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Genesys Events and Models Reference

Deliver Interaction to Agent

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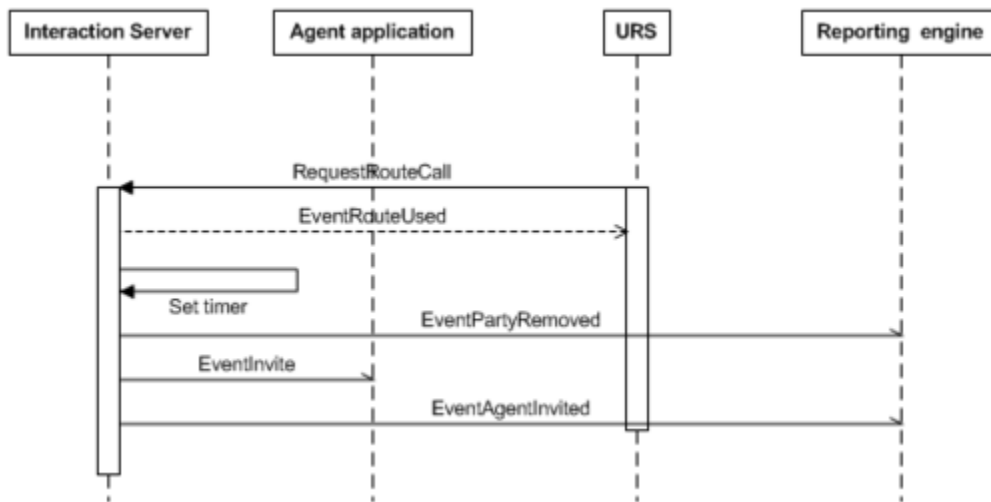
Deliver Interaction to Agent

This set of models illustrates the following scenario:

1. URS asks Interaction Server to attempt to deliver an interaction to an agent.
2. Then one of the following happens:
 - The agent accepts the interaction.
 - The agent rejects the interaction.
 - The agent fails to respond.

URS Requests Delivery

In this phase, shown in the following figure, URS sends RequestRouteCall to Interaction Server, specifying the agent and place to receive the interaction. Then Interaction Server sends EventInvite to the agent application and sets a timer.



URS Requests Delivery

This phase uses the messages listed in the following table:

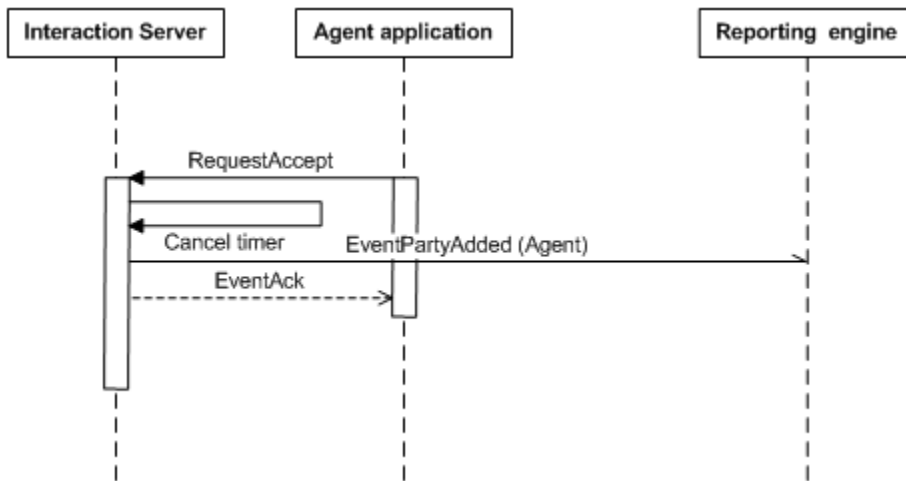
Messages in URS Requests Delivery

Message	Protocol
EventAgentInvited	Reporting
EventInvite	Interaction Management
EventPartyRemoved	Reporting
EventRouteUsed	T-Library

The second phase of this scenario can have one of the following three forms.

