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# Workspace Web Edition Developer's Guide and API Reference

Interaction Namespace

12/14/2025

# Interaction Namespace

## Contents

- [1 Interaction Namespace](#)
  - [1.1 Methods](#)
  - [1.2 Type Definitions](#)

## Methods

The Interaction namespace includes the following methods:

- [deleteUserData](#)
- [getByInteractionId](#)
- [getInteractions](#)
- [selectCaseByCaseId](#)
- [setUserData](#)
- [markdone](#)
- [blockMarkdone](#)
- [unblockMarkdone](#)

### deleteUserData

| Signature   | <static> deleteUserData( <i>interactionId</i> , <i>key</i> )                                                                                                         |        |                                            |
|-------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|--------------------------------------------|
| Description | Deletes the user data attached to the interaction. The <a href="#">service-client-api.user-data.write-allowed</a> option might restrict the allowed key/value pairs. |        |                                            |
| Parameters  | Name                                                                                                                                                                 | Type   | Description                                |
|             | interactionId                                                                                                                                                        | string | The unique identifier for the interaction. |
|             | key                                                                                                                                                                  | string | The key to delete from the attached data.  |

### getByInteractionId

| Signature   | <static> getByInteractionId( <i>interactionId</i> ) → { <a href="#">interaction.Interaction</a> } |        |                                            |
|-------------|---------------------------------------------------------------------------------------------------|--------|--------------------------------------------|
| Description | Gets an interaction by its unique identifier.                                                     |        |                                            |
| Parameters  | Name                                                                                              | Type   | Description                                |
|             | interactionId                                                                                     | string | The unique identifier for the interaction. |

|                  |                                                                                                         |
|------------------|---------------------------------------------------------------------------------------------------------|
| <b>Signature</b> | <code>&lt;static&gt; getByInteractionId(<i>interactionId</i>) → {<i>interaction.Interaction</i>}</code> |
| <b>Returns</b>   | <i>interaction.Interaction</i> or null if the interaction doesn't exist.                                |

## getInteractions

|                    |                                                                                                |
|--------------------|------------------------------------------------------------------------------------------------|
| <b>Signature</b>   | <code>&lt;static&gt; getInteractions() → {Array.&lt;<i>interaction.Interaction</i>&gt;}</code> |
| <b>Description</b> | Gets all the interactions.                                                                     |
| <b>Returns</b>     | Array.< <i>interaction.Interaction</i> >                                                       |

## selectCaseByCaselId

|                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|--------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Signature</b>   | <code>&lt;static&gt;<br/>genesys.wwe.service.interaction.selectCaseByCaselId(caselId, succeeded, failed)</code>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Description</b> | <p>Select the case in the UI by case identifier. If you subscribe to the "interaction" events (<code>genesys.wwe.service.subscribe([ "interaction" ], eventHandler, this);</code>), you will receive the following event:</p> <pre>Received interaction event: {   "event": "interaction",   "data": {     "eventType": "CASE_COLLAPSED",     "selectedCaseId": "4401820b- c4e6-4994-69c2-6ae7fdb4905"   },   "userAgent": "WWE Server",   "protocolVersion": 2 } Received interaction event: {   "event": "interaction",   "data": {     "eventType": "CASE_EXPANDED",     "selectedCaseId": "4401820b- c4e6-4994-69c2-6ae7fdb4905"   },   "userAgent": "WWE Server",   "protocolVersion": 2 } Received interaction event: {   "event": "interaction",   "data": {     "eventType": "CASE_SELECTED",     "selectedCaseId": "d4187b87-9fe1-4db8-0515-6a91e666e22d"   },   "userAgent": "WWE Server",</pre> |

|            |                                                                                             |        |                                     |
|------------|---------------------------------------------------------------------------------------------|--------|-------------------------------------|
| Signature  | <static><br>genesys.wwe.service.interaction.selectCaseByCaselId(caselId, succeeded, failed) |        |                                     |
|            | "protocolVersion": 2<br>}                                                                   |        |                                     |
| Parameters |                                                                                             |        |                                     |
|            | Name                                                                                        | Type   | Description                         |
|            | caselId                                                                                     | string | The unique identifier for the case. |

