Digital Messaging Server Guide

Outbound interaction from Workflow

5/6/2025

Contents

Outbound interaction from Workflow

Starting from the DMS version 9.1.003.10, the `InviteToChat` method is supported. This method allows initiation of outbound chat sessions from a strategy and sending WhatsApp notification templates to customers. It is an invitation for a customer who is using voice IVR interaction to switch to Chat or Messaging and continue the conversation.

The `InviteToChat` method is supported for the following media types:

- Apple Business Chat
- WhatsApp

> **Important**
>
> The `InviteToChat` method can only be used with DMS that is configured with the Flex Chat protocol.

ESP request

AppName: Application name **AppType**: If application type is empty, **AppName** must be specified **Service**: `ChatService` **Method**: `InviteToChat`

Parameter	Value Type	Mandatory	Value Description
_umsChannel	String	Mandatory (only if more than one channel configured)	DMS channel name
_umsClientId	String	Mandatory	• Apple Business Chat: Conversation ID • WhatsApp: Client phone number • SMS: Client phone number (Currently, not supported)
_umsBusinessId	String	Mandatory	Business phone number which is set for a specific channel in the HUB configuration.
StandardResponseId	String	Optional	The default value is no SR is specified. The following content types are supported:

Parameter	Value Type	Mandatory	Value Description

			• Apple Business Chat
			
			  • Plain text with and without attachments
			
			  • All types of structured content ("interactive messages") supported by Apple Business Chat
			
			  • Plain text with and without attachments
			
			  • "contentType": "generic" (implements UI element "Carousel")
			
			  • "contentType": "quick-replies"
			
			  • "contentType": "single-selection-list"
			
			• WhatsApp
			
			  • Plain text with and without attachments
			
			  • "contentType": "notification"
			
			• SMS
			
			  • Plain text

ChatQueueKey	String	Optional	The chat queue key pointing to the Chat Server endpoint that is used to place the newly created outbound interactions into the interaction queue. If this value is specified, the outbound interactions created from the strategy are placed in the specified interaction queue. By specifying a

Parameter	Value Type	Mandatory	Value Description
			dedicated queue, users can differentiate between outbound interactions created from the strategy and inbound interactions. The queue can be used to route interactions to agents, park interactions, or terminate interactions using **TerminateSessionFlag**. If this value is not specified, it is set using the existing channel configuration option, **inbound-route-by-call**. The format is `<tenant-id>:<Chat Server endpoint name>` . For example, `1:session-WA-sendSR`.
TerminateSessionFlag	String	Optional	Indicates if the chat session created by the request must be ended immediately. For example, this parameter can be used to send out notifications (using outbound templates) that are terminated immediately after they served their purpose. For the value `true`, it is recommended to use a dedicated **ChatQueueKey** with a routing strategy which stops unneeded chats placed in this queue. The strategy should also implement removal of occasional lost chats from this queue. The default value is `false`.
Contact	KVList	Optional	Data used for field codes rendering.
Agent	KVList	Optional	Data used for field codes rendering.
CustomProperties	KVList	Optional	Data used for field codes rendering.

Attached user data

In addition to the above listed attributes, you can place any user data in the request to implement

specific business tasks, for example, to support routing to the agent who initiated the call. DMS passes all user data received with this ESP request to Chat Server. The following user data attributes are recommended:

- User data attribute: Allows Chat Server or UCS to identify (find or create) contact using these values. A standard interaction attribute such as **PhoneNumber** or a specific one that is configured by a customer, may be used. For information on how to perform contact identification, see Contact Identification.
  The following data can be placed in the attribute:

  - Apple Business Chat: Conversation ID

  - WhatsApp: Client phone number

  - SMS: Client phone number (Currently, not supported)

- **GCTI_Chat_SubmitAsOutbound** = `true` : Instructs Chat Server to create interaction with `type=Outbound` and `subtype=OutboundNew`. The default value (if absent) is `false` and it indicates the `type=Inbound` and `subtype=InboundNew`.