Agent Accepts Delivery

In this version of the second phase, shown in the following figure, the agent application accepts delivery of the interaction, and Interaction Server sends `EventRouteUsed` to URS, informing it that its Deliver request has been filled. Interaction Server also cancels the timer that it started in the previous phase.



Agent Accepts Delivery

This phase uses the messages listed in the following table:

Messages in Agent Accepts Delivery

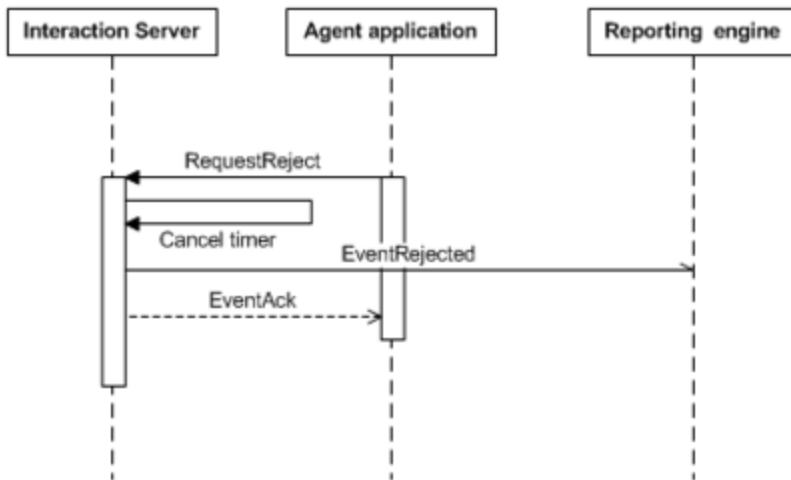
Message	Protocol
EventPartyAdded	Reporting

There are two ways that the delivery attempt can fail, shown in the next sections.

Agent Rejects Delivery

In this version of the second phase, rather than accepting the interaction as in the figure above, the agent rejects the interaction using `RequestReject`, as shown in the following figure. Interaction Server cancels the timer, acknowledges `RequestReject` using `EventAck`, and informs URS of the situation with `EventRouteUsed`.

Deliver Interaction to Agent



Agent Rejects Delivery

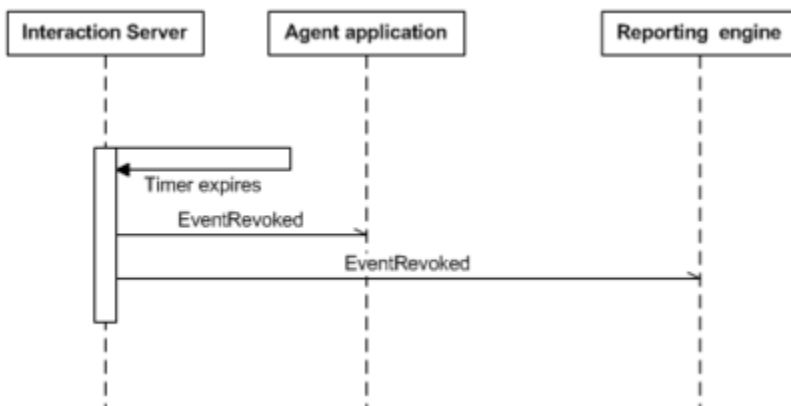
This phase uses the messages listed in the following table:

Messages in Agent Rejects Delivery

Message	Protocol
EventAck	Interaction Management
EventRejected	Reporting

Agent Fails to Respond in Time

In the first phase of this scenario, Interaction Server set a timer. In this version of the second phase, shown in the following figure, the agent application does not respond within the time set and Interaction Server revokes the interaction.



Time Limit Reached

This phase uses the messages listed in the following table:

Messages in Time Limit Reached

Message	Protocol
EventRevoked	Interaction Management