Service Management UI Help

Request-access

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Request-access

Type: builtin
Updated in: 8.5.109

This service provides a service with access information that has been allocated for it and can then be used to contact the contact center. This service will do the following for any service:

- It will validate that the requesting service is active and running.

- It will acquire the appropriate access information based on the basic allocation algorithm.

  - It can reserve the access information for a configurable period of time

  - Simple random or round-robin allocation

- It supports the following types of access information:

  - Access Number (DNIS) which is to be called by the application

  - Access code which is to be supplied by the customer/application when the contact is being established. This provides an extra level of authentication.

Create Request Data

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

Parameters	Mandatory	Description
_id	Yes	Identifier of the service which the allocated access information should be associated with.
_provide_code	No	If true, the service should return an access code which will add more security and reliability when trying to correlate the incoming call with the service. The value is a boolean. The default is false.
_phone_number	No	Phone number that is to be associated with the reserved access information.
_resource_group	Yes	Resource group from which an available access number will be taken.
_booking_expiration_timeout	No	Expiration time in seconds used to book the resource. This parameter will override the value in **Resource** options and in configuration options. This

Parameters	Mandatory	Description
		integer value must be between 5 and 1800; if not, the _expiration_time parameter returned in the response is 30.

Create Response Data

Parameters	Mandatory	Description
_id	Yes	This is the identifier of the service which the allocated access information should be associated with.
_access_number	Yes	This is the access number which was allocated for this application. The application should use this number to contact the contact center.
_access_code	No	This is the access code that should be supplied by the application or end user when the call is established to further authentication the application/ user. This will be present when the Create API specifies that it needs an access code (_provide_code = true).
_expiration_time	Yes	This is the amount time that this access information will be locked/ reserved for the service.

Example

```
POST genesys/1/service/request-access
_id=1212-887ad635-22b1-49c5-ae7b-3b271bc10289
_resource_group=DNIS

<Response xmlns="http://10.10.26.36/genesys/1/service/request-access">
    <_access_number>6504664136</_access_number>
    <_expiration_time>29</_expiration_time>
    <_id>1213-2fb1b27e-81b7-4f21-832c-39cf00ac1822</_id>
</Response>
```

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 are defined for this service:

Option	Description
_access_code_length	Length of the access code which can be allocated. Note: Request parameter.
_id	Identifier of the service which the allocated access information should be associated with. Note: Request parameter.
_phone_number	Phone number to associate with the reserved access information. Note: Request parameter.
_provide_code	If set to true, the service returns an access code which will add more security and reliability when trying to correlate the incoming call with the service. Note: Request parameter.
_resource_group = GMS_Resources	Resource group from which an available access number will be taken. Note: Request parameter.