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Orchestration Server Developer's Guide

[Detach an Interaction](#)

Detach an Interaction

The following SCXML strategy detaches a call from the current session, then redirects it from DN 3001 on Switch 'tel_sw' to DN 7778 on Switch 'tel_sw_1'.

```

<!-- ***** -->
<!-- * TEST OF DETACH AND SUBSEQUENT REDIRECT * -->
<!-- ***** -->
<scxml version="1.0" xmlns="http://www.w3.org/2005/07/scxml"
  name="simple monitoring app"
  xmlns:queue="http://www.genesyslab.com/modules/queue"
  xmlns:ixn="http://www.genesyslab.com/modules/interaction"
  xmlns:dialog="http://www.genesyslab.com/modules/dialog" >
  <!-- ***** -->
  <datamodel>
    <data ID="stateName" expr="'initial'" />
    <data ID="reqid" expr="''" />
    <data ID="ixnid" expr="''" />
    <data ID="test_result" expr="'PASSED'" />
  </datamodel>
  <!-- ***** -->
  <initial>
    <transition target="waiting"/>
  </initial>
  <!-- ***** -->
  <state id="main" initial="waiting">
    <!-- ***** -->
    <state id="waiting">
      <onentry>
        <log expr="'Waiting for incoming call...'" />
      </onentry>
      <transition event="interaction.added" target="detachcall">
        <script>
          _data.ixnid = _event.data.interactionid;
          var dev =
            _genesys.ixn.interactions[_data.ixnid].parties[_data.ixnid + '-1'].device;
        </script>
        <log expr="'G_G_GOT initial interaction added: ' + uneval(
          _event.data )"/>
        <log expr="'_genesys.ixn: ' + uneval( _genesys.ixn )" />
      </transition>
    </state>
    <!-- ***** -->
    <!-- Detaching call from session with graceful termination by timeout -->
    <!-- ***** -->
    <state id="detachcall">
      <onentry>
        <script>
          var noMoreDetach = false;
          var detachTimeout = '3s'; /*'infinite' means endless
trying to detach*/
        </script>
        <if cond="detachTimeout != 'infinite'">
          <send event="'DetachTimeoutEvent'"
delay="detachTimeout"/>
        </if>
        <ixn:detach interactionid="_data.ixnid"
requestid="_data.reqid" />
      </onentry>

```

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```
<transition event="DetachTimeoutEvent">
  <script>
    noMoreDetach = true;
  </script>
</transition>
<transition event="error.interaction.detach" cond="(_event.data.error
== 'invalidstate')&&!noMoreDetach&&(_event.data.requestid == _data.reqid)">
  <log expr="'G_G_GOT detach invalidstate error: ' + uneval(
_event.data )" />
  <ixn:detach interactionid="_data.ixnid"
requestid="_data.reqid" />
</transition>
<transition event="error.interaction.detach" cond="(_event.data.error
== 'invalidstate')&&noMoreDetach&&(_event.data.requestid == _data.reqid)"
target="abnormal_exit">
  <log expr="'G_G_GOT final detach invalidstate error: ' +
uneval( _event.data )" />
</transition>
<transition event="error.interaction.detach"
cond="(_event.data.error != 'invalidstate')&&(_event.data.requestid == _data.reqid)"
target="abnormal_exit">
  <log expr="'G_G_GOT detach error: ' + uneval( _event.data )"
/>
</transition>
<transition event="interaction.detach.done"
cond="_event.data.requestid == _data.reqid" target="redirectcall">
  <log expr="'G_G_GOT detach done: ' + uneval( _event.data )"/>
</transition>
<!--*** Targetless transition to intercept interaction.deleted event
***-->
<transition event="interaction.deleted"
cond="_event.data.interactionid == _data.ixnid">
  <log expr="'G_G_GOT detached interaction deleted: ' + uneval(
_event.data )" />
  <log expr="'_genesys.ixn: ' + uneval( _genesys.ixn )" />
</transition>
</state>
<!-- *****
<state id="redirectcall">
  <onentry>
    <ixn:redirect interactionid="_data.ixnid"
from="{ 'dn': '3001', 'switch': 'tel_sw' }" to="{ 'dn': '7778', 'switch': 'tel_sw_1' }"
requestid="_data.reqid" />
  </onentry>
  <transition event="error.interaction.redirect"
cond="_event.data.requestid == _data.reqid" target="abnormal_exit">
    <log expr="'G_G_GOT redirect error: ' + uneval( _event.data
)" />
  </transition>
  <transition event="interaction.redirect.done"
cond="_event.data.requestid == _data.reqid" target="somedelay">
    <log expr="'G_G_GOT redirect done: ' + uneval( _event.data
)" />
  </transition>
</state>
<!-- *****
<!--*** Just to make old and new sessions coexist after ixn_detach
(additional detach verification) ***-->
<state id="somedelay">
  <onentry>
    <send event="'SynchroEvent'" delay="'33s'"/>
  </onentry>
  <transition event="SynchroEvent" target="exit"/>
</state>
```

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```
        </state>
        <!--*** Common event handler for primary ixn deletion (just to terminate this
test session) ***-->
        <transition event="interaction.deleted" cond="_event.data.interactionid ==
_data.ixnid" target="exit">
            <log expr="'G_G_GOT initial interaction deleted: ' + uneval(
_event.data )"/>
            <log expr="'_genesys.ixn: ' + uneval( _genesys.ixn )" />
        </transition>
    </state>
    <!--*****_-->
    <state id="abnormal_exit">
        <onentry>
            <log expr="'G_G_GOT ABNORMAL SESSION TERMINATION'" />
            <script>
                //Overwrite _data.test_result initial value that was set in
data block
                _data.test_result = 'FAILED';
            </script>
        </onentry>
        <transition target="exit"/>
    </state>
    <!--*****_-->
    <final id="exit">
        <onentry>
            <log expr="'G_G_GOT SESSION TERMINATION WITH TEST_RESULT = ' +
_data.test_result" />
        </onentry>
    </final>
</scxml>
```