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API Reference

Query Service by ID

Query Service by ID



GET /services/\${service_id}

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Description

Enables your application to query a service if its ID is known. By default, no tasks or states are returned. The example below shows how your application can use optional parameters to customize its request to specify which nested tasks and states of the service should be part of the response.

Operation

ID	CV.WS.SRV.14		
Method	GET		
URL	/services/\${service_id}		
Field Name	Type	Mandatory	Description
URI Parameters			
\${service_id}	integer	yes	The service ID.
active_states	bool	no	<ul style="list-style-type: none">• "true" to include information on this service's active states in the results• "false" (default)
completed_states	bool	no	<ul style="list-style-type: none">• "true" to include information on this service's completed states in the results• "false" (default)
active_tasks	bool	no	<ul style="list-style-type: none">• "true" to include information on this service's active tasks in the results• "false" (default)
completed_tasks	bool	no	<ul style="list-style-type: none">• "true" to include information on this service's completed tasks in the results• "false" (default)
extensions	string	no	Extension name to

ID	CV.WS.SRV.14		
Supported since 8.0.2			retrieve with the results. Your application can specify several names separated by commas, as long as you created corresponding Extension Schema with the Create Service Extension Schema operation. For example: <i>extensions=Feedback,SpecialOffer</i> .

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	200		
HTTP message	OK		
Field Name	Type	Mandatory	Description
Body: Service<ref>This response includes the representation of the Service associated with the service ID.</ref>			
service_type	long or string	yes	The unique ID associated with the service type, typically the DB ID of a value in the Service Type Business Attribute. Refer to Configuration Options for more details about <i>Business Attribute</i> 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 does not

HTTP code	200		
			include the "est_duration" field, if "est_duration" is specified at the service level of the response.
completed	Service End Event	no	The related end event if the service is completed (see Complete Service). This event does not include the "disposition" and "disposition_desc" fields if they are specified at the service level of the response.
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	integer	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<ref name="option">The field is returned if the corresponding option was set to true in the request.</ref>	The array of the started states which are not completed.
completed_states	State[]	no<ref name="option"/>	The array of completed states through which the service has made transitions.
active_tasks	Task[]	no<ref name="option"/>	The array of the started tasks which are not completed.
completed_tasks	Task[]	no<ref name="option"/>	The array of the tasks which are completed as

HTTP code	200		
			part of the service delivery.
interactions	Interaction []	no<ref name="option"/>	The array of the interactions which are associated with this service.
<extension name> Supported since 8.0.2	Extension (single-valued) or Extension [] (multi-valued)	no	Service extension matching the parameter passed in the operation.

<references />

Example

Operation The following operation retrieves the given service (ID=2000) with its active states and tasks to resume the activity.

```
GET /services/
3005?active_states=trueCleted_states=true~tive_tasks=trueCleted_tasks=true&extensions=ClientInfo,relatedOffers
```

Result

```
{
  "completed_tasks" : [ {
    "service_id" : 3005,
    "duration" : 82937,
    "disposition_desc" : "normal ending",
    "task_id" : 2001,
    "task_type" : 55,
    "est_duration" : 540,
    "started" : {
      "timestamp" : "2010-06-03T08:49:53.053Z",
      "interaction_id" : "587"
    },
    "disposition" : 5,
    "completed" : {
      "timestamp" : "2010-06-03T08:51:15.990Z",
      "interaction_id" : "587"
    }
  } ],
  "service_id" : 3005,
  "active_states" : [ {
    "service_id" : 3005,
    "state_id" : 4000,
    "state_type" : 100,
    "est_duration" : 60,
    "started" : {
      "timestamp" : "2010-06-03T08:48:18.257Z",
      "application_type" : 400,
      "resource_id" : 20,
      "media_type" : 2,
      "resource_type" : 200,
      "application_id" : 40,
      "interaction_id" : "51"
    }
  } ]
}
```

```
}
} ],
"ClientInfo" : {
  "userAgent" : "Mozilla/5.0 (Windows; U; Windows NT 5.1; fr; rv:1.9.2) Gecko/20100115
Firefox/3.6 (.NET CLR 3.5.30729)",
  "clientIp" : "192.168.1.1",
  "contentType" : "Content-Type : application/json;charset=UTF-8"
},
"active_tasks" : [ {
  "service_id" : 3005,
  "state_id" : 4001,
  "task_id" : 2000,
  "task_type" : 55,
  "est_duration" : 540,
  "started" : {
    "timestamp" : "2010-06-03T08:49:45.943Z",
    "interaction_id" : "587"
  }
} ],
"service_type" : 100,
"est_duration" : 300,
"started" : {
  "timestamp" : "2010-09-07T07:58:16.313Z",
  "application_type" : 400,
  "resource_id" : 10,
  "media_type" : 2,
  "resource_type" : 200,
  "application_id" : 40,
  "interaction_id" : "56"
},
"completed_states" : [ {
  "service_id" : 3005,
  "state_id" : 4001,
  "duration" : 182907,
  "disposition_desc" : "normal ending",
  "state_type" : 200,
  "est_duration" : 300,
  "started" : {
    "timestamp" : "2010-06-03T08:48:51.473Z",
    "application_type" : 400,
    "resource_id" : 6000,
    "media_type" : 3,
    "resource_type" : 100,
    "application_id" : 40,
    "interaction_id" : "8001"
  },
  "disposition" : 5,
  "completed" : {
    "timestamp" : "2010-06-03T08:51:54.380Z",
    "interaction_id" : "1587"
  }
} ],
"relatedOffers" : [ {
  "offer_name" : "VIP credit card black ed.",
  "type" : "9",
  "comments" : "proposed to all client"
}, {
  "offer_name" : "3 times payment GOLD",
  "type" : "4",
  "comments" : "limited offer"
}, {
  "offer_name" : "life insurance",
  "type" : "3",
```

```
    "comments" : "healt check to be done before approval"  
  } ],  
  "contact_key" : "bob"  
}
```

- The service=2000 does not contain 'completed' values. It is an active service.
- There was no active states for this service.
- There is a single active task.