API Reference

Phone Call Interaction

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Phone Call Interaction

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

Purpose: Describes phone call fields.

Contents

Description

Provides fields for a phone call interaction.

Resource

Field	Type	Mandatory	Description
duration	integer	no	The duration of the call in seconds.
outcome	string	no	The application-specified outcome of the call.
phone_number	string	no	The phone number called.
tconnection_id	string	no	The connection ID assigned to the call by the Genesys T-Server.
customer_id	string	yes	The ID of the customer.
interaction_id	string	yes	The Genesys GUID (or Call ID) for the interaction.
status	integer	yes	Possible statuses: • 0-NEW • 1-PENDING • 2-IN_PROCESS • 3-STOPPED
entity_type	integer	yes	Possible types: • 0-EMAIL_IN • 1-EMAIL_OUT • 2-CHAT • 3-PHONE_CALL • 5-CALLBACK • 6-COBROWSE • 7-INTERACTION (open media)
type	string	yes	The type of the

Field	Type	Mandatory	Description
			interaction (such as inbound, outbound, and so on).
sub_type	string	no	The application-specific subtype which further classifies attribute "type".
media_type	string	yes	The media type of the interaction, including: • voice • email • chat • callback
parent_id	string	no	The ID of the parent interaction, if applicable.
thread_id	string	no	The ID of the thread to which this interaction should be appended, or the ID of the interaction at the root of the thread.
external_id	string	no	The reference identifier for an external system.
owner_id	integer	no	The DB ID of the Person who owns the interaction. (The Person is an object defined in the Genesys Configuration Server.)
creator_app_id	integer	yes	The DB ID of the application that created the interaction.
start_date	date/time	yes	The UTC time of the interaction's creation, using the ISO 8601 representation<ref name="iso8601">http://en.wikipedia.o wiki/ISO_8601</ref>: `[YYYY]-[MM]-[DD]T[HH]:[mm]:[ss].[SSS]Z`
end_date	date/time	no	The UTC time of the interaction's end, using the ISO 8601 representation<ref name="iso8601" />: `[YYYY]-[MM]-`

Field	Type	Mandatory	Description
			`[DD]T[HH]:[mm]:[ss].[SSS]Z`
timeshift	integer	no	The number of minutes to add to or substract from the specified UTC<ref name="iso8601" /> time in order to get the local time of the interaction's creation.
category_id	string	no	The category assigned to this interaction by the Classification Server or the desktop's manual override.
allow_children	Boolean	no	Default value of `true` indicates that child interactions can be added.
subject	string	no	An arbitrary textual subject for the interaction.
stopped_reason	string	no	The application-specified reason for which the interaction ended.
text	text	no	Plain text for the interaction.
structured_text	url	no	The URL of the interaction's structured text.
structured_text_mime	string	yes if structured_text	The mime type<ref name="mime">http://www.iana.org/assignments/media-types</ref> for the structured text, if specified (text/html). Mandatory if the parameter "structured_text" is specified.
binary_content	url	no	The URL of the the interaction's binary content.
binary_content_mime	string	yes if binary_content	The mime type<ref name="mime">http://www.iana.org/assignments/media-types</ref> for the binary content, if specified (text/html).
binary_content_size	integer	yes if binary_content	The size of the binary

Field	Type	Mandatory	Description
			content in bytes. Mandatory if the parameter "binary_content" is specified.
udata	list	no	A list of key-value pairs for the user data attached to the interaction.