Workspace Web Edition Developer's Guide and API Reference

Interaction Namespace

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Interaction Namespace

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Methods

The Interaction namespace includes the following methods:

- deleteUserData
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- setUserData
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deleteUserData

Signature	<static> deleteUserData(*interactionId*, *key*)
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	(see table below)

Name	Type	Description
interactionId	string	The unique identifier for the interaction.
key	string	The key to delete from the attached data.

getByInteractionId

Signature	<static> getByInteractionId(*interactionId*) → {interaction.Interaction}
Description	Gets an interaction by its unique identifier.
Parameters	(see table below)

Name	Type	Description
interactionId	string	The unique identifier for the interaction.

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

getInteractions

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

selectCaseByCaseId

Signature	<static> genesys.wwe.service.interaction.selectCaseByCaseId(caseId, succeeded, failed)

Description	Select the case in the UI by case identifier. If you subscribe to the "interaction" events (genesys.wwe.service.subscribe(["interaction"], eventHandler, this);), you will receive the following event:
	
	`Received interaction event: {`
	`        "event": "interaction",`
	`        "data": {`
	`                "eventType":`
	`"CASE_COLLAPSED",`
	`                "selectedCaseId": "4401820b-`
	`c4e6-4994-69c2-6ae7fdbc4905"`
	`        },`
	`        "userAgent": "WWE Server",`
	`        "protocolVersion": 2`
	`}`
	`Received interaction event: {`
	`        "event": "interaction",`
	`        "data": {`
	`                "eventType":`
	`"CASE_EXPANDED",`
	`                "selectedCaseId": "4401820b-`
	`c4e6-4994-69c2-6ae7fdbc4905"`
	`        },`
	`        "userAgent": "WWE Server",`
	`        "protocolVersion": 2`
	`}`
	`Received interaction event: {`
	`        "event": "interaction",`
	`        "data": {`
	`                "eventType":`
	`"CASE_SELECTED",`
	`                "selectedCaseId":`
	`"d4187b87-9fe1-4db8-0515-6a91e666e22d"`
	`        },`
	`        "userAgent": "WWE Server",`

