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Integrated Capture Points Guide

XML Representation

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XML Representation

The integrated JMS Capture Point is capable of capturing interactions in the form of XML documents from JMS-compliant message queue providers. The File Capture Point also captures XML documents, but from a local or network directory. This section describes both inbound and outbound XML messages for these two types of capture points.

Inbound Messages

A correctly generated XML document can use different encodings and will contain encoding specification in the document header. For that reason, XML should be always treated as binary data, not text. An XML document should always be put in a message queue as a binary message or written to a file as binary data. Message queue capture points, such as the JMS capture point, can accept binary messages and text messages (for backward compatibility). To avoid incorrect or unnecessary transcoding, ensure that the XML document uses the same encoding that a specific message queue provider uses to encode the text messages. The following encodings of *inbound* XML documents are supported:

- UTF-8
- UTF-16
- ISO-8859-1
- US-ASCII

All *outbound* XML documents are encoded using UTF-8. Inbound XML documents should follow the **element structure** outlined in this guide.

Important

Timestamps in inbound messages for Capture Points that process XML requests (JMS and File Capture Points) are treated as UTC.

Processed and Error Queues in JMS Capture Point

For message queue capture points, a copy of the original message is put either into the `processed` or `error` queues specified by the options `processed-queue-name` and `error-queue-name`, respectively. These options are configured in the `settings` section of the Capture Point Application object. No reformatting of the message takes place and no XML parsing or transformation is involved. This is an exact copy of the original message.

Outbound Notifications

The outbound XML encoding is UTF-8. For the JMS capture point, the message type of the outbound notification messages is controlled by the option `outbound-message-type`, and can be either `binary` (the default) or `text`. The messages placed in the notifications queue (JMS Capture Point) or

folder (File Capture Point) consist of outbound notifications and responses to capture point requests. The correlation identifiers in notification messages are not set because these are unsolicited notifications and not the replies. The correlation identifier is set for reply messages to correlate responses with requests. Outbound notifications are generated as separate XML documents with the root element `interaction`. The `operation` attribute specifies the type of notification and can be one of the following:

- `changed`—The interaction properties have changed.
- `stopped`—The interaction has been stopped/deleted.
- `held`—The interaction has been put on hold.
- `resumed`—The interaction has been resumed from hold.
- `moved`—The submitted interaction has been moved from one queue.
- `assigned`—The interaction has been delivered to an agent or pushed to a strategy.

Timestamps for outbound notifications and responses sent by the integrated capture points are in UTC (Coordinated Universal Time). This is inconsistent with iWD capture points. Outbound notifications and responses sent by iWD capture points are in local time. Outbound notifications are generated in a specific **XML format**.

Responses to Capture Point Requests

The responses are formatted the same way as notifications. Everything that is applicable to notification messages also applies to response messages, except for:

- Correlation Id (JMS Capture Point)
- Response Types (JMS and File Capture Points)
- Error Notification (JMS and File Capture Points)

These three areas are unique to the **responses to capture point requests**.