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Service Management UI Help

Request-interaction

5/10/2025

Request-interaction

Type: **builtin**

The Request-interaction scenario illustrates a Simple Voice Inbound-Immediate Call.

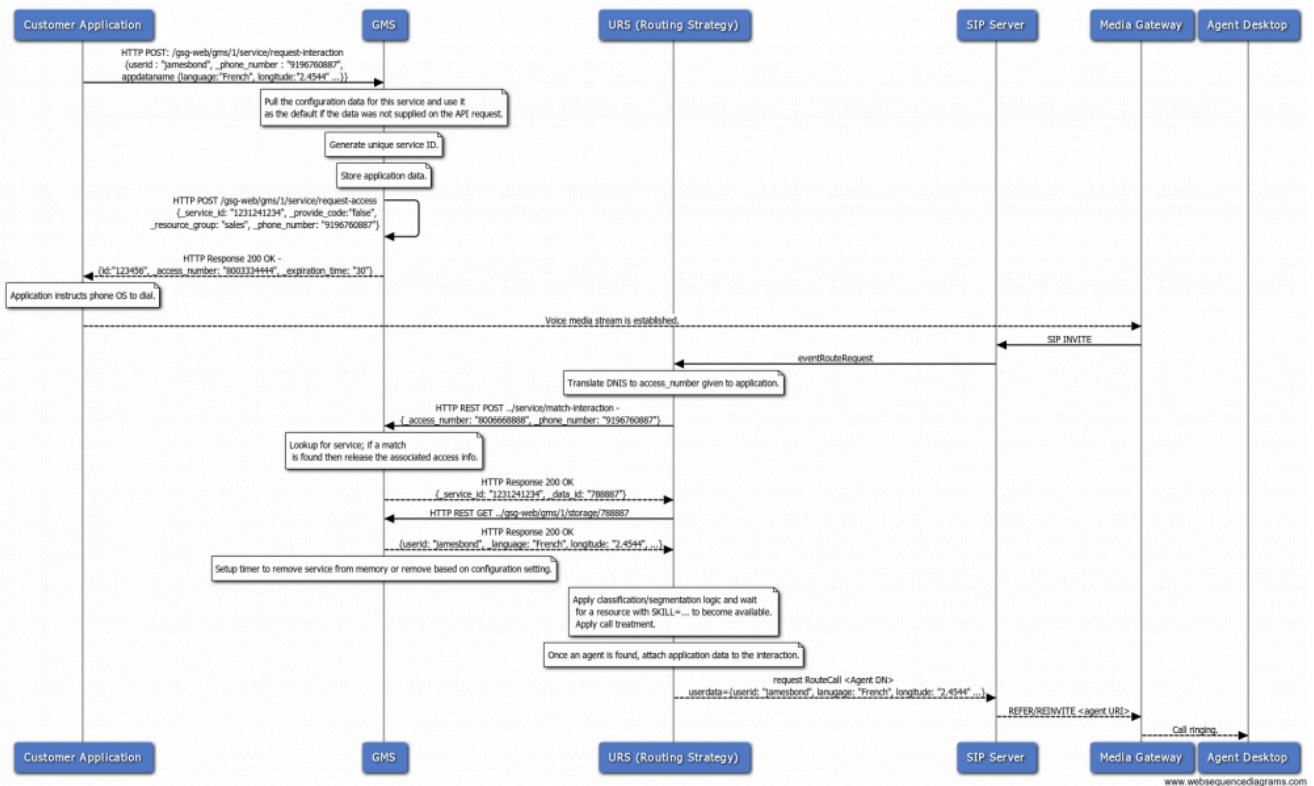
Overview

This is a basic service that helps an application/end user contact the contact center. It has the following characteristics:

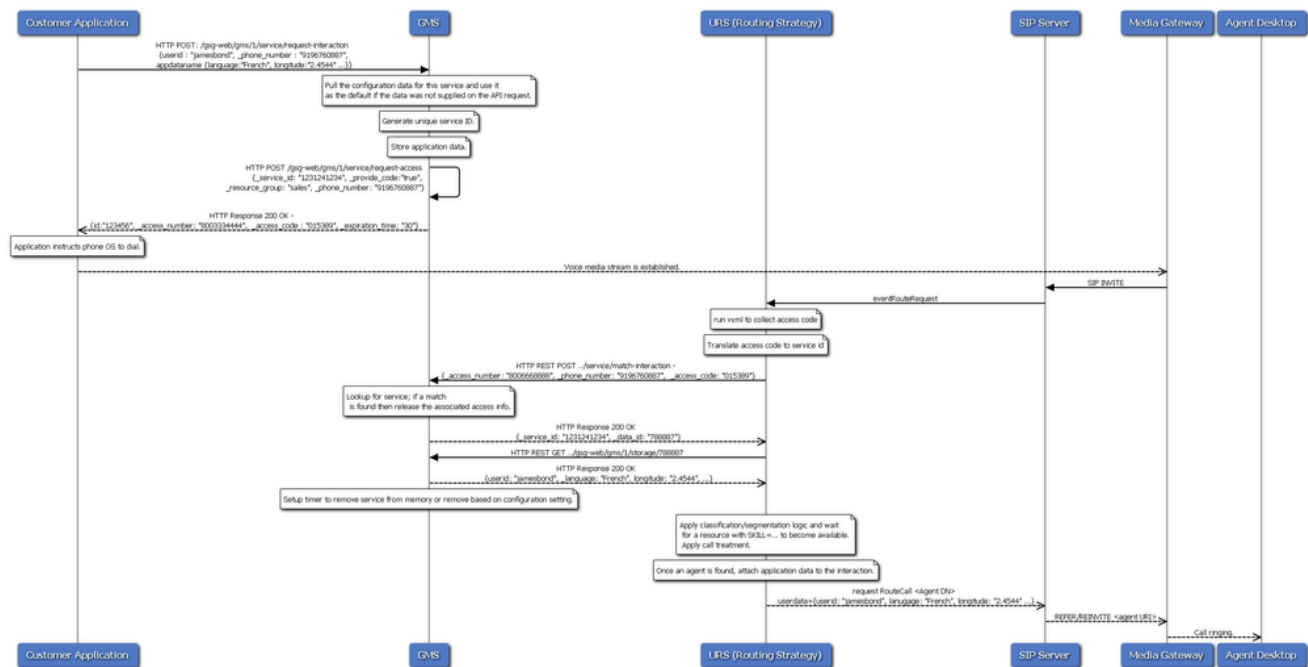
- It supports only customer initiated voice contacts.
- It stores and maintains application data with the service.
- It returns access information in the response of the Create API.
- It supports very basic access number allocation (random and locking)
- It supports reserving the access information when allocated for the application for a configurable period of time.
- It support 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.

