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# Orchestration Server Developer's Guide

Interaction Interface Object Model

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# Interaction Interface Object Model

The following are the ECMAScript objects for the interaction model interface. **Notes:**

- The object model is changed only in results of events. Every interaction event can result in a change in content of the "object model".
- After the session is started, it does not have any interactions - the `_genesys.ixn.interactions[]` array is empty (even if the platform started the session at the request of an interaction).
- Before accessing or manipulating interactions, the application logic must be sure that session has at least one interaction in its data (that is, the `_genesys.ixn.interactions[]` array is not empty). For example, the session needs to wait for an event like `interaction.added` before trying to use the interaction array.
- Attempts to access interactions in the object model before they are available will result in a runtime exception in the session, with the corresponding error event.

## \_genesys.ixn Object

Each SCXML session will have an association with the Interaction functional module (if an interaction is involved with the session). This object allows the session to access the set of interaction-related objects and properties that are associated with the given SCXML session. The name of the object will be "\_genesys.ixn". This object is accessible through the \_genesys.FMname property.

| Name         | Access    | Type                         | Default Value | Valid Values | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|--------------|-----------|------------------------------|---------------|--------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| interactions | read only | array of interaction objects | none          |              | This is the list of interactions currently associated with the logic. Each interaction will be represented by an ECMAScript object owned by the Interaction functional module. For routing strategy-based logic only the first entry in the list (interactions[0]) will be used. This list is maintained by the orchestration platform based on the interaction between the orchestration logic and the interaction-related functional modules. So when an interaction is associated with the orchestration logic through an event or action, it is added to the list and when the interaction ends it is removed from the list. This property (list only) is read only. See section <a href="#">interaction object</a> for details on the interaction object. |

## \_genesys.ixn.mediaType ENUM Object

This represents the media type enumeration.

| Name             | Access    | Type    | Default Value | Valid Values | Description                                           |
|------------------|-----------|---------|---------------|--------------|-------------------------------------------------------|
| TMediaVoice      | read only | integer | none          | 0            | The media for the interaction is voice.               |
| TMediaVoIP       | read only | integer | none          | 1            | The media for the interaction is VoIP.                |
| TMediaEMail      | read only | integer | none          | 2            | The media for the interaction is e-mail.              |
| TMediaVMail      | read only | integer | none          | 3            | The media for the interaction is voice mail.          |
| TMediaSMail      | read only | integer | none          | 4            | The media for the interaction is snail mail.          |
| TMediaChat       | read only | integer | none          | 5            | The media for the interaction is chat.                |
| TMediaVideo      | read only | integer | none          | 6            | The media for the interaction is video.               |
| TMediaCobrowsing | read only | integer | none          | 7            | The media for the interaction is co-browse.           |
| TMediaWhiteboard | read only | integer | none          | 8            | The media for the interaction is whiteboard.          |
| TMediaAppSharing | read only | integer | none          | 9            | The media for the interaction is application sharing. |
| TMediaWebform    | read only | integer | none          | 10           | The media for the interaction is web form.            |
| TMediaWorkItem   | read only | integer | none          | 11           | The media for the                                     |

| Name                  | Access    | Type    | Default Value | Valid Values | Description                                        |
|-----------------------|-----------|---------|---------------|--------------|----------------------------------------------------|
|                       |           |         |               |              | interaction is work item.                          |
| TMediaCallback        | read only | integer | none          | 12           | The media for the interaction is callback.         |
| TMediaFax             | read only | integer | none          | 13           | The media for the interaction is fax.              |
| TMediaIMChat          | read only | integer | none          | 14           | The media for the interaction is IM.               |
| TMediaBusinessEvent   | read only | integer | none          | 15           | The media for the interaction is business event.   |
| TMediaAlert           | read only | integer | none          | 16           | The media for the interaction is alert.            |
| TMediaSMS             | read only | integer | none          | 17           | The media for the interaction is SMS.              |
| TMediaOutboundPreview | read only | integer | none          | 18           | The media for the interaction is outbound preview. |
| TMediaOpenMedia       | read only | integer | none          | 19           | The media for the interaction is open media item.  |
| TMediaNativeSMS       | read only | integer | none          | 20           | The media for the interaction is native SMS.       |

