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API Reference

[Start Event List](#)

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Start Event List

	Purpose: Lists the Start Event resources used to describe the start of a service, state, or task.
	Available since: 8.0.100.00

Service Start Event

Description This resource describes information useful to manage the start or the creation of a service.

Field	Type	Mandatory	Description
customer_id	string	yes if no <i>contact_key</i>	<p>The unique ID of the customer associated with the given service.</p> <p> Services with no customer_id are anonymous. In this case, the event should include a contact_key.</p>
contact_key	string	yes if no <i>customer_id</i>	<p>Key for later lookup of the service. This contact_key is mandatory if no customer ID is specified. For example, the application might store a PIN, or the ANI, as the contact key when the service is first started. Later, if the customer is identified, the contact key is used to lookup the existing service record and associate it with the customer.</p>
service_type	long or string	yes	<p>The unique ID associated with the type of service, typically the DB ID of a value in the Service Type Business Attribute<ref name="business">.</p> <p>Refer to Configuration Options for more details on Business Attribute mapping.</ref>.</p>

Field	Type	Mandatory	Description
session_id	string	no	The ID of the related session, for instance, 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"/>application issuing the service event. May be used to group related applications, potentially across resource types.
application_id	integer	no	The unique ID, for example, 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 (for example, GVP, Agent Desktop, Orchestration).
resource_id	integer	no	The unique DB ID for the specific resource which provides the service. For instance: <ul style="list-style-type: none">the Genesys DB ID of a specific GVP or orchestration platform.the DB ID of a given agent, according to the context.
media_type	long or string	no	The media type<ref name="business"/>

Field	Type	Mandatory	Description
			applicable to the given service, for instance, e-mail, voice, chat, etc.
est_duration	integer	no	The estimated service duration, in seconds.
timestamp	date/time	no	The UTC time at which the event was raised, with a precision of milliseconds, using the ISO 8601<ref name="ISO 8601"> http://en.wikipedia.org/wiki/ISO_8601 </ref> representation : [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.
<extension name> Supported since 8.0.2	Extension (single-valued) or Extension[] (multi-valued)	no	Service extension. Your application can add as many service extensions as needed, as long as you have already created corresponding Extension Schema with the Create Service Extension Schema operation.

<references />

Related Operations

- [Start Service](#)
- [Associate Service](#)

State Start Event

Description This resource describes the start of the service state.

Field	Type	Mandatory	Description
service_id	integer	yes	The unique 64-bit ID of the service.
state_type	long or string	yes	The unique ID associated with the

Field	Type	Mandatory	Description
			<p>state type, typically, the DB ID of a value in the Service Type Business Attribute<ref name="business">.</p> <p>Refer to Configuration Options for more details on Business Attribute mapping.</ref>. Enumerated values may be from the following:</p> <ol style="list-style-type: none"> 1. Customer identification 2. Service identification 3. Assign service agent 4. Waiting for service agent 5. Offering another service while waiting for agent 6. Offering callback 7. Callback pending 8. Delivering service 9. Waiting for customer input 10. Offering another service while delivering service
previous_state_id	integer	no	The ID of the previous state.
session_id	string	no	The ID of the related session, for instance, 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

Field	Type	Mandatory	Description
			service event. May be used to group related applications, potentially across resource types.
application_id	integer	no	The unique ID, for example, 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 (for example, GVP, Agent Desktop, Orchestration).
resource_id	integer	no	The unique DB ID for the specific resource which provides the service, for instance: <ul style="list-style-type: none"> the Genesys DB ID of a specific GVP or orchestration platform. the DB ID of a given agent, according to the context.
media_type	long or string	no	The media type<ref name="business"/> applicable to the given state, for instance, e-mail, voice, chat, etc.
est_duration	integer	no	The estimated state duration in seconds.
timestamp	date/time	no	The UTC time at which the event was raised, with a precision of milliseconds, using the ISO 8601<ref name="ISO 8601"> http://en.wikipedia.org/wiki/ISO_8601 </ref> representation : [YYYY] - [MM] - [DD]T[HH]:[mm]:[ss].[SSS]Z. If the application does

Field	Type	Mandatory	Description
			not specify this timestamp, the server does it when the event is processed.
<extension name> Supported since 8.0.2	Extension (single-valued) or Extension[] (multi-valued)	no	State extension. Your application can add as many state extensions as needed, as long as you have already created corresponding Extension Schema with the Create State Extension Schema operation.

<references />

Related Operations

- Complete State
- Perform State Transition
- Query State by ID
- Query States
- Start State

Task Start Event

Description: Describes the start of a Task.

Field	Type	Mandatory	Description
service_id	integer	yes	The unique 64-bit ID of the service.
state_id	integer	no	The 32-bit integer ID of the state. See State .
task_type	long or string	yes	The unique ID associated with the type of task, typically the DB ID of a value in a Business Attribute representing customer service tasks for the given organization<ref name="business"> Refer to Configuration Options for more details on Business

Field	Type	Mandatory	Description
			Attribute mapping.</ref>.
session_id	string	no	The ID of the related session, for instance, 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.
application_id	integer	no	The unique ID (e.g. Genesys DB ID) for the application issuing the 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 (for example, GVP, Agent Desktop, 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">the Genesys DB ID of a specific GVP or orchestration platform.the DB ID of a given agent, according to the context.

Field	Type	Mandatory	Description
media_type	long or string	no	The media type<ref name="business"/> applicable to the given task, for instance, e-mail, voice, chat, etc.
est_duration	integer	no	The estimated task duration, in seconds.
timestamp	date/time	no	The UTC time at which the event was raised, with a precision of milliseconds, using the ISO 8601<ref name="ISO 8601"> http://en.wikipedia.org/wiki/ISO_8601 </ref> representation : [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.
<extension name> Supported since 8.0.2	Extension (single-valued) or Extension[] (multi-valued)	no	Task extension. Your application can add as many task extensions as needed, as long as you have created corresponding Extension Schema with the Create Task Extension Schema operation.