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Service Management UI Help

Chat Delayed

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Chat Delayed

Overview

This Callback scenario is a chat service that goes through the following stages:

Start Callback

- Callback service: Returns session id to the user.
- Callback service: Waits for an agent to be available.
- Callback service: When an agent is available, notifies mobile device that agent is available.
- Next: Mobile device is expected to send connect request to confirm user's availability.

Connect

- Callback service: Returns URL to initiate chat interaction, immediately to the mobile device.
- Callback service: Waits for chat interaction to arrive.
- Next: Mobile device is expected to initiate chat interaction.

Initiate Chat

- Inbound Chat service: Locates the GMS service associated with the arrived chat interaction.
- Inbound Chat service: Delegates the chat interaction to be processed by the Callback service.
- Callback service: Reserves target to route chat interaction.
- Callback service: Routes the chat interaction to the target.
- Callback service terminates.

Configuration Options

The table below lists the key options applicable to this scenario.

Use the GMS Service Management UI to set the configuration options. On the *Services > Configured Services* tab, add a Callback service with *Chat-Delayed* as the Common Default Configuration (see [Adding a Service](#)). When you add this service and default configuration, many options are automatically populated with the appropriate default values. Some options, however, will require you to enter your own values. See the Comments column in the following table for these details.

Category	Option	Value	Comment
General	_media_type	chat	These are the default values, which are automatically populated when using the pre-defined <i>Chat-Delayed</i> service. You must not change these values.
	_wait_for_agent	true	
	_wait_for_user_confirm	true	
URS Queuing	_target	<string>	You must enter a string value for this option. This option is the routing target that specifies the agent/queue resource that should process this request. Format the string according to the URS target specification. For example: • <i>Billing@StatServer.GA</i> routes to the <i>Billing</i> Agent Group • <i>English=20&Loans=2@StatServer.??</i> routes to any agent matching the skill expression See the Universal Routing Server (URS) documentation for additional information about URS targets.
	_urs_server_url	http://<urs primary hostname:port>	You must enter the URL for your primary Universal Routing Server (URS).
	_urs_virtual_queue	<virtual queue to be used by strategy>	You must enter the virtual queue to which the service request will be added.
	_urs_prioritization_strategy	WaitForTarget	The default value shown here matches the name of the URS strategy that you imported into IRD . If you changed the name of the strategy, update this value to reflect the

Category	Option	Value	Comment
			correct name.
	_urs_strategy_update_subroutine	SetRouteDelay	The default value shown here matches the name of the URS subroutine that you imported into IRD . If you changed the name of the subroutine, update this value to reflect the correct name.

Sample Request and Response Sequence

Create chat (delay) service

```
Request URL:http://localhost:8080/genesys/1/service/callback/chat-delay
Request Method:POST
Status Code:200 OK
Request Headersview source
Accept:*/*
Accept-Encoding:gzip,deflate,sdch
Accept-Language:en-US,en;q=0.8
Connection:keep-alive
Content-Length:660
Content-Type:multipart/form-data; boundary=----WebKitFormBoundary0WnE36LruxJ4S5nu
Cookie:JSESSIONID=mjjvtphwb8lpce7io23ggxcu; BAYEUX_BROWSER=86721orubxagcqhwohj14cpyaqk2
gms_user:b16416334828b1d26ef14f329628b55b5a8c631d8928a371a5584722dd7fb673
Host:localhost:8080
Origin:http://localhost:8080
Referer:http://localhost:8080/gmstester/chat.html
User-Agent:Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/27.0.1453.110 Safari/537.36
Request Payload
-----WebKitFormBoundary0WnE36LruxJ4S5nu
Content-Disposition: form-data; name="_customer_number"

4082652649
-----WebKitFormBoundary0WnE36LruxJ4S5nu
Content-Disposition: form-data; name="usr_customer_name"

Bob Markel
-----WebKitFormBoundary0WnE36LruxJ4S5nu
Content-Disposition: form-data; name="usr_reason"

billing question
-----WebKitFormBoundary0WnE36LruxJ4S5nu
Content-Disposition: form-data; name="_device_notification_id"

b16416334828b1d26ef14f329628b55b5a8c631d8928a371a5584722dd7fb673
-----WebKitFormBoundary0WnE36LruxJ4S5nu
Content-Disposition: form-data; name="_device_os"

comet
-----WebKitFormBoundary0WnE36LruxJ4S5nu--
```

