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Integrated Capture Points Guide

Responses to Capture Point Requests

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Responses to Capture Point Requests

Correlation Id

In response messages the `JMSCorrelationID` parameter is set to the `JMSMessageID` of the request by default. In Interaction Server 8.1.200 and later, you can change this default behavior using the JMS Capture Point's `use-correlation-id-in-reply` option: with a setting of `true`, the `JMSCorrelationID` parameter of the reply message is set to the value of `JMSCorrelationID` parameter of the request. A setting of `false` retains the default behavior.

Response types

The following operation types are used in responses to capture point requests:

- `submitted`—Only as a response to the `submit` operation, and never as an unsolicited notification
- `changed`—As a response to a capture point's `change` request or as a notification regarding changes to interactions submitted by this capture point
- `stopped`—As a response to the `stop` operation or as unsolicited notification if an interaction submitted by this capture point is stopped by another entity
- `held`—As a response to the `hold` operation or as unsolicited notification if an interaction submitted by this capture point is held by another entity
- `resumed`—As a response to the `resume` operation or as unsolicited notification if an interaction submitted by this capture point is resumed by another entity
- `info`—Only as a response to a `getinfo` request from a capture point
- `error`—In response to any failed request

Error Notification

The `error` element specifies the error code and (optionally) a description if an operation has failed. The following is an example of the `error` element:

```
<interaction operation="error" code="agent" description="107"/>
```