API Reference

Start Event List

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Contents

Start Event List

Lists the Start Event resources used to describe the start of a service, state, or task.

Service Start Event

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 *contact_key*	The unique ID of the customer associated with the given service. **Important** Services with no `customer_id` are anonymous. In this case, the event should include a contact_key.
contact_key	string	yes if no *customer_id*	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.
service_type	long or string	yes	The unique ID associated with the type of service, typically the DB ID of a value in the Service Type Business Attribute. Refer to Configuration Options for more details on Business Attribute mapping.
session_id	string	no	The ID of the related

Field	Type	Mandatory	Description
			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 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 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: • 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 applicable to the given service, for instance, email, voice, chat, etc.
est_duration	integer	no	The estimated service

Field	Type	Mandatory	Description
			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 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.
expiration_time	string	no	Time at which the service should expire, using the ISO 8601 representation: `[YYYY]-[MM]-[DD]T[HH]:[mm]:[ss].[SSS]Z`. For example : "2016-09-02T08:00:00.000Z" **Important** This expiration time applies to the whole conversation (service, states, tasks), not only to the given service.
ttl	integer	no	Time to live (TTL) in seconds of the full conversation (service, states, tasks) starting from this event time. If the query includes both the `ttl` and `expiration_time` parameters, GMS takes into account only the ttl value and ignores the `expiration_time`. **Important** This TTL applies to the whole conversation (service, states, tasks), not only to the given service.
auto_complete_after	long	no	Time in seconds to automatically complete a service after its last update. If a service or its states or its tasks are not updated within

Field	Type	Mandatory	Description
			the specified period, the service (including states and tasks) is terminated.
last_modified	long	no	Time in milliseconds since the last update of the Service object, or of one of its subordinate States and Tasks.
<extension>	Any JSON type	no	Service attached data as key-value pairs. You can add as many key-value pairs as needed.

Related Operations

- Start Service
- Associate Service

State Start Event

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 state type, typically, the DB ID of a value in the Service Type Business Attribute. Refer to Configuration Options for more details on Business Attribute mapping. Enumerated values may be from the following: 1. Customer identification 2. Service identification 3. Assign service agent 4. Waiting for service agent

Field	Type	Mandatory	Description
			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 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 of resource which provides the service (for example, GVP, Agent Desktop,

Field	Type	Mandatory	Description
			Orchestration).
resource_id	integer	no	The unique DB ID for the specific resource which provides the service, for instance: • 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 applicable to the given state, for instance, email, 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 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>	Any JSON type	no	State attached data as key-value pairs. You can add as many key-value pairs as needed.

Related Operations

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

Task Start Event

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. Refer to Configuration Options for more details on Business Attribute mapping.
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 of application issuing the service event. May be used to group related applications, potentially across resource types.
application_id	integer	no	The unique ID (such as 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 of resource which provides the

Field	Type	Mandatory	Description
			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: • 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 applicable to the given task, for instance, email, 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 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>	Any JSON type	no	Task attached data as key-value pairs. You can add as many key-value pairs as needed.