Response Headersview source

```
Cache-Control:no-cache
Cache-Control:no-store
Content-Type:application/json;charset=UTF-8
Content-Type:application/json;charset=UTF-8
Date:Tue, 30 Jul 2013 07:07:35 GMT
Expires:Thu, 01 Jan 1970 00:00:00 GMT
Pragma:no-cache
Server:Jetty(7.6.0.v20120127)
Set-Cookie:JSESSIONID=kwe77jz60uum1u16urv8vubd;Path=/genesys
Transfer-Encoding:chunked
```

Response Body:

```
{
  "_id": "369-166652d2-aed6-443c-9781-6bdf370f9a9",
  "_text": "We will notify you when agent is available"
}
```

Push Notification Data:

```
{
  "id": "01afcd60258a11e300006072543ed1ff",
  "message": {
    "_action": "get-dialog-user-confirmation-provide_code-false",
    "_id": "369-166652d2-aed6-443c-9781-6bdf370f9a9"
  },
  "tag": "service.agentavailable.369-166652d2-aed6-443c-9781-6bdf370f9a9"
}
```

Connect (user confirmation)

Request URL:http://localhost:8080/genesys/1/service/369-166652d2-aed6-443c-9781-6bdf370f9a9/connect

Request Method:POST

Status Code:200 OK

Request Headersview source

Accept:*/*

Accept-Encoding:gzip,deflate,sdch

Accept-Language:en-US,en;q=0.8

Connection:keep-alive

Content-Length:44

Content-Type:multipart/form-data; boundary=---WebKitFormBoundaryNY84ld7wm7oHB9fp

Cookie:JSESSIONID=1b81btxjbrblwybz5a93i24io; BAYEUX_BROWSER=86721orubxagcqhw0hj14cpyaqk2

gms_user:b16416334828b1d26ef14f329628b55b5a8c631d8928a371a5584722dd7fb673

Host:localhost:8080

Origin:http://localhost:8080

Referer:http://localhost:8080/gmstester/chat.html

User-Agent:Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/27.0.1453.110 Safari/537.36

Request Payload

-----WebKitFormBoundaryNY84ld7wm7oHB9fp--

Response Headersview source

Cache-Control:no-cache

Cache-Control:no-store

Content-Length:26

Content-Type:application/json;charset=UTF-8

Content-Type:application/json;charset=UTF-8

Date:Tue, 30 Jul 2013 07:04:35 GMT

Expires:Thu, 01 Jan 1970 00:00:00 GMT

Pragma:no-cache

Server:Jetty(7.6.0.v20120127)

Set-Cookie:JSESSIONID=mjjvtphwb8lpce7io23ggxcu;Path=/genesys

Response Body:

```
{
  "_dialog_id": "1",
  "_action": "StartChat",
  "_label": "Start Chat",
  "_start_chat_url": "http://localhost:8080/genesys/1/service/369-8cea2901-1eba-4f5a-8c76-edf83dd26480/ixn/chat",
  "_comet_url": "http://localhost:8080/genesys/cometd",
  "_user_header": "b16416334828b1d26ef14f329628b55b5a8c631d8928a371a5584722dd7fb673",
  "_id_to_jump_before": "exit://",
  "_chat_parameters": {
    "subject": "None"
  },
  "_id": "369-166652d2-aed6-443c-9781-6bdf370f9a9"
}
```

Check estimated wait time (EWT) and position in the URS queue (check-queue-position)

