API Reference

State Transition Event

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State Transition Event

Purpose: State Transition event used to describe the transition of a state.

Contents

Description

Combines state event resources to describe the completion of a given state and the start of a new state in a single request, rather than issuing separate start and end requests.

Resource

> **Important**
>
> When your application deals with this resource, parts of the *from* and *to* fields are shared. See below.

State Transition Event

Field	Type	Mandatory	Description
service_id	integer	yes	The unique ID of the related service.
from	hash	yes	The hash of the following fields describing the state from which the service is transitioning: • *state_id (mandatory)*: The 32-bit ID of the state to complete. • disposition (optional): The unique ID for the business disposition assigned to the given state. For instance, this can be the DB ID of a Business Attribute used to enumerate a given organization's business dispositions. Refer to Configuration Options for more details on Business Attribute mapping.

Field	Type	Mandatory	Description
			• disposition_desc (optional): The text description which provides additional context on the business disposition. Limited to 64 characters.
to	hash	yes	The hash of the following fields, which describe the state into which the service is transitioning: • **state_type (mandatory)**: The unique ID associated with the type of service, typically the DB ID of a value in the Service Type Business Attribute. • est_duration (optional): The estimated service duration in seconds.
The following fields apply both to the state to complete and the state to start:			
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

Field	Type	Mandatory	Description
			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, or 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/state/task, for instance, email, voice, chat, etc.
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

- Perform State Transition