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Integrated Capture Points Guide

Web Service Capture Point Native Mode

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Web Service Capture Point Native Mode

When operating in native mode, the Web Service Capture Point defines and supports the following capabilities:

- Submit an interaction to a queue or a workbin
- Hold an interaction, either by `InteractionId` or by `ExternalId`
- Resume an interaction, either by `InteractionId` or by `ExternalId`
- Stop an interaction, either by `InteractionId` or by `ExternalId`
- Update an interaction, either by `InteractionId` or by `ExternalId`; this includes:
 - Move to a different queue
 - Update interaction properties
 - Delete interaction properties
- Get Info on an interaction, either by `InteractionId` or by `ExternalId`
- Ping (for heartbeat monitoring and to obtain health monitoring information)