API Reference

Service

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Service

	Purpose: Describes the Service resource.
	Available since: 8.0.100.00

Contents

Description

Provides a consolidated view of the service information.

Services are customer commitments defined by the business application (IVR, Orchestration, Agent, etc.) which interacts with the customer. Each service potentially spans multiple interactions over a variety of media channels. Each service can be divided into States which include a list of Tasks. The service is completed once the states and their tasks are completed. Your application is responsible for state transitions and task management. The service resources (creation, start, or end) are managed through Service Operations, which update the service information through service events (Start Event and End Events).

Resource

This table lists the resource fields that your application can deal with through operations. According to the operation, your application may not use the totality of the resource.

Field	Type	Mandatory	Description
service_type	long or string	yes	The unique ID associated with the type of service, typically, the DB ID of a value in the Service Type Business Attribute. Refer to Configuration Options for more details about *Business Attribute* mapping.
service_id	integer	yes	The service's unique ID.<ref name="toplevel">Only top-level objects include this field. For instance, if your application retrieves a service which includes nested states and tasks, only the top-level service object contains this ID.</ref>
started	Service Start Event	yes	Start event (see Start Service). This event should not include the "est_duration" field, if it already exists at the service level.

Field	Type	Mandatory	Description
completed	Service End Event	no	The related end event if the service is completed (see Complete Service). This field should not include the "disposition" and "disposition_desc" fields if they already exist at the service level.
customer_id	string	no	The customer's unique ID<ref name="toplevel"/>. If the service has no customer ID, the service is Anonymous Service.
est_duration	integer	no	The estimated time for completing the service, in seconds.
duration	integer	no	The total duration in milliseconds. Only relevant for completed services.
disposition	long or string	no	ID of the Business disposition ID. Only relevant for completed services.
disposition_desc	string	no	The reason for assigning the business disposition with the service element. Limited to 256 characters.
active_states	State[]	no	The array of the started states which are not completed.
completed_states	State[]	no	The array of completed states through which the service has made transitions.
active_tasks	Task[]	no	The array of the started tasks which are not complete.
completed_tasks	Task[]	no	The array of the tasks which are complete as part of the service delivery.
interactions	Interaction[]	no	The array of the interactions which are associated with this service.
<extension name>	Extension (single-valued)	no	Service extension. Your

Field	Type	Mandatory	Description
Supported since 8.0.2	or Extension[] (multi-valued)		application can add as many service extensions as needed, as long as you have created the corresponding Extension Schema with the Create Service Extension Schema operation.

Related Operations

- Query Services
- Query Service by ID