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API Reference

State

State



Purpose: Describes a State Resource.

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Description

Describes one of the service states.

Throughout their lifecycle, services go through states such as:

- customer identification
- agent assignment
- service delivery

The exact sequence of states depends on the steps which your customer service application implements (for example, IVR, orchestration, or agent application). Your application is responsible for starting and completing states, but also for managing state transitions. Each State can also contain nested **Task** resources (zero or more) that your application should manage as well.

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
state_id	integer	yes	The 32-bit integer ID of the state, assigned by the UCS when the state is started.
state_type	long or string	yes	<p>The unique ID associated with the state type. For instance, this ID can be the DB ID of a value in the Service Type Business Attribute.</p> <p>Enumerated values could be one of the following:</p> <ol style="list-style-type: none">1. Customer identification2. Service identification3. Assign service agent4. Waiting for service agent5. Offering another service while waiting for agent

Field	Type	Mandatory	Description
			<ul style="list-style-type: none">6. Offering callback7. Callback pending8. Delivering service9. Waiting for customer input10. Offering another service while delivering service <p>Refer to Configuration Options for more details on <i>Business Attribute</i> mapping.</p>
service_id	integer	yes/no	The service's unique ID if the state is not part of a top-level service resource which includes a service ID.<ref name="toplevel">Only top-level representations include this field. For instance, if your application retrieves a service which includes nested states and tasks, only the top-level service resource contains this ID.</ref>
started	State Start Event	yes	Related start event. This field should not repeat the "est_duration" field, if it already exists.
completed	State End Event	no	The related end event if the state is completed. This field should not repeat the "disposition" and "disposition_desc" fields if they already exist.
est_duration	integer	no	The estimated time for completing the state, in seconds.
duration	integer	no	The total duration, in milliseconds. Only relevant for completed states.
disposition	long or string	no	ID of the Business

Field	Type	Mandatory	Description
			disposition ID. Only relevant for completed states.
disposition_desc	string	no	The reason for assigning the business disposition with the service element. Limited to 256 characters.
active_tasks	Task[]	no	The array of tasks that are started but not yet complete.
completed_tasks	Task[]	no	The array of Task that are complete.
<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 created corresponding Extension Schema with the Create State Extension Schema operation.

<references />