## `_genesys.ixn.callState` ENUM Object (since 8.1.3)

This represents the call state type enumeration.

| Name | Access    | Type    | Default Value | Valid Values |
|------|-----------|---------|---------------|--------------|
| Ok   | read only | integer | none          | 0            |

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| Name                     | Access    | Type    | Default Value | Valid Values |
|--------------------------|-----------|---------|---------------|--------------|
| Transferred              | read only | integer | none          | 1            |
| Conferenced              | read only | integer | none          | 2            |
| GeneralError             | read only | integer | none          | 3            |
| SystemError              | read only | integer | none          | 4            |
| RemoteRelease            | read only | integer | none          | 5            |
| Busy                     | read only | integer | none          | 6            |
| NoAnswer                 | read only | integer | none          | 7            |
| SitDetected              | read only | integer | none          | 8            |
| AnsweringMachineDetected | read only | integer | none          | 9            |
| AllTrunksBusy            | read only | integer | none          | 10           |
| SitInvalidnum            | read only | integer | none          | 11           |
| SitVacant                | read only | integer | none          | 12           |
| SitIntercept             | read only | integer | none          | 13           |
| SitUnknown               | read only | integer | none          | 14           |
| SitNocircuit             | read only | integer | none          | 15           |
| SitReorder               | read only | integer | none          | 16           |
| FaxDetected              | read only | integer | none          | 17           |
| QueueFull                | read only | integer | none          | 18           |
| Cleared                  | read only | integer | none          | 19           |

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| Name            | Access    | Type    | Default Value | Valid Values |
|-----------------|-----------|---------|---------------|--------------|
| Overflowed      | read only | integer | none          | 20           |
| Abandoned       | read only | integer | none          | 21           |
| Redirected      | read only | integer | none          | 22           |
| Forwarded       | read only | integer | none          | 23           |
| Consult         | read only | integer | none          | 24           |
| Pickedup        | read only | integer | none          | 25           |
| Dropped         | read only | integer | none          | 26           |
| Droppednoanswer | read only | integer | none          | 27           |
| Unknown         | read only | integer | none          | 28           |
| Covered         | read only | integer | none          | 29           |
| ConverseOn      | read only | integer | none          | 30           |
| Bridged         | read only | integer | none          | 31           |
| SilenceDetected | read only | integer | none          | 32           |
| Deafened        | read only | integer | none          | 49           |
| Held            | read only | integer | none          | 50           |

# Interaction Objects

## interaction Object

Each interaction associated with a given SCXML session will have an object to represent the common properties of an interaction. This object and its properties are maintained by the functional module, but certain properties can be set or updated by the orchestration logic itself. The name of the object will be "interaction". This object is accessible through the `_genesys.FMname.interactions[]` property. This is the set of properties for the object:

| Name          | Access    | Type   | Default Value | Valid Values                                 | Description                                                                                                                                                                                                      |
|---------------|-----------|--------|---------------|----------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| g_uid         | read only | string | none          |                                              | This is the globally unique ID for the interaction that is defined by the underlying media system. <ul style="list-style-type: none"><li>• T-Server - g_uid</li><li>• Interaction Server - attr_itx_id</li></ul> |
| category      | read only | string | none          | voice, msgbased, chat                        | This is the media category associated with the interaction. It defines the type of media extension that is associated with the interaction.                                                                      |
| tenantid      | read only | string | none          |                                              | This is the ID of the tenant that this interaction was originated from.                                                                                                                                          |
| parentid      | read only | string | none          |                                              | This is the globally unique ID of this interaction's parent interaction.                                                                                                                                         |
| contactedaddr | read only | string | none          | Any valid string that represents the address | This is the address of the resource that was initially contacted and                                                                                                                                             |

