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API Reference

Query Interactions

Query Interactions

Important

Prerequisites: You need to **enable** profiles in UCS.

- **GET /customers/\${customer_id}/interactions**
- **GET /interactions/\${interaction_id}**

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Description

Retrieves multimedia interactions and their data.

Operation

Queries Multimedia Interactions

ID	CV.WS.IXN.2		
Method	GET		
URL	1. By Customer: /customers/\${customer_id}/interactions 2. By Interaction ID: /interactions/\${interaction_id}		
Name	Type	Mandatory	Description
URI Parameters			
\${customer_id}	string	yes if query is by customer.	Customer ID, required for URI 1.
\${service_id}	integer	yes if query is by service.	Service ID, required for URI 2.
\${interaction_id}	integer	yes if query is by interaction.	Service ID, required for URI 3.

Important

The output sample shows a "structured_text" parameter which provides a URL to the structured text content (which is not returned as part of the query): the user application performs a separate GET to the given URL.

Similarly, the following URLs are available for GETting interaction content:

- /interactions/\${interaction_id}/plain_text
- /interactions/\${interaction_id}/structured_text
- /interactions/\${interaction_id}/binary_content

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
Body	An array of one or more Interaction Resources.

Example

Operation

GET <http://ucshost:8080/interactions/00001a57JGQ00BW8>

Result

```
{
  "external_id" : "00AF4A7951D60009",
  "established_date" : "2009-08-05T09:33:15.000Z",
  "text" : "http://ucshost:8080/interactions/00001a57JGQ00BW8/plain\_text",
  "media_type" : "chat",
  "udata" : {
    "RTargetTypeSelected" : "2",
    "RRequestedSkillCombination" : "",
    "ChatServerHost" : "SUITE80",
    "CustomerSegment" : "default",
    "RTargetObjectSelected" : "Agent Group Everybody",
    "RTargetRuleSelected" : "",
    "RTargetPlaceSelected" : "Place_1002",
    "RTargetAgentGroup" : "Agent Group Everybody",
    "RTargetObjSelDBID" : "123",
    "ServiceType" : "default",
    "_smsSrcNumber" : "+33298143456",
    "RTargetAgentSelected" : "1002",
    "RTenant" : "defaultTenant",
    "RVQID" : "",
    "CBR-contract_DBIDs" : "",
    "CBR-Interaction_cost" : "",
    "ChatServerPort" : "23874",
    "_smsDestNumber" : "+33298143322",
    "RTargetRequested" : "Agent Group Everybody",
    "CBR-IT-path_DBIDs" : "",
    "RStrategyDBID" : "480",
    "CBR-actual_volume" : "",
    "RStrategyName" : "sms-session-inbound"
  },
  "binary_content" : "http://ucshost:8080/interactions/00001a57JGQ00BW8/binary\_content",
  "structured_text" : "http://ucshost:8080/interactions/00001a57JGQ00BW8/structured\_text",
  "status" : 3,
  "subject" : "SMS chat",
  "timeshift" : 1,
  "type" : "Inbound",
  "interaction_id" : "00001a57JGQ00BW8",
  "allow_children" : true,
  "end_date" : "2009-08-05T09:34:04.140Z",
  "owner_id" : 124,
}
```

```
"sub_type" : "InboundNew",  
"released_date" : "2009-08-05T09:33:59.000Z",  
"entity_type" : 2,  
"creator_app_id" : 175,  
"thread_id" : "00001a57JGQ00BW9",  
"start_date" : "2009-08-05T09:33:10.000Z",  
"structured_text_mime" : "text/xml",  
"customer_id" : "00001a57JGQ00BVU"  
}
```