Sequence Diagrams

request-interaction - No Delay



request-interaction - No Delay, access code



Request, Response, and Events Reference

Create Request Data

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

Parameters	Mandatory	Description
_phone_number	No	The phone number of the device that the application is running on. This data will be used to match the specified data when the device/application calls the supplied access number.
_provide_code	No	This indicates if 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. If not present, then GMS will use the value that was configured for the service. If it is not configured and not supplied on the Create API request then

Parameters	Mandatory	Description
		the value will be false.
_resource_group	No	This identifies the type of resource group that is need to help this end user. This maps to a configured set of access numbers. If not present, then GMS will use the group that was configured for the service. If it is not configured and not supplied on the Create API request then the request will be rejected.
{appdataname}	No	This is data that is supplied by the application and used to help the contact center resources better service the end user. The application can supply as many application data parameters as they want. These parameters may be string values or files. They should add to the multi-part structure in the body.

Create Response Data

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

Parameters	Mandatory	Description
_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 a access code (_provide_code = true).
_expiration_time	No	This is the amount time (in seconds) that this access information will be locked/ reserved for the service.

Specific Requests

There are no specific requests for this service.

Events

There are no events associated with this service.

Customization

You can customize your own services based on the request-interaction service. The way you do this is by defining your custom service in the [Mobile Engagement UI](#).

1. [Create](#) a request-interaction service.
2. You then specify the configuration options and appropriate values for your service. These options are detailed in the [request-interaction Section](#) of the [Service Options](#) reference.

Most of these options are parameters that will be passed to a request-interaction service but have been given pre-defined values via configuration. For details on the configuration options see the section below. This enables you to simplify the API signature for your service. Once the new service is defined, the application can use it. The following is an example:

Configuration Options

You can configure the following options in the [Mobile Engagement UI](#) if you create a customized service based on the request-interaction template:

Option	Description
<code>_service = request-interaction.</code>	<ul style="list-style-type: none">• For Genesys Mobile Services-based services: The name of the matching service.• For Orchestration Server-based services: The URL of the service's SCXML application.• Other SCXML Callback services: The URL of the service's SCXML callback application. In that case, you must set <code>_service_type</code> to <code>callback</code>.
<code>_type = builtin</code>	<ul style="list-style-type: none">• For Genesys Mobile Services-based services: <code>builtin</code>• For Orchestration Server-based services: <code>ors</code>
<code>_ttl</code>	Specifies the default time to live for all stored data in seconds.
<code>_resource_group</code>	Resource group from which the access number

Option	Description
	must be allocated.
_provide_code	If set to true, the service returns the access code along with the access number.

Important

If you pass one of the request-interaction parameters in a Create API query for a customized version of the service, the configuration option value will supercede the passed value (that is, the passed value will be ignored).

Example

You can create an iPhoneService section under the services section and set the following configuration options:

Option	Value
_type	built-in
_service	request-interaction
_ttl	7200
_provide_code	false
_resource_group	iPhoneService

The following is the example Create API invocation for the iPhoneService service:

```
Request URL:http://localhost:8080/gms-web/gms/1/service/iPhoneService
Request Method:POST
Accept:*/*
Accept-Charset:ISO-8859-1,utf-8;q=0.7,*;q=0.3
Accept-Encoding:gzip,deflate,sdch
Accept-Language:en-US,en;q=0.8
Connection:keep-alive
Content-Length:xxxx
Content-Type:multipart/form-data; boundary=----Boundary
Request Payload
-----Boundary
Content-Disposition: form-data; name="_phone_number"
6504669999
-----WebKitFormBoundaryy16qocbN6tmPORZL
Content-Disposition: form-data; name="current_location_latitude"
48.8583
-----WebKitFormBoundaryy16qocbN6tmPORZL
Content-Disposition: form-data; name="current_location_longitude"
```

2.2944

-----WebKitFormBoundaryy16qocbN6tmP0RZL