| Name    | Access    | Type                          | Default Value | Valid Values                | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|---------|-----------|-------------------------------|---------------|-----------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|         |           |                               |               |                             | <p>started this interaction. This property will also be represented in a media- or channel-specific property. For example:</p> <ul style="list-style-type: none"><li>• <code>_genesys.ixn.interaction</code> for voice interactions</li><li>• <code>_genesys.ixn.interaction</code> for msgbased interactions</li></ul>                                                                                                                                                                         |
| parties | read only | array of <b>party objects</b> | none          |                             | <p>This is the list of parties or resources currently associated with the interaction. Each party will be represented by an ECMAScript object owned by the Interaction functional module.</p>                                                                                                                                                                                                                                                                                                   |
| udata   | read only | object                        | none          | Any valid ECMAScript object | <p>This is application data that can be associated with and attached to the interaction so that the coordination of processing between resources is seamless. An application will manage this data through this property and the defined set of functions. For example,</p> <ul style="list-style-type: none"><li>• Get udata kvpair value - <code>xvalue = _genesys.ixn.interaction</code></li><li>• Set or add udata kvpair - <code>_genesys.ixn.setuData()</code></li><li>• Remove</li></ul> |

| Name     | Access    | Type            | Default Value | Valid Values                | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|----------|-----------|-----------------|---------------|-----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|          |           |                 |               |                             | <p>udata<br/>kvpair -<br/>_genesys.ixn.deleteuDa</p> <p>As a result of these actions, the appropriate action will be taken on the underlying Interaction functional module system (for example, T-Server and user data). The udata property does not support ECMAScript arrays either as a value of the udata property or as a property of any object in the tree. This will be used not only for user data, but also for URS-based business data and interaction data.</p> |
| voice    | read only | voice object    |               |                             | <p>This is the object that contains the voice extensions to the interaction. NOTE: This property only exists for voice interactions.</p>                                                                                                                                                                                                                                                                                                                                    |
| msgbased | read only | msgbased object |               |                             | <p>This is the object that contains the msgbased extensions to the interaction. NOTE: This property only exists for message based interactions.</p>                                                                                                                                                                                                                                                                                                                         |
| chat     | read only | chat object     |               |                             | <p>This is the object that contains the chat extensions to the interaction. NOTE: This property only exists for chat interactions.</p>                                                                                                                                                                                                                                                                                                                                      |
| xdata    | read only | object          | none          | Any valid ECMAScript object | <p>This is extension data that has been associated with the interaction as a</p>                                                                                                                                                                                                                                                                                                                                                                                            |

| Name     | Access    | Type   | Default Value | Valid Values | Description                                                                                                                                                                                                        |
|----------|-----------|--------|---------------|--------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|          |           |        |               |              | result of the event that started this session and is read only. An application may access extension data through this property. For example, Get xdata kvpair value - x value = _genesys.ixn.interactions[x].xdata |
| location | read only | object | none          |              | This is the location property of the interaction. This object consists of the following properties: control_server media_server                                                                                    |

## party Object

Each party or business resource involved in the associated interaction will be represented by an object and a common set of properties. These objects and their properties are maintained by the functional module, but certain properties can be set or updated by the orchestration logic itself. The name of the object will be "parties" and is accessible through the **interaction object**. This is the set of properties for the object:

| Name          | Access    | Type    | Default Value                                                                                                                       | Valid Values | Description                                                                                  |
|---------------|-----------|---------|-------------------------------------------------------------------------------------------------------------------------------------|--------------|----------------------------------------------------------------------------------------------|
| g_uid         | read only | string  | none                                                                                                                                |              | This is the globally unique ID for the party that is defined by the underlying media system. |
| interactionid | read only | string  | none                                                                                                                                |              | This is the globally unique ID of the interaction this party belongs to.                     |
| devicetype    | read only | unknown | <b>For voice:</b> agent, queue, routepoint, treatmentport, unknown<br><b>For multimedia:</b> queue, unknown<br><b>For non-voice</b> |              | This is the general type of device associated with this interaction.                         |

