API Reference

Event Resource

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Event Resource

Contents

Description

The event resource contains information related to a Business or System event that occurred on a specific web page at a given time. Two types of event can be issued:

- **System** events are constant and cannot be customized. There are two groups of System events:

    - Visit related (VisitStarted, PageEntered, PageExited);

    - Identity related (SignIn, SignOut, UserInfo).

- **Business** events are custom events that you can define within the DSL. See Managing Business Events for details.

The possible event names are listed in the following table:

Name	Type	Description
VisitStarted	System	Generated by the Browser Tier when the visitor starts visiting the website and enters the first page. It creates a new visit resource and then all the pages visited by the visitor are associated with this visit resource.
PageEntered	System	Generated by the Browser Tier when the visitor enters a page. The Web Engagement Server creates a page resource which is associated with the visit. The page resource can be associated with an identity according to the identification scope of the visitor.
PageExited	System	Generated by the Browser Tier when the visitor exits a page. The Web Engagement Server updates page resource accordingly. If the visitor comes back to the page, a new page resource is created.
SignIn	System	Generated by the Browser Tier when the visitor signs in (or is authenticated with the company web portal). It captures the identification information processed to authenticate the visitor, for instance, the email address used to login. When the Web Engagement Server receives this event, it updates or creates the identity resource

Name	Type	Description
		associated with the identifier.
SignOut	System	Generated by the Browser Tier when the visitor signs out.
UserInfo	System	Generated when the Browser Tier submits information about the visitor. This event occurs when the visitor is recognized or updates his or her profile information.
Timeout or InactivityTimeout	Business	Default business event with Timeout set to 10 seconds. Generated when the visitor's mouse is no longer moving. This Business event needs customization through the DSL rules. See Managing Business Events for details.
Search	Business	Default business event. Generated when the web visitor is searching on the website. This Business event needs further DSL customization. See Managing Business Events for details.
Custom name	Business	Custom business event created through DSL customization. See Managing Business Events for details.

Resource Details

Field	Type	Mandatory	Description
eventID	string	yes	The unique ID of the event resource.
eventName	string	yes	Name of the event. See the Description section for further information.
eventType	System, Business	yes	Event type.
category	string	no	Category related to the generated event.
serverTimestamp	long	yes	Server timestamp.
browserPageID	string	yes	The browser page ID.
globalVisitID	string	yes	Global Visit ID.
url	string	yes	The url of the page.
timestamp	long	yes	Timestamp.

Field	Type	Mandatory	Description
pageID	string	yes	ID of the associated page resource.
data	string[]	no	Additional JSON data, specific to the event.

Related Requests

You can retrieve event resources by using the following operations:

- Query event
- Query events by identity
- Query events by page
- Create new event for visit
- Query events by visit

Examples

Retrieving a UserInfo Event

Request

GET http://127.0.0.1:9081/server/data/events/5cdca781-3fa3-11e2-aee5-00505625a04f

Response

```
HTTP/1.1 200 OK
Date: Wed, 12 Dec 2012 15:48:08 GMT
Content-Type: application/json; charset=UTF-8
Date: Wed, 12 Dec 2012 15:48:08 GMT
Accept-Ranges: bytes
Server: Restlet-Framework/2.1.0
Content-Length: 587
{"eventID":"5cdca781-3fa3-11e2-aee5-00505625a04f",
"category":"",
"eventType":"SYSTEM","eventName":"UserInfo",
"serverTimestamp":1354798164472,"browserPageID":"2D869014426A4CAA8FA5C0D7B8668D0A",
"globalVisitID":"c93a19a1-45db-4d59-9c85-b637daea4a20",
"url":"http://www.genesyslab.com/
afu_FLS_intermediary.page?returnUrl=/?","timestamp":1354798163915,
"visitID":"f24c60f6-0728-4f3d-
b8b4-1e7bad2dc8a3","pageID":"5c911f90-3fa3-11e2-aee5-00505625a04f",
"data":{"userID":"user@genesyslab.com","sex":"male","name":"user1","age":30}}
```

Retrieving a PageEntered Event

Request

GET http://127.0.0.1:9081/server/data/events/c4203381-3fa3-11e2-aee5-00505625a04f

Response

```
HTTP/1.1 200 OK
Date: Wed, 12 Dec 2012 15:48:08 GMT
Content-Type: application/json; charset=UTF-8
Date: Wed, 12 Dec 2012 15:48:08 GMT
Accept-Ranges: bytes
Server: Restlet-Framework/2.1.0
Content-Length: 587
{"eventID":"c4203381-3fa3-11e2-aee5-00505625a04f","category":"",
"eventType":"SYSTEM","eventName":"PageEntered",
"serverTimestamp":1354798337720,"browserPageID":"AA8C3E0B8C9543D58D9CAB122A714124",
"globalVisitID":"c93a19a1-45db-4d59-9c85-b637daea4a20",
"url":"http://www.genesyslab.com/%3f","timestamp":1354798337628,
"visitID":"f24c60f6-0728-4f3d-b8b4-1e7bad2dc8a3",
"pageID":"c489cac0-3fa3-11e2-aee5-00505625a04f",
"data":{"urlReferrer":"http://www.genesyslab.com/afu_FLS_intermediary.page?returnUrl=/%3f",
"localTime":"2012-12-06T12:52:17.628Z",
"title":"404 - Not found"}}
```