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## API Reference

Perform State Transition

# Perform State Transition

|   |  |
|---|--|
|  | <b>POST</b> /services/\${service_id}/states/transition |
|   | Available since: 8.0.100.00                            |

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## Description

Performs a state transition for a given service. In many cases, your application is responsible for completing a given state and starting a new state, both in the context of a single interaction. In that context, your application can use this operation (instead of two separate **Start State** and **Complete State** operations) to reduce both the data duplication and the overall UCS services workload.

## Operation

|   |  |                  |   |
|---|--|------------------|---|
| <b>ID</b>   | CV.WS.SRV.7                                |                  |   |
| <b>Method</b>   | POST                                       |                  |   |
| <b>URL</b>  | /services/\${service_id}/states/transition |                  |   |
| <b>Field Name</b>   | <b>Type</b>                                | <b>Mandatory</b> | <b>Description</b>  |
| <b>URI Parameters</b>   |  |                  |   |
| service_id  | integer                                    | yes              | The unique ID of the related service.   |
| <b>Body:</b> State Transition Event<ref>This body contains fieds from the <b>State Transition Event</b> .</ref> |  |                  |   |
| from  | hash                                       | yes              | <p>The hash of the following fields describing the state from which the service is transitioning:</p> <ul style="list-style-type: none"><li>• <b>state_id (mandatory)</b> : The 32-bit ID of the state to complete.</li><li>• disposition (optional): The unique ID for the business disposition assigned to the given state. For instance, this can be the DB ID of a Business Attribute used to enumerate a given organization's business dispositions&lt;ref name="business"&gt;</li></ul> <p>Refer to <b>Configuration Options</b> for more details on Business Attribute mapping.&lt;/ref&gt;.</p> |

| ID   | CV.WS.SRV.7    |     |  |
|--|----------------|-----|--|
|  |                |     | <ul style="list-style-type: none"> <li>disposition_desc (optional): The text description which provides additional context on the business disposition. Limited to 64 characters.</li> </ul>   |
| to   | hash           | yes | <p>The hash of the following fields, which describe the state into which the service is transitioning:</p> <ul style="list-style-type: none"> <li><b>state_type (mandatory)</b>: The unique ID associated with the type of service, typically the DB ID of a value in the Service Type Business Attribute&lt;ref name="business"/&gt;.</li> <li>est_duration (optional): The estimated service duration in seconds.</li> </ul> |
|  The following fields apply both to the state to complete and the state to start: |                |     |  |
| session_id   | string         | no  | The ID of the related session. For example, the orchestration session or any other business session.   |
| interaction_id   | string         | no  | The ID of the related Genesys interaction. This ID can be used by other Genesys reporting products such as Stat Server, URS, Composer, and GVP.  |
| application_type   | long or string | no  | The unique ID associated with the type or class<ref name="business"/> of application issuing the service event. May be used to group related applications, potentially across resource types.  |

| ID  | CV.WS.SRV.7   |    |   |
|---|---|----|---|
| application_id                            | integer   | no | The unique ID (Genesys DB ID) for the application issuing the service event, such as a GVP VoiceXML application or an Orchestration SCXML application.  |
| resource_type                             | long or string  | no | The unique ID associated with the type or class<ref name="business"/> of resource which provides the service (such as GVP, Agent Desktop, or Orchestration).  |
| resource_id                               | integer   | no | <p>The unique DB ID for the specific resource which provides the service. For instance:</p> <ul style="list-style-type: none"> <li>the Genesys DB ID of a specific GVP or orchestration platform.</li> <li>the DB ID of a given agent, according to the context.</li> </ul>     |
| media_type                                | long or string  | no | The media type<ref name="business"/> applicable to the given state. For example: e-mail, voice, chat, etc.  |
| timestamp                                 | date/time   | no | <p>The UTC time at which the event was raised, with a precision of milliseconds, using the <b>ISO 8601 representation</b> : [YYYY] - [MM] - [DD]T[HH]:[mm]:[ss].[SSS]Z. If the application does not specify this timestamp, the server does it when the event is processed.</p> |
| <extension name><br>Supported since 8.0.2 | <b>Extension</b> (single-valued) or <b>Extension[]</b> (multi-valued) | no | State extension. Your application can add as many state extensions as needed, as long as you created corresponding <b>Extension</b>   |

| ID | CV.WS.SRV.7 |  |  |
|----|-------------|--|--|
|    |             |  | Schema with the Create State Extension Schema operation. |

&lt;references /&gt;

## Response

The Context Management Service API answers with HTTP codes for every request. The following table shows the correct response for a successful request. See [HTTP Response Codes and Errors](#) for further details on the possible codes that this operation can return.

| Response     |   |
|--------------|---|
| HTTP code    | 201   |
| HTTP message | Created   |
| Header       | Location:<br>/service/\${service_id}/states/\${state_id}<br>where: <ul style="list-style-type: none"><li>• \${service_id} is the service ID.</li><li>• \${state_id} is the ID of the created state.</li></ul> |
| Body         | {"state_id": "\${state_id}"}<br>where: \${state_id} is the created state ID.  |

## Example

### Operation

```
POST /services/735692/states/transition
{
  "timestamp": "2009-05-07T12:05:20.157",
  "session_id": "11000ABC-80236C1A-1010",
  "interaction_id": "123ABC908ABFFD8080",
  "from": {
    "state_id": 1001,
    "disposition": 1,
    "disposition_desc": "SUCCESS",
    "Feedback": {
      "FeedbackType": "survey", "rating": 7,
      "notes": "warm welcome at frontdesk, thanks for the nice trip"
    },
    "Satisfaction": [
      {
        "rating": 2,
        "pertinence": 8,
```

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```
    "usefull":true,
    "place":"Terranova mexico resort"
  },
  {
    "rating":8,
    "pertinence":4,
    "usefull":false,
    "place":"Fancy resort Paris"
  }
]
},
"to": {
  "state_type": 8,
  "est_duration": 500,
  "Sponsoring": { "Rank":"first","expire":7,
    "notes":"give customer free meal" }
}
}
```

POST /services/735692/states/transition

```
{
  "timestamp": "2009-05-07T12:05:20.157",
  "session_id": "11000ABC-80236C1A-1010",
  "interaction_id": "123ABC908ABFFD8080",
  "from": {
    "state_id": 1001,
    "disposition": 1,
    "disposition_desc": "SUCCESS",
    "Feedback": { "FeedbackType":"survey","rating":7,
      "notes":"warm welcome at frontdesk, thanks for the nice trip" },
    "Sponsoring": { "Rank":"first","expire":7,
      "notes":"give customer free meal" }
  },
  "to": {
    "state_type": 8,
    "est_duration": 500,
    "Satisfaction": [
      {
        "rating":7,
        "pertinence":3,
        "usefull":false,
        "place":"Australian beach resort complex"
      },
      {
        "rating":9,
        "pertinence":8,
        "usefull":true,
        "place":"Caribbean beach complex"
      }
    ]
  }
}
```

## Result

```
201 Created
{"state_id":15158}
```