Mobile is expected to use this API to poll for current ewt and position.

```
Request URL:http://localhost:8080/genesys/1/service/369-166652d2-aed6-443c-9781-6bdf370f9a9/check-queue-position
Request Method:POST
Status Code:200 OK
Request Headersview source
Accept:/*/*
Accept-Encoding:gzip,deflate,sdch
Accept-Language:en-US,en;q=0.8
Connection:keep-alive
Content-Length:44
Content-Type:multipart/form-data; boundary=---WebKitFormBoundary2gBrAJX9qPSafKwk
Cookie:JSESSIONID=61voqouznyslvrp9fjljmbwr; BAYEUX_BROWSER=f3d8-3vwgdclvyroghjsaf871lc60
gms_user:b16416334828b1d26ef14f329628b55b5a8c631d8928a371a5584722dd7fb673
Host:localhost:8080
Origin:http://localhost:8080
Referer:http://localhost:8080/gmstester/chat.html
User-Agent:Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/27.0.1453.110 Safari/537.36
Request Payload
-----WebKitFormBoundary2gBrAJX9qPSafKwk--
Response Headersview source
Cache-Control:no-cache
Cache-Control:no-store
Content-Length:123
Content-Type:application/json;charset=UTF-8
Content-Type:application/json;charset=UTF-8
Date:Fri, 02 Aug 2013 23:07:59 GMT
Expires:Thu, 01 Jan 1970 00:00:00 GMT
Pragma:no-cache
Server:Jetty(7.6.0.v20120127)
Set-Cookie:JSESSIONID=1co1o30bhrm6719u8lfv9kvpei;Path=/genesys
```

Response Body (when eta is NOT provided by URS):

```
{
  "_position": 2,
  "_eta": "n/a",
  "_total_waiting": 2,
  "_agent_ready_threshold_passed": true,
  "_agent_ready_threshold_passed_reason": "eta n/a"
}
```

Response Body 2 (when eta is provided by URS):

```
{
  "_position": 2,
  "_eta": 30,
  "_total_waiting": 2,
  "_agent_ready_threshold_passed": true,
  "_agent_ready_threshold_passed_reason": "eta <= 35 and position <=5 "
}
```

Create Chat Interaction

```
Request URL:http://localhost:8080/genesys/1/service/369-166652d2-aed6-443c-9781-6bdf370f9a9/
ixn/chat
Request Method:POST
Status Code:200 OK
Request Headersview source
Accept:*//*
Accept-Encoding:gzip,deflate,sdch
Accept-Language:en-US,en;q=0.8
Connection:keep-alive
Content-Length:651
Content-Type:multipart/form-data; boundary=---WebKitFormBoundaryteXJ8ZpAGGDTAMFN
Cookie:JSESSIONID=kwe77jz60uum1u16urv8vubd; BAYEUX_BROWSER=86721orubxagcqhwhj14cpyaqk2
gms_user:b16416334828b1d26ef14f329628b55b5a8c631d8928a371a5584722dd7fb673
Host:localhost:8080
Origin:http://localhost:8080
Referer:http://localhost:8080/gmstester/chat.html
User-Agent:Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/
27.0.1453.110 Safari/537.36
Request Payload
-----WebKitFormBoundaryteXJ8ZpAGGDTAMFN
Content-Disposition: form-data; name="notify_by"

comet
-----WebKitFormBoundaryteXJ8ZpAGGDTAMFN
Content-Disposition: form-data; name="firstName"

John
-----WebKitFormBoundaryteXJ8ZpAGGDTAMFN
Content-Disposition: form-data; name="lastName"

Harry
-----WebKitFormBoundaryteXJ8ZpAGGDTAMFN
Content-Disposition: form-data; name="_verbose"

false
-----WebKitFormBoundaryteXJ8ZpAGGDTAMFN
Content-Disposition: form-data; name="subject"

testing
-----WebKitFormBoundaryteXJ8ZpAGGDTAMFN
Content-Disposition: form-data; name="email"

j.h@gmail.com
-----WebKitFormBoundaryteXJ8ZpAGGDTAMFN--
Response Headersview source
Cache-Control:no-cache
Cache-Control:no-store
Content-Length:77
Content-Type:application/json;charset=UTF-8
Content-Type:text/plain;charset=ISO-8859-1
Date:Tue, 30 Jul 2013 07:08:53 GMT
```

Pragma:no-cache
Server:Jetty(7.6.0.v20120127)

Response Body:

```
{
  "_id": "369-166652d2-aed6-443c-9781-6bdf370f9a9",
  "comet_channel": "/_genesys"
}
```

Send notification from agent desktop to mobile (internal-notification, previously poke)