| Name      | Access    | Type             | Default Value                          | Valid Values | Description                                                                                                                            |
|-----------|-----------|------------------|----------------------------------------|--------------|----------------------------------------------------------------------------------------------------------------------------------------|
|           |           |                  | <b>and non-multimedia:</b><br>customer |              |                                                                                                                                        |
| device    | read only | string           | null                                   |              | This is the device associated with this interaction party.                                                                             |
| resource  | read only | string           | null                                   |              | This is the resource ID associated with this interaction party.                                                                        |
| voicep    | read only | voicep object    |                                        |              | This is the object that contains the voice extensions to the party. NOTE: This property only exists for voice interactions.            |
| msgbasedp | read only | msgbasedp object |                                        |              | This is the object that contains the msgbased extensions to the party. NOTE: This property only exists for message based interactions. |
| chatp     | read only | chatp object     |                                        |              | This is the object that contains the chat extensions to the party. NOTE: This property only exists for chat interactions.              |

# Voice Objects

## voice Object

The following is the ECMAScript object which contains the interaction extensions for voice-related interactions. Properties of that object may be updated during interaction lifetime, for example, when interaction parties have been added/removed/changed, so keep that in mind when you decide to use them. This object is accessible through the `_genesys.FMname.interactions[].voice` property. These properties can be dynamically accessed using the following format: `_genesys.FMname.interactions[x].[_genesys.FMname.interactions[x].category].xxx`. They are also accessible via actions or events. The following are the voice extension properties of the interaction object.

| Name  | Access    | Type   | Default Value | Valid Values                                                                                                                                                                                                                                                                   | Description                                                                                                                                                            |
|-------|-----------|--------|---------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| type  | read only | string | none          | unknown, internal, inbound, outbound, consult, callback                                                                                                                                                                                                                        | This is the origin type of the interaction.                                                                                                                            |
| media | read only | string | none          | The following properties from <code>_genesys.ixn.mediaType</code> object: <code>TMediaAny</code> , <code>TMediaCallback</code> , <code>TMediaOutboundPreview</code> , <code>TMediaVideo</code> , <code>TMediaVMail</code> , <code>TMediaVoice</code> , <code>TMediaVoIP</code> | This is the originating media type of the interaction.                                                                                                                 |
| ani   | read only | string | none          |                                                                                                                                                                                                                                                                                | This is the ANI associated with the calling party.                                                                                                                     |
| dnis  | read only | string | none          |                                                                                                                                                                                                                                                                                | This is the DNIS associated with phone number that the customer called.                                                                                                |
| ced   | read only | string | none          |                                                                                                                                                                                                                                                                                | This is the last set of digits collected from the caller. NOTE: This property is populated from the event data, which is optional. If digits were collected, then this |

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| Name   | Access    | Type   | Default Value | Valid Values | Description                                                                                                                                                                                    |
|--------|-----------|--------|---------------|--------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|        |           |        |               |              | properly is set.                                                                                                                                                                               |
| acdq   | read only | string | none          |              | This is the ACD queue that this interaction is or was queued in.<br>NOTE: This property is populated from the event data, which is optional. If ACD queue was used, then this property is set. |
| callid | read only | string | none          |              | This is the callid created by the switch.                                                                                                                                                      |
| connid | read only | string | none          |              | This is the connection ID generated for this interaction by the underlying media system (that is, T-Server).                                                                                   |

## voicep Object

The following are the voice-specific values for the party object.

| Name  | Access    | Type   | Default Value | Valid Values                                             | Description                                                        |
|-------|-----------|--------|---------------|----------------------------------------------------------|--------------------------------------------------------------------|
| state | read only | string | none          | null initiated<br>alerting connected<br>hold queued fail | This is the state of the party in relationship to the interaction. |

# Message Objects

## msgbased Object

The following is the ECMAScript object which contains the interaction extensions for msgbased-related interactions. This object is accessible through the `_genesys.FMname.interactions[].msgbased` property. These properties can be dynamically accessed using the following format: `_genesys.FMname.interactions[x].[_genesys.FMname.interactions[x].category].xxx`. They are also accessible via actions or events. The following are the msgbased extension properties of the interaction object.

