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Integrated Capture Points Guide

Web Service Capture Point Requests (Native)

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Web Service Capture Point Requests (Native)

This page presents details of requests used by the Web Service Capture Point operating in Interaction Server native mode.

Request Submit

This request is used for creating a new interaction. It assumes that Queue, TenantId, InteractionType, InteractionSubType, and MediaType are either specified in the default-values section of the Web Service Capture Point or provided in the request parameters. Example 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:Submit xmlns="http://www.genesyslab.com/interaction">
      <TenantId>101</TenantId>
      <Queue>Queue1</Queue>
      <ExternalId>Test00001</ExternalId>
      <UserData>
        <kvitem><key>StringKey</key><value><ValueString>StringValue</ValueString></value></kvitem>
        <kvitem><key>IntKey</key><value><ValueInt>812</ValueInt></value></kvitem>
        <kvitem><key>List1Key</key><value><ValueList>
          <kvitem><key>StringKeyL1</key><value><ValueString>StringValueL1</ValueString></value></kvitem>
          <kvitem><key>IntKeyL1</key><value><ValueInt>1812</ValueInt></value></kvitem>
          <kvitem><key>List2Key</key><value><ValueList>
            <kvitem><key>StringKeyL2</key><value><ValueString>StringValueL2</ValueString></value></kvitem>
            <kvitem><key>IntKeyL1</key><value><ValueInt>11812</ValueInt></value></kvitem>
          </ValueList></value></kvitem>
        </ValueList></value></kvitem>
      </UserData>
    </ixn:Submit>
  </SOAP-ENV:Body>
</SOAP-ENV:Envelope>
```

Request Hold

This request is used for putting an interaction on hold. It must have either an InteractionId or an ExternalId argument. Example Hold 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:Hold xmlns="http://www.genesyslab.com/interaction">
```

```
<ExternalId>Test00001</ExternalId>
</ixn:Hold>
</SOAP-ENV:Body>
</SOAP-ENV:Envelope>
```

Request Stop

This request is used for stopping a running interaction. It is very similar to request Hold. It must have either an `InteractionId` or an `ExternalId` argument. Only existing, running, or held interactions can be stopped. Example Stop request:

```
<tt><?xml version="1.0" encoding="UTF-8"?></tt>
<tt><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"></tt>
<tt><SOAP-ENV:Body></tt>
<tt><ixn:Stop xmlns="http://www.genesyslab.com/interaction"></tt>
<tt><ExternalId>Test00001</ExternalId></tt>
<tt></ixn:Stop></tt>
<tt></SOAP-ENV:Body></tt>
<tt></SOAP-ENV:Envelope></tt>
```

Request Resume

This request is used for resuming a held interaction. It is very similar to request Hold. It must have either an `InteractionId` or an `ExternalId` argument. Example Resume request:

```
<tt><?xml version="1.0" encoding="UTF-8"?></tt>
<tt><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"></tt>
<tt><SOAP-ENV:Body></tt>
<tt><ixn:Resume xmlns="http://www.genesyslab.com/interaction"></tt>
<tt><ExternalId>Test00001</ExternalId></tt>
<tt></ixn:Resume></tt>
<tt></SOAP-ENV:Body></tt>
<tt></SOAP-ENV:Envelope></tt>
```

Request Update

This request is used for changing interaction properties. It must have either an `InteractionId` or an `ExternalId` argument. For changing properties there are the following two structures:

- Changed—For changing existing fields or creating new ones
- Deleted—For removing fields from the interaction

Example Update 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:Update xmlns="http://www.genesyslab.com/interaction">
      <ExternalId>Test00001</ExternalId>
```

```
<Changed>
<kvitem><key>StringKey</key><value><ValueString>StringValueAfterChange</ValueString></value></kvitem>
<kvitem><key>IntKey</key><value><ValueInt>8120</ValueInt></value></kvitem>
</Changed>
<Deleted>
<kvitem><key>List1Key</key><value></value></kvitem>
</Deleted>
</ixn:Update>
</SOAP-ENV:Body>
</SOAP-ENV:Envelope>
```

Request GetInfo

This request is used for getting interaction properties. It must have either an `InteractionId` or an `ExternalId` argument. Example `Getinfo` 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:GetInfo xmlns="http://www.genesyslab.com/interaction">
<ExternalId>Test00001</ExternalId>
</ixn:GetInfo>
</SOAP-ENV:Body>
</SOAP-ENV:Envelope>
```

Request Ping

This request is used for heartbeat monitoring. It has no required parameters. Example `Ping` 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:Ping>
</ixn:Ping>
</SOAP-ENV:Body>
</SOAP-ENV:Envelope>
```