Request URL:http://localhost:8080/genesys/1/service/369-166652d2-aed6-443c-9781-6bdf370f9a9/
internal-notification
Request Method:POST
Status Code:200 OK
Request Headersview source
Accept:/*/*
Accept-Encoding:gzip,deflate,sdch
Accept-Language:en-US,en;q=0.8
Connection:keep-alive
Content-Length:320
Content-Type:multipart/form-data; boundary=----WebKitFormBoundary8rbhQqxP5LoJ61i1
Cookie:JSESSIONID=kwe77jz60uumlu16urv8vubd; BAYEUX_BROWSER=86721orubxagcqhwhj14cpyaqk2
gms_user:b16416334828b1d26ef14f329628b55b5a8c631d8928a371a5584722dd7fb673
Host:localhost:8080
Origin:http://localhost:8080
Referer:http://localhost:8080/gmstester/chat.html
User-Agent:Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/
27.0.1453.110 Safari/537.36
Request Payload
-----WebKitFormBoundary8rbhQqxP5LoJ61i1
Content-Disposition: form-data; name="_display_message"

Message to be displayed to user

-----WebKitFormBoundary8rbhQqxP5LoJ61i1
Content-Disposition: form-data; name="_application_message"

MESSAGE_FOR_MOBILE_APP_INTERNAL_USE
-----WebKitFormBoundary8rbhQqxP5LoJ61i1--
Response Headersview source
Cache-Control:no-cache
Cache-Control:no-store
Content-Length:17
Content-Type:application/json;charset=UTF-8
Content-Type:application/json;charset=UTF-8
Date:Tue, 30 Jul 2013 07:10:11 GMT
Expires:Thu, 01 Jan 1970 00:00:00 GMT
Pragma:no-cache
Server:Jetty(7.6.0.v20120127)
Set-Cookie:JSESSIONID=z1lrha8utmwx1xslu08z473ty;Path=/genesys

Response Body:

```
{
  "message": "Notification Sent"
}
```

Retrieve any notifications from agent, when notifications are not enabled

(retrieve-notifications)

This is necessary only in case of a poll scenario.

```
Request URL:http://localhost:8080/genesys/1/service/369-166652d2-aed6-443c-9781-6bdf370f9a9/
retrieve-notifications
Request Method:POST
Status Code:200 OK
Request Headersview source
Accept:/*/*
Accept-Encoding:gzip,deflate,sdch
Accept-Language:en-US,en;q=0.8
Connection:keep-alive
Content-Length:44
Content-Type:multipart/form-data; boundary=---WebKitFormBoundary3I4BzfVbhmlJvPRC
Cookie:JSESSIONID=z1lrha8utmxw1xslu08z473ty; BAYEUX_BROWSER=86721orubxagcqhwhj14cpyaqk2
gms_user:bl6416334828b1d26ef14f329628b55b5a8c631d8928a371a5584722dd7fb673
Host:localhost:8080
Origin:http://localhost:8080
Referer:http://localhost:8080/gmstester/chat.html
User-Agent:Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/
27.0.1453.110 Safari/537.36
Request Payload
-----WebKitFormBoundary3I4BzfVbhmlJvPRC--
Response Headersview source
Cache-Control:no-cache
Cache-Control:no-store
Content-Length:2
Content-Type:application/json;charset=UTF-8
Content-Type:application/json;charset=UTF-8
Date:Tue, 30 Jul 2013 07:10:58 GMT
Expires:Thu, 01 Jan 1970 00:00:00 GMT
Pragma:no-cache
Server:Jetty(7.6.0.v20120127)
Set-Cookie:JSESSIONID=18gvvxkjquopl1x8er65g7ferp;Path=/genesys
```

Response Body (with push enabled):

Note: Since cometd push was enabled the message was already sent to the device. If push was not configured then the response body would have contained the message (below)

```
Push: {
  "_internal_message": "MESSAGE_FOR_MOBILE_APP_INTERNAL_USE",
  "_id": "369-166652d2-aed6-443c-9781-6bdf370f9a9",
  "_display_message": "Message to be displayed to user"
}
```

Response Body (with push not configured):

```
[{
  "_internal_message": "MESSAGE_FOR_MOBILE_APP_INTERNAL_USE",
  "_id": "369-166652d2-aed6-443c-9781-6bdf370f9a9",
  "_display_message": "Message to be displayed to user"
}]
```