| Name  | Access    | Type          | Default Value | Valid Values                                                                                                                                                                         | Description                                                 |
|-------|-----------|---------------|---------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------|
| type  | read only | string        | none          | The list of valid values are those that are defined in configuration server under: Business Attributes / Interaction Attributes / Attributes Values                                  | This is the origin type of the interaction.                 |
| state | read only | string        | none          | queued, cached, routing, handling, unknown                                                                                                                                           | This is the state of the interaction.                       |
| media | read only | string        | none          | The following properties from <code>_genesys.ixn.mediaType</code> object: TMediaAny, TMediaEMail, TMediaFax, TMediaSMail, TMediaNativeSMS, TMediaSMS, TMediaWebForm, TMediaOpenMedia | This is the originating media type of the interaction.      |
| from  | read only | URI           | none          | Any valid string or <b>Resource Object</b>                                                                                                                                           | This is the address that the message came from.             |
| to    | read only | array of URIs | none          | Any valid string or <b>Resource Object</b>                                                                                                                                           | This is the list of addresses that this message was sent to |
| cc    | read only | array of URIs | none          | Any valid string or                                                                                                                                                                  | This is the list of                                         |

| Name               | Access    | Type           | Default Value | Valid Values     | Description                                                                                                                                 |
|--------------------|-----------|----------------|---------------|------------------|---------------------------------------------------------------------------------------------------------------------------------------------|
|                    |           |                |               | Resource Object  | addresses that were copied on this message.                                                                                                 |
| queue              | read only | string         | none          | Any valid string | This is the current queue name associated with this interaction.                                                                            |
| view               | read only | string         | none          | Any valid string | This is the current view associated with this interaction. <b>First appears in Orchestration release 8.1.2</b>                              |
| subject            | read only | string         | none          | Any valid string | This is the subject line of the associated message.                                                                                         |
| content            | read only | content object | none          | none             | <ul style="list-style-type: none"> <li>• This property is not yet supported***</li> </ul> <p>This is the content of the message itself.</p> |
| received_at        | read only | string         | none          | none             | Value of "_attr_itx_received_at" interaction attribute                                                                                      |
| submitted_at       | read only | string         | none          | none             | Value of "_attr_itx_submitted_at" interaction attribute                                                                                     |
| placed_in_queue_at | read only | string         | none          | none             | Value of "_attr_itx_placed_in_queue_at" interaction attribute                                                                               |
| is_online          | read only | boolean        | none          | none             | Value of "_attr_itx_is_online" interaction attribute                                                                                        |

| Name              | Access    | Type    | Default Value | Valid Values | Description                                                                               |
|-------------------|-----------|---------|---------------|--------------|-------------------------------------------------------------------------------------------|
| is_locked         | read only | boolean | none          | none         | Value of "_attr_itx_is_locked" interaction attribute                                      |
| moved_to_queue_at | read only | string  | none          | none         | Value of "_attr_itx_moved_to_queue_at" interaction attribute                              |
| externalID        | read only | string  | none          | none         | This is the ID of the interaction that has been assigned by the originating media server. |

## msgbasedp Object

The following are the msgbased-specific values for following the party object.

| Name  | Access    | Type   | Default Value | Valid Values                                             | Description                                                        |
|-------|-----------|--------|---------------|----------------------------------------------------------|--------------------------------------------------------------------|
| state | read only | string | none          | null initiated<br>alerting connected<br>hold queued fail | This is the state of the party in relationship to the interaction. |

## content Object

The following are the msgbased-specific values for following the message content object.

| Name  | Access    | Type   | Default Value | Valid Values                                                                                                                                                          | Description                                                          |
|-------|-----------|--------|---------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------|
| btype | read only | string | none          | application/<br>msword,<br>application/octet-<br>stream,<br>application/<br>postscript,<br>application/rtf,<br>application/<br>vnd.ms-<br>powerpoint,<br>application/ | This is a string that specifies the MIME type of the binary content. |

