



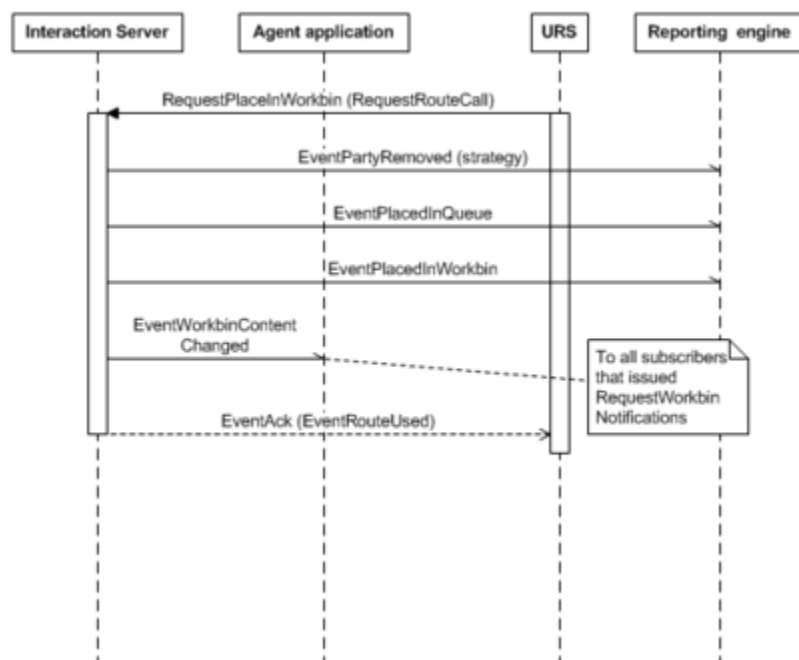
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Genesys Events and Models Reference

Place Interaction in Workbin

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In this model, shown in the following figure, URS asks Interaction Server to place an interaction in a workbin.



Place Interaction in Workbin

Important

The agent application can also make the request to place an interaction in a workbin. In that case the model would look the same, except that Interaction Server would simply send EventAck rather than EventRouteUsed.

This model uses the messages listed in the following table:

Messages in Place Interaction in Workbin

Message	Protocol
EventPartyRemoved	Reporting
EventPlacedInQueue	Reporting
EventPlacedInWorkbin	Reporting
EventRouteUsed, used here in place of EventAck	T-Library
EventWorkbinContentChanged	Interaction Management

This model uses the following substitutions:

- T-Library EventRouteUsed stands in for Interaction Management EventAck.
- T-Library RequestRouteCall stands in for Interaction Management RequestPlaceInWorkbin.