Send notification from mobile to agent

```
Request URL:http://localhost:8080/genesys/1/service/369-166652d2-aed6-443c-9781-6bdf370f9a9/
agent-notification
Request Method:POST
Status Code:200 OK
Request Headersview source
```

```
Accept: */*
Accept-Encoding: gzip, deflate, sdch
Accept-Language: en-US, en; q=0.8
Connection: keep-alive
Content-Length: 324
Content-Type: multipart/form-data; boundary=----WebKitFormBoundaryN11ULST36Tmhzro
Cookie: JSESSIONID=18gvvxkjquoplX8er65g7ferp; BAYEUX_BROWSER=86721orubxagcqhW0hj14cpyaqk2
gms_user=b16416334828b1d26ef14f329628b55b5a8c631d8928a371a5584722dd7fb673
Host: localhost:8080
Origin: http://localhost:8080
Referer: http://localhost:8080/gmstester/chat.html
User-Agent: Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/
27.0.1453.110 Safari/537.36
Request Payload
-----WebKitFormBoundaryN11ULST36Tmhzro
Content-Disposition: form-data; name="_display_message"

Message to be displayed to agent
-----WebKitFormBoundaryN11ULST36Tmhzro
Content-Disposition: form-data; name="_application_message"

MESSAGE_FOR_AGENT_DESKTOP_INTERNAL_USE
-----WebKitFormBoundaryN11ULST36Tmhzro--
Response Headersview source
Cache-Control: no-cache
Cache-Control: no-store
Content-Length: 17
Content-Type: application/json; charset=UTF-8
Content-Type: application/json; charset=UTF-8
Date: Tue, 30 Jul 2013 07:15:04 GMT
Expires: Thu, 01 Jan 1970 00:00:00 GMT
Pragma: no-cache
Server: Jetty(7.6.0.v20120127)
Set-Cookie: JSESSIONID=1cfd36s0cn6213lqge05h7y6l; Path=/genesys

Response Body:
{
  "message": "Notification Sent"
}
```

Retrieve notifications from Mobile to Agent (retrieve-agent-notifications)

Agent desktop is expected to poll for messages since push notifications via cometd to agent desktop are not supported.

```
Request URL: http://localhost:8080/genesys/1/service/369-166652d2-aed6-443c-9781-6bdf370f9a9/
retrieve-agent-notifications
Request Method: POST
Status Code: 200 OK
Request Headersview source
Accept: */*
Accept-Encoding: gzip, deflate, sdch
Accept-Language: en-US, en; q=0.8
Connection: keep-alive
Content-Length: 44
Content-Type: multipart/form-data; boundary=----WebKitFormBoundaryIimjtpB6hZzFZRQ3
Cookie: JSESSIONID=1cfd36s0cn6213lqge05h7y6l; BAYEUX_BROWSER=86721orubxagcqhW0hj14cpyaqk2
gms_user=b16416334828b1d26ef14f329628b55b5a8c631d8928a371a5584722dd7fb673
Host: localhost:8080
Origin: http://localhost:8080
Referer: http://localhost:8080/gmstester/chat.html
```

Chat Delayed

```
User-Agent:Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/27.0.1453.110 Safari/537.36
```

Request Payload

```
-----WebKitFormBoundaryImjtpB6hZzFZRQ3-----
```

Response Headersview source

Cache-Control:no-cache

Cache-Control: no-store

Content-Length:242

Content-Type:application/json;charset=UTF-8

Content-Type:application/json;charset=UTF-8

Date: Tue, 30 Jul 2013 07:16:17 GMT

Expires:Thu, 01 Jan 1970 00:00:00 GMT

```
Pragma:no-cache
```

Server:Jetty(7.6.0.v20120127)

Set-Cookie: JSESSIONID=1x5o3d8bkgczy1pxjb3dac0mmp; Path=/genesys

Response Body:

```
[
  {
    "message": "{ \"_id\": \"369-166652d2-aed6-443c-9781-6bdfbf370f9a9\",
\"_internal_message\": \"MESSAGE_FOR_AGENT_DESKTOP_INTERNAL_USE\",
\"_display_message\": \"Message to be displayed to agent\" }",
    "tag": "agent.message.369-166652d2-aed6-443c-9781-6bdfbf370f9a9"
  }
]
```

Sequence Diagram

Click on the diagram to access full resolution.

