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# Genesys Events and Models Reference

Agent Submits Interaction

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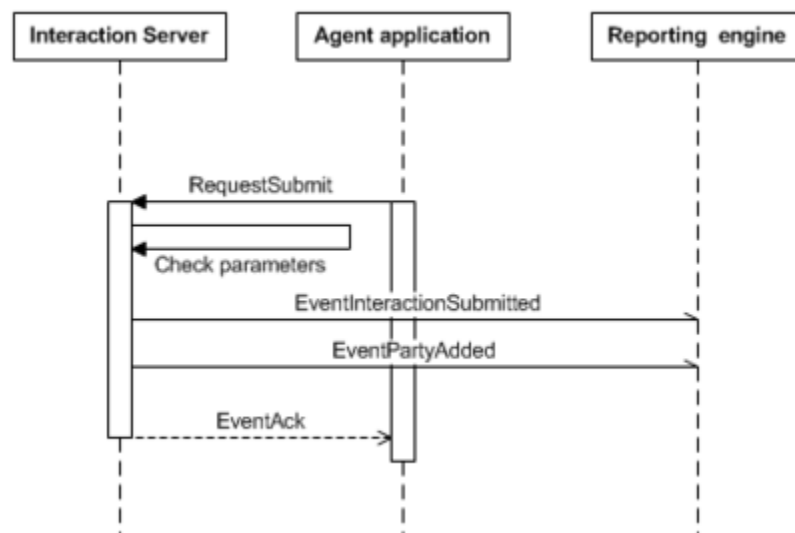
# Agent Submits Interaction

This set of models illustrates the following scenario:

1. An agent asks to submit an interaction.
2. Interaction Server checks the validity of the agent application.
3. One of the following happens:
  - If the agent application is valid, Interaction Server accepts the submission and informs the reporting engine.
  - If the agent application is not valid, Interaction Server rejects the submission.

## Successful Submission

A successful submission is shown in the following figure:



Successful Submission by Agent

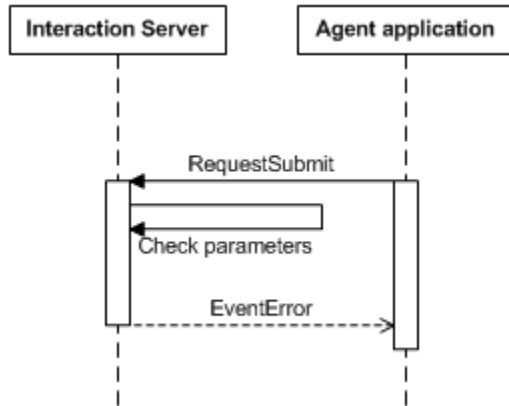
This model uses the messages listed in the following table:

**Messages in Successful Submission by Agent**

Message	Protocol
EventAck	Interaction Management
EventInteractionSubmitted	Reporting
EventPartyAdded	Reporting

## Unsuccessful Submission

An unsuccessful submission is shown in the following figure:



Unsuccessful Submission by Agent

This model uses the messages listed in the following table:

**Messages in Unsuccessful Submission by Agent**

Message	Protocol
EventError	Interaction Management