## setUserData

| Signature     | <static> setUserData(interactionId, keyValues)                                                                                                                                                                                                                             |                                              |  |      |      |             |               |        |                                            |           |        |                                              |
|---------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------|--|------|------|-------------|---------------|--------|--------------------------------------------|-----------|--------|----------------------------------------------|
| Description   | Sets the user data on the live interaction (for voice, this means the interaction is not in the IDLE state). This request overwrites any existing keys on the user data. The service-client-api.user-data.write-allowed option might restrict the allowed key/value pairs. |                                              |  |      |      |             |               |        |                                            |           |        |                                              |
| Parameters    | <table><tr><th>Name</th><th>Type</th><th>Description</th></tr><tr><td>interactionId</td><td>string</td><td>The unique identifier for the interaction.</td></tr><tr><td>keyValues</td><td>object</td><td>The key value pairs to set on the user data.</td></tr></table>     |                                              |  | Name | Type | Description | interactionId | string | The unique identifier for the interaction. | keyValues | object | The key value pairs to set on the user data. |
| Name          | Type                                                                                                                                                                                                                                                                       | Description                                  |  |      |      |             |               |        |                                            |           |        |                                              |
| interactionId | string                                                                                                                                                                                                                                                                     | The unique identifier for the interaction.   |  |      |      |             |               |        |                                            |           |        |                                              |
| keyValues     | object                                                                                                                                                                                                                                                                     | The key value pairs to set on the user data. |  |      |      |             |               |        |                                            |           |        |                                              |

## markdone

|                    |                                     |             |                                            |
|--------------------|-------------------------------------|-------------|--------------------------------------------|
| <b>Signature</b>   | <static> markdone(interactionId)    |             |                                            |
| <b>Description</b> | Mark done the selected interaction. |             |                                            |
| <b>Parameters</b>  |                                     |             |                                            |
|                    | <b>Name</b>                         | <b>Type</b> | <b>Description</b>                         |
|                    | interactionId                       | string      | The unique identifier for the interaction. |

## blockMarkdone

|                    |                                                                                                                                                                                                                  |             |                                                                                          |
|--------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|------------------------------------------------------------------------------------------|
| <b>Signature</b>   | <static> blockMarkdone( <i>interactionId</i> , <i>warningMessage</i> )                                                                                                                                           |             |                                                                                          |
| <b>Description</b> | Block the mark done operation on the selected interaction. The "markdone" event must be subscribed to receive the event which informs that there is a delay in blocking the markdone operation with this method. |             |                                                                                          |
| <b>Parameters</b>  | <b>Name</b>                                                                                                                                                                                                      | <b>Type</b> | <b>Description</b>                                                                       |
|                    | interactionId                                                                                                                                                                                                    | string      | The unique interaction identifier of the interaction to prevent the mark done operation. |
|                    | warningMessage                                                                                                                                                                                                   | string      | The warning message.                                                                     |

## unblockMarkdone

|                    |                                                                                          |             |                                                                                          |
|--------------------|------------------------------------------------------------------------------------------|-------------|------------------------------------------------------------------------------------------|
| <b>Signature</b>   | <static> unblockMarkdone( <i>interactionId</i> )                                         |             |                                                                                          |
| <b>Description</b> | Unblock the mark done operation on the selected interaction that was previously blocked. |             |                                                                                          |
| <b>Parameters</b>  | <b>Name</b>                                                                              | <b>Type</b> | <b>Description</b>                                                                       |
|                    | interactionId                                                                            | string      | The unique interaction identifier of the interaction to prevent the mark done operation. |

## Type Definitions

The Interaction namespace includes the following object types:

- [Interaction](#)
- [Party](#)

## Interaction

| Description | Represents the JSON structure of an interaction. Attributes specific to voice interactions are: callUuid, direction, callType, ani, dnis and recordingState. |        |                                                                                                                                         |
|-------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|-----------------------------------------------------------------------------------------------------------------------------------------|
| Type        | Object                                                                                                                                                       |        |                                                                                                                                         |
| Properties  | Name                                                                                                                                                         | Type   | Description                                                                                                                             |
|             | interactionId                                                                                                                                                | string | The unique identifier for the interaction.<br><b>Note:</b> This is a client-side ID that is lost on the next session or refresh.        |
|             | parentInteractionId                                                                                                                                          | string | The unique identifier for the parent interaction.<br><b>Note:</b> This is a client-side ID that is lost on the next session or refresh. |
|             | caseId                                                                                                                                                       | string | This identifier targets the case that this interaction is part of.                                                                      |
|             | userData                                                                                                                                                     | object | The attached user data key/value object that is updated with each interaction event.                                                    |
|             | state                                                                                                                                                        | string | The current state of the interaction. Possible values are: <ul style="list-style-type: none"><li>UNKNOWN — An unknown state.</li></ul>  |

