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Genesys Events and Models Reference

Media Server Submits Interaction

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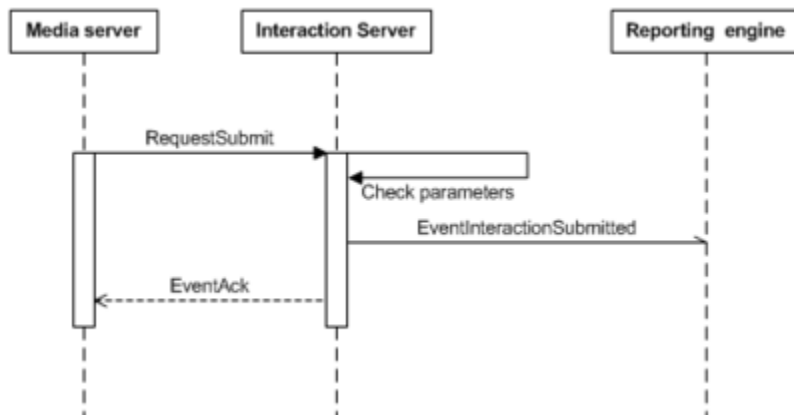
Media Server Submits Interaction

This set of models illustrates the following scenario:

1. A media server asks to submit an interaction to Interaction Server. Interaction Server checks the interaction's parameters. If the parameters are correct, Interaction Server accepts the request.
2. If Interaction Server discovers that the parameters are incorrect, it rejects the request.

Media Server Asks to Submit

In this phase, shown in the following figure, a media server sends RequestSubmit to Interaction Server.



Media Server Asks to Submit

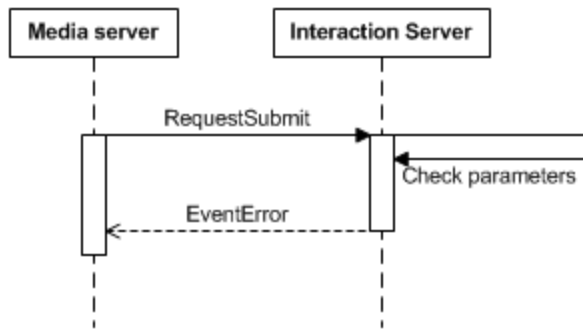
This phase uses the messages listed in the following table:

Messages in Media Server Asks to Submit

Message	Protocol
EventAck	Interaction Management
EventInteractionSubmitted	Reporting

Unsuccessful Submission by Media Server

In this phase, shown in the following figure, Interaction Server discovers a problem, such as that the media server is not registered as a client, or that there is a error in one of the attributes of RequestSubmit.



Unsuccessful Submission by Media Server

This phase uses the messages listed in the following table:

Messages in Unsuccessful Submission by Media Server

Message	Protocol
EventError	Interaction Management