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Orchestration Server Developer's Guide

Interaction Interface

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Interaction Interface

Behavior Model

Once a session ID is associated with a given interaction, ORS will attach that session ID to the interaction's properties with an "OP-Session-ID" key. This way, if the interaction is redirected or transferred to another resource, the resource will know which orchestration session is associated with this interaction so that it can communicate with it. Note that at any given moment of time, any interaction can be associated with no more than one session. Conversely, several different interactions may be associated with a single session. A caveat arising from this many-to-one relationship is that the deletion of an interaction does not necessarily imply the termination of the associated session.

Associating Interactions

Moving an Interaction's Association from One Session to Another

Typically, an interaction may only be associated with one session at a time. There are certain use cases where an interaction that is currently associated with a session needs to be moved to another session. This process is initiated by the session that is currently associated with the interaction. The following is an example of the process for moving an interaction's association to a different session: When the owning session determines that an interaction that it is working with needs to be associated with another session, the session will associate this interaction using the <associate> action. Orchestration Server will do the necessary processing and associate the interaction with the target session by:

1. Adding the interaction to the list of interactions associated with this session (that is, change the `_genesys.ixn.interactions[]` object)
2. Send the session the appropriate events (`interaction.added`, `interaction.present`)
3. Remove the interaction from the original session and send the appropriate events (`interaction.deleted`, `interaction.notcontrolled`).

Addressing Resources

The following table indicates how to use the various types of interaction resources when using interaction actions and objects. The resource attribute for these actions and objects can be either a **Resource Object** or a string:

Resources	string	resource object	Examples:
agents - multi-media)	agent id	resource.agent resource.type = A	string - "agent1" resource object - _data.res.agent
places - (multi-media)	place id	resource.place resource.type = AP	string - "place2" resource object - _data.res.place
agents and group - (voice)	Not supported	resource.agent resource.type = A or GA	string - "agent1" resource object - _data.res.agent
places and place groups - (voice)	Not supported	resource.place resource.type=AP or GP	string - "place2" resource object - _data.res.place
DNs (voice, sip chat)	DN number	resource.dn and resource.switch (optional) resource.type="Q,RP,DN" (optional)	string - "9192340978" resource object - _data.res.dn and _data.res.switch (optional) _data.res.type (optional)
interaction queues (multi-media)	Not supported	resource.type=IQ resource.id = the queue name	resource object - _data.res.id and - data.res.type
workbins	Not supported	resource.type=WB resource.id= the workbin name resource.wb_type= "A, AP, GA, GP" (optional) resource.wb_owner= the name of the workbin owner.	resource object - _data.res.id and _data.res.type and optionally _data.res.wb_type and _data.res.wb_owner.
e-mail addresses	<username>@<host> "origin.all" "_origin" indicates that the corresponding address from the related interaction message should be used. "_origin.all" indicates that all the corresponding address from the related interaction message should be used. "_udata" indicates that the corresponding address from the related interaction udata should be used.	Not supported	fred@gmail.com "_origin" "_origin.all" "_udata" "_customerview"
web users	URL	Not supported	http://john.johnson@abc.com
customer numbers	dn number	resource.dn	string - "9192340978" resource object - _data.res.dn
target format addresses	target DN	Resource object from the queue.submit.done event	12345@switch3.DN

Object Model

See [Interaction Interface Object Model](#)

Functions

See [Interaction Interface Functions](#)

Action Elements

See [Interaction Interface Action Elements](#)

Events

See [Interaction Interface Events](#)