Signature	<static> genesys.wwe.service.interaction.selectCaseByCaseId(caseId, succeeded, failed)
	``` "protocolVersion": 2 }```
Parameters	**Name** | **Type** | **Description** caseId | string | The unique identifier for the case.

setUserData

Signature	<static> setUserData(*interactionId*, *keyValues*)
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	**Name** | **Type** | **Description** interactionId | string | The unique identifier for the interaction. keyValues | object | The key value pairs to set on the user data.

markdone

Signature	<static> markdone(*interactionId*)
Description	Mark done the selected interaction.
Parameters	**Name** | **Type** | **Description** interactionId | string | The unique identifier for the interaction.

blockMarkdone

Signature	<static> blockMarkdone(*interactionId*, *warningMessage*)
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	

Name	Type	Description
interactionId	string	The unique interaction identifier of the interaction to prevent the mark done operation.
warningMessage	string	The warning message.

unblockMarkdone

Signature	<static> unblockMarkdone(*interactionId*)
Description	Unblock the mark done operation on the selected interaction that was previously blocked.
Parameters	

Name	Type	Description
interactionId	string	The unique interaction identifier of the interaction to prevent the mark done operation.

Type Definitions

The Interaction namespace includes the following object types:

- Interaction
- Party

Interaction

Description	Represents the JSON structure of an interaction. Attributes specific to voice interactions are: `callUuid`, `direction`, `callType`, `ani`, `dnis` and `recordingState`.
Type	Object
Properties	<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: • UNKNOWN — An unknown state.

Description	Represents the JSON structure of an interaction. Attributes specific to voice interactions are: `callUuid`, `direction`, `callType`, `ani`, `dnis` and `recordingState`.
	Name / **Type** / **Description** table below

Name	Type	Description
		• IDLE — Specifies a non-active interaction which could be closed.
		• RINGING — The inbound call is ringing.
		• DIALING — The outbound call is ringing.
		• TALKING — The call is established.
		• HELD — The call is on hold.
		• PREVIEW — The interaction is a call preview.
		• INVITED — The open media interaction is inviting.
		• ACCEPTED — The open media interaction is accepted.
		• CREATED — The open

Description	Represents the JSON structure of an interaction. Attributes specific to voice interactions are: `callUuid, direction, callType, ani, dnis` and `recordingState`.

Name	Type	Description
		media interaction has been created.
		• PULLED — The open media interaction has been pulled from a workbin.
		• REVOKED — The open media interaction has been revoked.
		• COMPLETED — The open media interaction has been completed (Mark as done).
		• ERROR — The open media interaction has an error.
		• SAVED — The open media interaction has been saved.
		• TRANSFERRING — The open media

Description	Represents the JSON structure of an interaction. Attributes specific to voice interactions are: `callUuid, direction, callType, ani, dnis` and `recordingState`.
	<table><tr><th>Name</th><th>Type</th><th>Description</th></tr><tr><td></td><td></td><td>interaction is being transferred.</td></tr></table>

Name	Type	Description
		interaction is being transferred.
		• TRANSFER_COMPLETED — The open media interaction has been transferred and the transfer has been completed.
		• INVITED_CONFERENCE — The open media interaction receives a conference invitation.
		• LEFT_CONFERENCE — The open media interaction has left the conference.
		• USER_DATA_ATTACHED — Data has been attached to the interaction.
		• USER_DATA_UPDATED — The attached data has changed in the interaction.
		• JOIN_PENDING

Description	Represents the JSON structure of an interaction. Attributes specific to voice interactions are: `callUuid`, `direction`, `callType`, `ani`, `dnis` and `recordingState`.

Name	Type	Description
		— Trying to join the chat session.
		• JOIN_FAILED — The connection with the chat server failed.
		• HISTORY_IN_PROGRESS — Loading the content of the chat interaction.
		• HISTORY_DONE — The content of the chat interaction has been loaded.
		• CANCELLED — The outbound email is cancelled.
		• SENT — The outbound email is sent.
		• READY — The call preview is ready.
		• CANCELED — The call preview is cancelled.
		• REJECTED

Description	Represents the JSON structure of an interaction. Attributes specific to voice interactions are: callUuid, direction, callType, ani, dnis and recordingState.

Name	Type	Description
		— The call preview is rejected.
previousState	string	The previous state of the interaction.
parties	Array.<interactionParty>	A collection of all the parties involved in the interaction.
isConsultation	boolean	This property is true if the interaction is a consultation; otherwise, it's false.
isMainCaseInteraction	boolean	This property is true if the interaction is the main interaction in the customer case; otherwise, it's false. In Workspace Web Edition, the main interaction is related to Case Information, Disposition, Note, Contact Profile, and so on.
callUuid	string	The UUID of the call. This attribute is only on voice interactions.
direction	string	The call direction.

Description	Represents the JSON structure of an interaction. Attributes specific to voice interactions are: `callUuid, direction, callType, ani, dnis` and `recordingState.`		
	Name	**Type**	**Description**
			Possible values are: IN, OUT or UNKNOWN. This attribute is only on voice interactions.
	callType	string	The call type. Possible values are: INTERNAL, INBOUND, OUTBOUND, CONSULT or UNKNOWN. This attribute is only on voice interactions.
	ani	string	The Automatic Number Identification service. This attribute is only on voice interactions.
	dnis	string	The Dialed Number Identification Service. This attribute is only on voice interactions.
	recordingState	string	The call recording state. Possible values are: STOPPED, RECORDING or PAUSED. This attribute is only on voice interactions.
	isCaseSelected	boolean	Is true if the case

Description	Represents the JSON structure of an interaction. Attributes specific to voice interactions are: `callUuid, direction, callType, ani, dnis` and `recordingState`.
	<table><tr><th>Name</th><th>Type</th><th>Description</th></tr><tr><td></td><td></td><td>containing this interaction is selected, otherwise is false.</td></tr><tr><td>isCaseExpanded</td><td>boolean</td><td>Is true if the case containing this interaction is expanded, otherwise is false.</td></tr><tr><td>interactionUUID</td><td>string</td><td>The attr_itx_id for a multimedia interaction or the callUuid for a voice interaction.</td></tr></table>

Party

Description	Represents the JSON structure of a party.
Type	Object
Properties	<table><tr><th>Name</th><th>Type</th><th>Description</th></tr><tr><td>name</td><td>string</td><td>The name of the party.</td></tr></table>