- **LastCalledAgent_EmployeeID** : Allows the use of Last Call Agent Routing technique.

ESP response

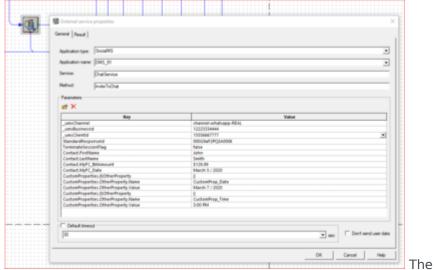| Parameter	Value Type	Mandatory	Value Description
_umsChatSessionId	String	Mandatory	The Chat ID by Chat Server. It is the same as **InteractionId** of the newly created interaction.

Example

This section provides an example of a WhatsApp notification sent using an IRD strategy.

Standard response

Prepare a standard response with the required field codes. The example demonstrates custom field codes of the section **Contact** and field codes of the section **CustomProperties**.

```
{
  "contentType": "notification",
  "content": [
    {
      "index": 2,
      "type": "notification",
      "language": "en_US",
      "id": "96729df3_ba05_1452_ebe8_cabe48762a81@appointment_new_1",
      "text": "Hello {(1)},\nYour bill of {(2)} is due on *{(3)}*.",
      "parameters": [
        {
          "name": "Customer Name",
          "index": "1",
          "value": "<$ Contact.FirstName $> <$ Contact.LastName $>"
        },
        {
          "name": "Amount",
          "index": "2",
          "value": "<$ Contact.MyFC_BillAmount $> "
        },
        {
          "name": "Due Date",
          "index": "3",
          "value": "<$ CustomProp_Date $> <$ CustomProp_Time $>"
        }
      ]
    },
    {
      "index": 1,
      "type": "image",
      "url": "genesys://ucs/document/000G9aF2PQ3A00HY?file-name=Hulibut-png-192k.png",
      "name": "Hulibut-png-192k.png",
      "mime": "image/png"
    },
    {
      "index": 4,
      "type": "quick-reply",
      "text": "Got It"
    },
    {
      "index": 5,
      "type": "quick-reply",
      "text": "Wrong Addressee"
    },
    {
      "index": 3,
      "type": "text",
      "text": "Your next bill reminder."
    }
  ]
}
```

Interaction Routing Designer (IRD)

Specify ESP request parameters in the **External service properties** IRD block. Pay attention to use

lowercase L in the elements {l}. The above IRD block produces the following ESP request (taken from the DMS log file):

```
12:12:13.139 Std 50003 Request received:
'Request3rdServer' (500) attributes:
ReferenceId [int] = 9
UserData [bstr] = [output suppressed]
Request [bstr] = KVList:
    'Version' [str] = "1.0"
    'AppName' [str] = "DMS_91"
    'Service' [str] = "ChatService"
    'Method' [str] = "InviteToChat"
    'Parameters' [lst] = KVList:
        '_umsChannel' [str] = "channel-whatsapp-REAL"
        '_umsBusinessId' [str] = "12223334444"
        '_umsClientId' [str] = "15556667777"
        'StandardResponseId' [str] = "000G9aF2PQ3A000K"
        'TerminateSessionFlag' [str] = "false"
        'Contact' [lst] = KVList:
            'FirstName' [str] = "John"
            'LastName' [str] = "Smith"
            'MyFC_BillAmount' [str] = "$129.99"
            'MyFC_Date' [str] = "March 5 / 2020"
        'CustomProperties' [lst] = KVList:
            'OtherProperty' [lst] = KVList:
                'Name' [str] = "CustomProp_Date"
                'Value' [str] = "March 7 / 2020"
            'OtherProperty' [lst] = KVList:
                'Name' [str] = "CustomProp_Time"
                'Value' [str] = "3:00 PM"
```

WhatsApp client

The following message is displayed on the WhatsApp client:

Hello John Smith,
Your bill of $129.99 is due on **March 7 / 2020 3:00 PM**.
Your next bill reminder.

12:12 PM

Got It   Wrong Addressee