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Integrated Capture Points Guide

Web Service Capture Point Responses (Native)

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Web Service Capture Point Responses (Native)

This page presents examples of responses used by the Web Service Capture Point when operating in **Interaction Server native mode**. All requests except `GetInfo` return a structure called `RequestResponse`. For a successful request, this structure has the following characteristics:

- `Hold`, `Stop`, `Resume`, `Update`—The response is empty.
- `Submit`—The response's `Extension` field contains the Interaction ID returned by Interaction Server.
- `Ping`—The response contains Interaction Server and Capture Points statistics.

The `GetInfo` request returns a structure called `GetInfoResponse`, which contains various fields holding interaction properties.

Example Error Response

```
<?xml version="1.0" encoding="UTF-8"?>
<SOAP-ENV:Envelope xmlns:SOAP-ENV="http://schemas.xmlsoap.org/soap/envelope/" xmlns:SOAP-ENC="http://schemas.xmlsoap.org/soap/encoding/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:ixn="http://www.genesyslab.com/interaction">
  <SOAP-ENV:Body>
    <SOAP-ENV:Fault>
      <faultcode>SOAP-ENV:Client</faultcode><faultstring>Required value is missing</faultstring>
      <detail>
        <ixn:FaultMessage>< ixn:ErrorCode>2</ ixn:ErrorCode>
        < ixn:ErrorDescription>Missing InteractionId or ExternalId</ ixn:ErrorDescription>
      </ixn:FaultMessage>
      </detail>
    </SOAP-ENV:Fault>
  </SOAP-ENV:Body>
</SOAP-ENV:Envelope>
```

Example of a Response to a Successful `Submit` Request

```
<?xml version="1.0" encoding="UTF-8"?>
<SOAP-ENV:Envelope xmlns:SOAP-ENV="http://schemas.xmlsoap.org/soap/envelope/" xmlns:SOAP-ENC="http://schemas.xmlsoap.org/soap/encoding/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:ixn="http://www.genesyslab.com/interaction">
  <SOAP-ENV:Body>
    <ixn:RequestResponse>
      <ixn:Extension>
        <ixn:kvitem>
          <ixn:key>InteractionId</ixn:key>
          <ixn:value><ixn:ValueString>02JH8H2FE3Q3T00E</ixn:ValueString></ixn:value>
        </ixn:kvitem>
      </ixn:Extension>
    </ixn:RequestResponse>
  </SOAP-ENV:Body>
</SOAP-ENV:Envelope>
```