': 'SimpleChatInStrategy',
          'Subject': 'Customersupport'
        },

```

```
'currentQueue': 'SimpleChatInQueue',
'startDate': 1382984933000L,
'inQueues': {
  'SimpleChatTranscriptQueue': u''
},
'capabilities': [
  'StopProcessing',
  'UpdateUserData',
  'AttachUserData',
  'DeleteUserData',
  'PlaceInWorkbin',
  'SingleStepTransfer',
  'LeaveChat',
  'EndChatSession',
  'SingleStepConference',
  'RequestChatHistory',
  'Send'
],
'content': {
  'latestEventId': 3,
  'sessionId': '00002a94345B0MXX',
  'events': [
    {
      'userId': '0091526EACE5E036',
      'messageType': 'PARTY_JOINED',
      'userType': 'Client',
      'visibility': 'All',
      'nickName': 'test_agent_notificationL',
      'id': 1
    },
    {
      'userId': '0091526EACF0E038',
      'messageType': 'PARTY_JOINED',
      'userType': 'Agent',
      'visibility': 'All',
      'nickName': 'TestName',
      'id': 2
    },
    {
      'messageType': 'NOTICE',
      'userId': '0091526EACF0E038',
      'visibility': 'All',
      'noticeType': 'TypingStarted',
      'id': 3
    }
  ]
},
'subType': 'InboundNew',
'state': 'Accepted',
'threadId': '00002a94345B0MXY',
'type': 'Inbound',
'id': '00002a94345B0MXX',
'channel': 'chat'
},
'messageType': 'InteractionStateMessage'
}
```

Chat Notifications

```
[
```

```
{
  'data': {
    'interaction': {
      'userData': {
        'IdentifyCreateContact': '3',
        'RTargetTypeSelected': '2',
        'RTargetObjectSelected': '?: 2>1',
        'RVQID': '',
        'ChatServerAppName': 'esv_cht',
        'ChatServerHost': 'hpe-voicevm-55.genesyslab.com',
        'RTargetObjSelDBID': '',
        'ChatServerPort': '7160',
        'CBR-Interaction_cost': '',
        'CBR-contract_DBIDs': '',
        'RTargetAgentSelected': 'Agent1',
        'CBR-IT-path_DBIDs': '',
        'RTargetRuleSelected': '',
        'RTargetPlaceSelected': 'Agent1',
        'CBR-actual_volume': '',
        'RTenant': 'Environment',
        'ChatServerDBID': '145',
        'RRequestedSkills': None,
        'RRequestedSkillCombination': '',
        'RVQDBID': '',
        'RStrategyDBID': '110',
        'CustomerSegment': 'default',
        'PegAG?: 2>1': 1,
        'ServiceType': 'default',
        'ServiceObjective': 0,
        'RTargetRequested': '?: 2>1',
        'RTargetAgentGroup': '?: 2>1',
        'RStrategyName': 'SimpleChatInStrategy',
        'Subject': 'Customersupport'
      },
      'currentQueue': 'SimpleChatInQueue',
      'startDate': 1382984933000L,
      'inQueues': {
        'SimpleChatTranscriptQueue': ''
      },
      'content': {
        'latestEventId': 5,
        'sessionId': '00002a94345B0MX',
        'events': [
          {
            'messageType': 'NOTICE',
            'userId': '0091526EACF0E038',
            'visibility': 'All',
            'noticeType': 'TypingStopped',
            'id': 4
          },
          {
            'messageType': 'NOTICE',
            'userId': '0091526EACF0E038',
            'visibility': 'All',
            'noticeType': 'TypingStarted',
            'id': 3
          },
          {
            'userId': '0091526EACE5E036',
            'messageType': 'PARTY_JOINED',
            'userType': 'Client',
            'visibility': 'All',
            'nickName': 'test_agent_notificationL',

```

```
        'id': 1
      },
      {
        'userId': '0091526EACF0E038',
        'messageType': 'PARTY_JOINED',
        'userType': 'Agent',
        'visibility': 'All',
        'nickName': 'TestName',
        'id': 2
      },
      {
        'userId': '0091526EACF0E038',
        'messageType': 'PARTY_LEFT',
        'visibility': 'All',
        'id': 5
      }
    ]
  },
  'subType': 'InboundNew',
  'state': 'PropertiesChanged',
  'threadId': '00002a94345B0MXY',
  'type': 'Inbound',
  'id': '00002a94345B0MXX',
  'channel': 'chat'
},
'messageType': 'InteractionStateMessage'
},
'channel': '/v2/me/interactions'
}
]
```