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# Service Management UI Help

Match-interaction

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# Match-interaction

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This service will do the following for **ALL** Services:

- It looks through all the services for one that matches the input criteria.
- Only the service id (session id) and data id will be returned to the requester by default. Since 8.5.102, to retrieve user data, you can set the `_return_user_data` option to `true` in your query.
- The matched service access information will be unreserved (access resources returned).

### Important

The user of this service can use the [Storage APIs](#) to retrieve any data that was associated with the matched service.

## Create Request Data

These are the service specific parameters that will be supplied on the Create service API.

Parameters	Mandatory	Description
<code>_phone_number</code>	No	This is the phone number of the party that is calling and will be matched against the <code>_phone_number</code> property of the services.
<code>_access_number</code>	Yes	This is the number that the party called and will be matched against the <code>_access_number</code> property associated with the services.
<code>_access_code</code>	No	This is the code assigned to the party that is calling will be matched against the <code>_access_code</code> property assigned to the services.
<code>_return_multiple_matches</code> [since 8.5.102]	No	Set this option to <code>true</code> to retrieve an array of matching results in the JSON response in the following format: <pre>{ "matches" : [ { _id...}, { _id...} ] }</pre>
<code>_return_data</code> [since 8.5.102]	No	Set this option to <code>true</code> to retrieve the user data instead of <code>data_id</code> only; <code>false</code> by default.
<code>_delete_service</code>	No	Set this option to <code>true</code> to delete the service; <code>false</code> by default.

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Parameters	Mandatory	Description
[since 8.5.102]		Note that, in any case, GMS releases the <code>_access_number</code> and <code>_access_code</code> resources.

## Create Response Data

Parameters	Mandatory	Description
<code>_id</code>	Yes	Identifier of the matching service.
<code>_data_id</code>	Yes	Identifier of the matching service's data that is in GMS Storage.
<code>user_data</code> [since 8.5.102]	No	User Data attached to service, if you set the <code>_return_user_data</code> option to true.

## Specific Requests

There are no specific requests for this service.

## Events

There are no events associated with this service.

## Configuration

The following are the configuration options that you can access or modify in the Mobile Engagement UI:

Option	Description
<code>_type = builtin</code>	<ul style="list-style-type: none"><li>For Genesys Mobile Services-based services: builtin</li><li>For Orchestration Server-based services: ors</li></ul>
<code>_service = match-interaction</code>	<ul style="list-style-type: none"><li>For Genesys Mobile Services-based services: The name of the matching service.</li><li>For Orchestration Server-based services: The URL of the service's SCXML application.</li><li>Other SCXML Callback services: The URL of the</li></ul>

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Option	Description
	service's SCXML callback application. In that case, you must set <code>_service_type</code> to <code>callback</code> .
<code>_phone_number</code>	<p>Note: Request parameter.</p> <p>Number of the mobile phone where the service request originated.</p>
<code>_access_code</code>	<p>Access code returned as a result of request-access.</p> <p>Note: Request parameter.</p>
<code>_access_number</code>	<p>Number that the customer called.</p> <p>Note: Request parameter.</p>