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Service Management UI Help

User Originated Delayed

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User Originated Delayed

Overview

This Callback scenario is an inbound voice 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 access information immediately to the mobile device.
- Callback service: Waits for voice call to arrive.
- Next: Mobile device is expected to dial the access number.

Dial Access Number

- Inbound service: Locates the GMS service associated with the arrived voice call.
- Inbound service: Delegates the call to be processed by the Callback service.
- Callback service: Reserves target to route call.
- Callback service: Routes the call 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 *User-Originated-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	_call_direction	USERORIGINATED	These are the default values, which are automatically populated when using the pre-defined <i>User-Originated-Delayed</i> service. You must not change these values.
	_media_type	voice	
	_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

Category	Option	Value	Comment
			you imported into IRD. If you changed the name of the strategy, update this value to reflect the 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.
Voice-User Originated	_booking_expiration_timeout	30	All options in this category are applicable. You can use the default values, or you can set your own values.
	_provide_code	false	
	_resource_group	DNIS	
	_userorig_connect_limit	3	
Voice Treatment	_treatment_find_agent_fail	GMSApplications/<treatmentfile>	Enter the value shown here if you are using Genesys Media Server. If you are using a different media server, enter the path where you have placed your voice treatment files.
	_treatment_waiting_for_agent	GMSApplications/<treatmentfile>	

Sample Request and Response Sequence

Create inbound delay service

```
Request URL:http://localhost:8080/genesys/1/service/callback/voice-userorig-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:753
Content-Type:multipart/form-data; boundary=---WebKitFormBoundary4KngrF26eEEFKIu5
Cookie:JSESSIONID=5lpxopl7oanu50iexlwqrvq; 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
-----WebKitFormBoundary4KngrF26eEEFKIu5
```

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Content-Disposition: form-data; name="type"

Gold

-----WebKitFormBoundary4KngrF26eEEFKIu5

Content-Disposition: form-data; name="_customer_number"

6504661232

-----WebKitFormBoundary4KngrF26eEEFKIu5

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

Bob Markel

-----WebKitFormBoundary4KngrF26eEEFKIu5

Content-Disposition: form-data; name="usr_reason"

billing question

-----WebKitFormBoundary4KngrF26eEEFKIu5

Content-Disposition: form-data; name="_device_notification_id"

b16416334828b1d26ef14f329628b55b5a8c631d8928a371a5584722dd7fb673

-----WebKitFormBoundary4KngrF26eEEFKIu5

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

iOS

-----WebKitFormBoundary4KngrF26eEEFKIu5--

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 06:51:31 GMT

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

Pragma:no-cache

Server:Jetty(7.6.0.v20120127)

Set-Cookie:JSESSIONID=fbnacjg4ginjlxlzbzkc5j7wq;Path=/genesys

Transfer-Encoding:chunked

Response Body:

```
{
  "_id": "369-90f389cf-ae63-46ec-a3f7-7b76c0522e2f",
  "_text": "We will notify you when agent is available"
}
```

Push notification data:

```
{
  "id": "db508720258611e300006072543ed1ff",
  "message": {
    "_action": "get-dialog-user-confirmation-provide_code-false",
    "_id": "369-90f389cf-ae63-46ec-a3f7-7b76c0522e2f"
  },
  "tag": "service.agentavailable.369-90f389cf-ae63-46ec-a3f7-7b76c0522e2f"
}
```

Connect (user confirmation/request access info)

Request URL:http://localhost:8080/genesys/1/service/369-90f389cf-ae63-46ec-a3f7-7b76c0522e2f/
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

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```

Connection:keep-alive
Content-Length:44
Content-Type:multipart/form-data; boundary=---WebKitFormBoundarylg0FYFBusYz5okcj
Cookie:JSESSIONID=feb1iafprxsoln7bokxbrqwgq; 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
-----WebKitFormBoundarylg0FYFBusYz5okcj--
Response Headersview source
Cache-Control:no-cache
Cache-Control:no-store
Content-Length:312
Content-Type:application/json;charset=UTF-8
Content-Type:application/json;charset=UTF-8
Date:Tue, 30 Jul 2013 06:54:21 GMT
Expires:Thu, 01 Jan 1970 00:00:00 GMT
Pragma:no-cache
Server:Jetty(7.6.0.v20120127)
Set-Cookie:JSESSIONID=1t65gbvy9mrwdwysh123gpb0f;Path=/genesys

```

```
Response Body:
{
  "_dialog_id": "0",
  "_label": "Connecting ...",
  "_action": "DialNumber",
  "_tel_url": "tel:6504663205",
  "_access_code": "n/a",
  "_access_number": "6504663205",
  "_expiration_time": "29",
  "_id": "369-90f389cf-ae63-46ec-a3f7-7b76c0522e2f"
}
```

Sequence Diagram

Click on the diagram to access full resolution.

