Integrated Capture Points Guide

Outbound Notifications

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Contents

Outbound Notifications

Properties Element

The `properties` element specifies all current interaction properties. The following is the list of predefined Interaction Server properties. Note that any user data is also presented along the predefined properties. <InteractionId>—Interaction identifier.

<ParentId>—Parent interaction identifier.

<ExternalId>—Identifier used by external system.

<TenantId>—Tenant identifier.

<MediaType>—Interaction media type.

<InteractionType>—Inbound, Outbound, or Internal.

<InteractionSubtype>—Interaction subtype, selected from the list defined for the tenant.

<IsOnline>—The interaction is (1) or is not (0) online.

<IsHeld>—The interaction is (1) or is not (0) on hold.

<Queue>—Current queue name.

<Workbin>—Current workbin name, optional.

<WorkbinAgentId>—Workbin agent ID.

<WorkbinAgentGroupId>—Workbin agent group ID.

<WorkbinPlaceId>—Workbin place ID.

<WorkbinPlaceGroupId>—Workbin place group ID.

<SubmittedBy>—Capture point name.

<InQueues>—List of suggested destination queues.

<ReceivedAt>—Date and time received; format is YYYY-MM-DD HH:MM:SS.

<SubmittedAt>—Date and time submitted; format is YYYY-MM-DD HH:MM:SS.

<DeliveredAt>—Date and time delivered; format is YYYY-MM-DD HH:MM:SS.

<PlacedInQueueAt>—Date and time placed in queue; format is YYYY-MM-DD HH:MM:SS.

<MovedToQueueAt>—Date and time moved to queue; format is YYYY-MM-DD HH:MM:SS.

<AssignedTo>—Agent ID (Place ID if no Agent ID is present in the login).

<AssignedAt>—Date and time assigned; format is YYYY-MM-DD HH:MM:SS.

<Priority>—Current interaction priority.

<ServiceType>—Service type.

<ServiceObjective>—Service objective in seconds.

Changed and Deleted Elements

The changed and deleted elements are used only with the changed notification and specify changed and deleted interaction properties respectively. For example:

```
<?xml version="1."? encoding="UTF-8"?>
<interaction operation="changed" event_time="2010-10-22T07:34:05Z">
  <properties>
    <InteractionId>05512B2CQRPPR001</InteractionId>
    <InteractionType>Inbound</InteractionType>
    <InteractionSubtype>InboundNew</InteractionSubtype>
    <TenantId>107</TenantId>
    <Queue>Inbound</Queue>
    <MediaType>workitem</MediaType>
    <SubmittedBy>CapturePointMSMQPerceptron</SubmittedBy>
    <State>3</State>
    <ReceivedAt>2010-10-19T23:47:32Z</ReceivedAt>
    <SubmittedAt>2010-10-19T23:47:32Z</SubmittedAt>
    <DeliveredAt>2010-10-22T07:33:05Z</DeliveredAt>
    <PlacedInQueueAt>2010-10-19T23:47:32Z</PlacedInQueueAt>
    <MovedToQueueAt="MovedToQueueAt="">2010-10-19T23:47:32Z</MovedToQueueAt>
    <AssignedAt>2010-10-22T07:33:05Z</AssignedAt>
    <AssignedTo>a0001</AssignedTo>
    <ExternalId>MyExternalId</ExternalId>
    <LastName>Ball</LastName>
  </properties>
  <changed>
    <LastName>Ball</LastName>
  </changed>
  <deleted>
    <CustomerSegment/>
  </deleted>
  <actor type="agent" tenant="107" place="p0001" agent="a0001"/>
</interaction>
```

Reason and Actor Elements

The reason element specifies the reason for the operation, if it is provided by the server (and if, in turn, it was provided by the client in the request). The actor element specifies the actor of the operation and can be one of the following types:

- agent—The actor is an agent application and the tenant, place, and agent attributes specify the tenant identifier, place name and agent employee ID.

- strategy—The actor is a strategy and the tenant, strategy, and router attributes specify the strategy.

- mediaserver—The actor is a media server and the mediaserver attribute specifies the name of the media server.

The following is an example of the actor and reason elements (not all properties are included in

this example):

```
<?xml version="1."? encoding="UTF-8"?>
<interaction operation="held" event_time="2010-10-22T07:54:43Z">
  <properties>
    <InteractionId>05512B2CQRPPR001</InteractionId>
    <ExternalId>MyExternalId</ExternalId>
  </properties>
  <actor type="agent" tenant="107" place="p0001" agent="a0001"/>
  <reason name="AwaitingInfo" description="Waiting for credit report"/>
</interaction>
```

The following is an example of the `strategy` actor:

```
<actor type="strategy" tenant="107" strategy="InboundStrategy" router="URServer"/>
```

The following is an example of the `mediaserver` actor:

```
<actor type="mediaserver" server="CapturePointJMS"/>
```

Party Element

The `party` element is used in `assigned` notifications and specifies a party to which the interaction has been assigned. A party can be either an agent or a strategy. The `type` attribute specifies the party type and can be either agent or `strategy`. The `tenant` attribute specifies the identifier for the tenant to which the party belongs. The following is an example of an agent party (note the `place` and agent attributes):

```
<party type="agent" tenant="107" place="p0001" agent="a0001"/>
```

The following is an example of a `strategy` party (note the `strategy` and `router` attributes):

```
<party type="strategy" tenant="107" strategy="InboundStrategy" router="URServer"/>
```