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API Reference

Callback Interaction

Contents

- 1 Callback Interaction
 - 1.1 Purpose
 - 1.2 Resource
 - 1.3 References

Callback Interaction

Purpose

Provides context information relevant to a given multimedia callback interaction. A customer can ask for a callback if he or she is not available for the moment. In that case, based on the application's inputs, the system schedules the callback interaction at a time which meets the user's expectations.

Resource

Field	Type	Mandatory	Description
Callback-related information			
callback_status	integer	no	Status for the callback. • 0-UNKNOWN • 1-RECEIVED • 2-TIMER • 3-QUEUED • 4-DISTRIBUTED • 5-SUBMITTED_TO_AGT • 6-REJECTED_BY_AGT • 7-CANCELED_BY_AGT • 8-PROCESSED_BY_AGT • 9-FINAL • 10-NOT_QUEUED • 11-ERROR • 12-REPLACED • 13-AGT_TRANSFER • 14-ENDTIME_EXPIRED
desired_response_type	string	yes	Possible types: • Voice • VoIP • Email

Field	Type	Mandatory	Description
start_time	date/time	yes	Time for starting the callback.
end_time	date/time	no	Limit time for executing the callback.
customer_number	string	yes	Contact information for the customer. Depends on the media type (i.e. phone number, IP address for VoIP, or email address).
attempts	integer	yes	The number of callback attempts that have been made.
dn	string	no	The DN to which the Callback server sent the request.
location	string	no	Name of the switch to which the DN belongs.
callback_server_id	string	no	Identifies the Callback server that handled the request.
call_result	integer	no	One of the following results: • 0 - OK • 1 - TRANSFERRED • 2 - CONFERENCED • 3 - GENERAL_ERROR • 4 - SYSTEM_ERROR • 5 - REMOTE_RELEASE • 6 - BUSY • 7 - NO_ANSWER • 8 - SIT_DETECTED • 9 - ANSWERING_MACHINE • 10- ALL_TRUNKS_BUSY • 11- SIT_INVALID_NUM • 12- SIT_VACANT • 13- SIT_OPER_INTERCEPT

Field	Type	Mandatory	Description
			• 14- SIT_UNKNOWN • 15- SIT_NO_CIRCUIT • 16- SIT_REORDER • 17- SIT_FAX_DETECTED • 18- QUEUE_FULL • 19- CLEARED • 20- OVERFLOWED • 21- ABANDONED • 22- REDIRECTED • 23- FORWARDED • 24- CONSULT • 25- PICKEDUP • 26- DROPPED • 27- DROPPED_NO_ANSWER • 28- UNKNOWN • 29- COVERED • 30- CONVERSE_ON • 31- BRIDGED • 32- SILENCE • 33- ANSWER • 34- NU_TONE • 35- NO_DIAL_TONE • 36- NO_PROGRESS • 37- NO_RING_BACK • 38- NO_ESTABLISHED • 39- PAGER_DETECTED • 40- WRONG_PARTY • 41- DIAL_ERROR • 42- CALL_DROPPED_ERROR

Field	Type	Mandatory	Description
			• 43- SWITCH_ERROR • 44- NO_FREE_PORT_ERROR • 45- TRANSFER_ERROR • 46- STALE • 47- AGT_CALLBACK_ERROR • 48- GRP_CALLBACK_ERROR • 49- DEAFENED • 50- HELD • 51- DO_NOT_CALL • 52- CANCEL_RECORD • 53- WRONG_NUMBER
callback_type	integer	no	Possible types: • 0-UNKNOWN • 1-ASAP • 2-SCHEDULED
Common interaction fields			
customer_id	string	yes	The ID of the customer.
interaction_id	string	yes	The Genesys GUID (or Call ID) for the interaction.
status	integer	yes	Possible statuses: • 0-NEW • 1-PENDING • 2-IN_PROCESS • 3-STOPPED
entity_type	integer	yes	Possible types: • 0-EMAIL_IN • 1-EMAIL_OUT • 2-CHAT

Field	Type	Mandatory	Description
			• 3-PHONE_CALL • 5-CALLBACK • 6-COBROWSE • 7-INTERACTION (open media)
type	string	yes	The type of the interaction (e.g. inbound, outbound, etc.)
sub_type	string	no	The application-specific subtype which further classifies the attribute "type".
media_type	string	yes	The media type of the interaction: • voice • email • chat • callback • and so on.
parent_id	string	no	The ID of the parent interaction, if applicable.
thread_id	string	no	The ID of the thread to which this interaction should be appended, or the ID of the interaction at the root of the thread.
external_id	string	no	The reference identifier for an external system.
owner_id	integer	no	The DB ID of the Person who owns the interaction. (The Person is an object defined in the Genesys Configuration Server.)
creator_app_id	integer	yes	The DB ID of the application that created the interaction.
start_date	date/time	yes	The UTC time of the interaction's creation, using the ISO 8601 representation<ref

Field	Type	Mandatory	Description
			name="iso8601"> http://en.wikipedia.org/wiki/ISO_8601 </ref>: [YYYY] - [MM] - [DD]T[HH]:[mm]:[ss].[SSS]Z
end_date	date/time	no	The UTC time of the interaction's end, using the ISO 8601 representation<ref name="iso8601" />: [YYYY] - [MM] - [DD]T[HH]:[mm]:[ss].[SSS]Z
timeshift	integer	no	The number of minutes to add to or to subtract from the specified UTC<ref name="iso8601" /> time in order to get the local time of the interaction's creation.
category_id	string	no	The category assigned to this interaction by the Classification Server or the desktop's manual override.
allow_children	Boolean	no	True if child interactions can be added.  Default value is true.
subject	string	no	An arbitrary textual subject for the interaction.
stopped_reason	string	no	The application-specified reason for which the interaction ended.
text	text	no	Plain text for the interaction.
structured_text	url	no	The URL of the interaction's structured text.
structured_text_mime	string	yes if structured_text	The mime type<ref name="mime"> http://www.iana.org/assignments/media-types </ref> for the structured text, if specified (e.g. text/html). Mandatory if the parameter "structured_text" is specified.

Field	Type	Mandatory	Description
binary_content	url	no	The URL of the the interaction's binary content..
binary_content_mime	string	yes if binary_content	The mime type<ref name="mime"> http://www.iana.org/assignments/media-types </ref> for the binary content, if specified (e.g. text/html).
binary_content_size	integer	yes if binary_content	The size of the binary content in bytes. Mandatory if the parameter "binary_content" is specified.
udata	hash	no	A hash of key value pairs for the user data attached to the interaction.

References

<references />