| Name           | Access     | Type   | Default Value | Valid Values                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Description                                                                                                                |
|----------------|------------|--------|---------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------|
|                |            |        |               | vnd.ms-project, application/vnd.visio, application/voicexml+xml, application/xml-dtd, application/zip, audio/basic, audio/mpeg, audio/mpeg4-generic, image/gif, image/jpeg, image/tiff, message/delivery-status, message/http, message/news, message/partial, message/rfc822, message/sip, message/sipfrag, message/tracking-status, multipart/alternative, multipart/form-data, multipart/mixed, multipart/parallel, multipart/voice-message, text/html, text/plain, text/richtext, text/xml, video/DV, video/JPEG, video/MPEG, video/mpeg4-generic, video/quicktime, video/raw |                                                                                                                            |
| binary         | ready only | binary | none          | none                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | This is the complete content of the message (for example, raw text plus MIME content, if any, plus attached files if any). |
| structuredtext | ready only | string | none          | none                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | This is only the structured content of the message.                                                                        |
| text           | read only  | string | none          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | This is only the raw text content (unformatted and unstructured) of the message                                            |

# Chat Objects

## chat Object

The following is the ECMAScript object which contains the interaction extensions for chat-related interactions. This object is accessible through the `_genesys.ixn.interactions[].chat` property. These properties can be dynamically accessed using the following format: `_genesys.ixn.interactions[x].[_genesys.FMname.interactions[x].category].xxx`. They are also accessible via actions or events. The following are the chat extension properties for the interaction object.

| Name               | Access    | Type   | Default Value | Valid Values                                                                                                                                                                               | Description                                                                |
|--------------------|-----------|--------|---------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------|
| queue              | read only | string | none          | any valid string                                                                                                                                                                           | This is the current queue name associated with this interaction.           |
| type               | read only | string | none          | unknown, chat, chatrequest, cobrowse,                                                                                                                                                      | This is the origin type of the interaction.                                |
| state              | read only | string | none          | queued, cached, routing, handling, unknown                                                                                                                                                 | This is the state of the interaction.                                      |
| media              | read only | string | none          | The following properties from the <code>_genesys.ixn.mediaType</code> object: <code>TMediaAny</code> , <code>TMediaChat</code> , <code>TMediaCoBrowsing</code> , <code>TMediaIMChat</code> | This is the originating media type of the interaction.                     |
| received_at        | read only | string | none          | none                                                                                                                                                                                       | Value of <code>"_attr_itx_received_at"</code> interaction attribute        |
| submitted_at       | read only | string | none          | none                                                                                                                                                                                       | Value of <code>"_attr_itx_submitted_at"</code> interaction attribute       |
| placed_in_queue_at | read only | string | none          | none                                                                                                                                                                                       | Value of <code>"_attr_itx_placed_in_queue_at"</code> interaction attribute |

| Name              | Access    | Type    | Default Value | Valid Values | Description                                                                               |
|-------------------|-----------|---------|---------------|--------------|-------------------------------------------------------------------------------------------|
| is_online         | read only | boolean | none          | none         | Value of "_attr_itx_is_online" interaction attribute                                      |
| is_locked         | read only | boolean | none          | none         | Value of "_attr_itx_is_locked" interaction attribute                                      |
| moved_to_queue_at | read only | string  | none          | none         | Value of "_attr_itx_moved_to_queue_at" interaction attribute                              |
| externalID        | read only | string  | none          | none         | This is the ID of the interaction that has been assigned by the originating media server. |

## chatp Object

The following are the chat-specific values for the following party object.

| Name  | Access    | Type   | Default Value | Valid Values                                             | Description                                                        |
|-------|-----------|--------|---------------|----------------------------------------------------------|--------------------------------------------------------------------|
| state | read only | string | none          | null initiated<br>alerting connected<br>hold queued fail | This is the state of the party in relationship to the interaction. |

## chatmessage Object

The following are the chat message object properties:

| Name | Access    | Type    | Default Value | Valid Values | Description                                   |
|------|-----------|---------|---------------|--------------|-----------------------------------------------|
| date | read only | integer | none          | none         | This is the number of seconds since 1/1/1970. |

| Name   | Access    | Type   | Default Value | Valid Values                                 | Description                                                       |
|--------|-----------|--------|---------------|----------------------------------------------|-------------------------------------------------------------------|
| device | read only | URI    | none          | Any valid string or <b>Resource Object</b> . | This is the device address of the party that created the message. |
| text   | read only | string | none          | none                                         | This is the text message that was sent.                           |