| Description | Represents the JSON structure of an interaction. Attributes specific to voice interactions are: callUuid, direction, callType, ani, dnis and recordingState. |      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|-------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|             | Name                                                                                                                                                         | Type | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|             |                                                                                                                                                              |      | <ul style="list-style-type: none"><li>• IDLE — Specifies a non-active interaction which could be closed.</li><li>• RINGING — The inbound call is ringing.</li><li>• DIALING — The outbound call is ringing.</li><li>• TALKING — The call is established.</li><li>• HELD — The call is on hold.</li><li>• PREVIEW — The interaction is a call preview.</li><li>• INVITED — The open media interaction is inviting.</li><li>• ACCEPTED — The open media interaction is accepted.</li><li>• CREATED — The open</li></ul> |

| Description | Represents the JSON structure of an interaction. Attributes specific to voice interactions are: callUuid, direction, callType, ani, dnis and recordingState.                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |  |      |      |             |  |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|-------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|------|------|-------------|--|--|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|             | <table><tr><th>Name</th><th>Type</th><th>Description</th></tr><tr><td></td><td></td><td><div>media interaction has been created.</div><ul style="list-style-type: none"><li>• PULLED — The open media interaction has been pulled from a workbin.</li><li>• REVOKED — The open media interaction has been revoked.</li><li>• COMPLETED — The open media interaction has been completed (Mark as done).</li><li>• ERROR — The open media interaction has an error.</li><li>• SAVED — The open media interaction has been saved.</li><li>• TRANSFERRING — The open media</li></ul></td></tr></table> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |  | Name | Type | Description |  |  | <div>media interaction has been created.</div> <ul style="list-style-type: none"><li>• PULLED — The open media interaction has been pulled from a workbin.</li><li>• REVOKED — The open media interaction has been revoked.</li><li>• COMPLETED — The open media interaction has been completed (Mark as done).</li><li>• ERROR — The open media interaction has an error.</li><li>• SAVED — The open media interaction has been saved.</li><li>• TRANSFERRING — The open media</li></ul> |
| Name        | Type                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |  |      |      |             |  |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | <div>media interaction has been created.</div> <ul style="list-style-type: none"><li>• PULLED — The open media interaction has been pulled from a workbin.</li><li>• REVOKED — The open media interaction has been revoked.</li><li>• COMPLETED — The open media interaction has been completed (Mark as done).</li><li>• ERROR — The open media interaction has an error.</li><li>• SAVED — The open media interaction has been saved.</li><li>• TRANSFERRING — The open media</li></ul> |  |      |      |             |  |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |

| Description | Represents the JSON structure of an interaction. Attributes specific to voice interactions are: callUuid, direction, callType, ani, dnis and recordingState.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |      |             |  |  |                                   |  |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |  |
|-------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|-------------|--|--|-----------------------------------|--|--|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|
|             | <table><thead><tr><th>Name</th><th>Type</th><th>Description</th></tr></thead><tbody><tr><td></td><td></td><td>interaction is being transferred.</td></tr><tr><td></td><td></td><td><ul style="list-style-type: none"><li>TRANSFER_COMPLETED — The open media interaction has been transferred and the transfer has been completed.</li><li>INVITED_CONFERENCE — The open media interaction receives a conference invitation.</li><li>LEFT_CONFERENCE — The open media interaction has left the conference.</li><li>USER_DATA_ATTACHED — Data has been attached to the interaction.</li><li>USER_DATA_UPDATED — The attached data has changed in the interaction.</li><li>JOIN_PENDING</li></ul></td></tr></tbody></table> | Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Type | Description |  |  | interaction is being transferred. |  |  | <ul style="list-style-type: none"><li>TRANSFER_COMPLETED — The open media interaction has been transferred and the transfer has been completed.</li><li>INVITED_CONFERENCE — The open media interaction receives a conference invitation.</li><li>LEFT_CONFERENCE — The open media interaction has left the conference.</li><li>USER_DATA_ATTACHED — Data has been attached to the interaction.</li><li>USER_DATA_UPDATED — The attached data has changed in the interaction.</li><li>JOIN_PENDING</li></ul> |  |  |
| Name        | Type                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |      |             |  |  |                                   |  |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |  |
|             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | interaction is being transferred.                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |      |             |  |  |                                   |  |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |  |
|             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <ul style="list-style-type: none"><li>TRANSFER_COMPLETED — The open media interaction has been transferred and the transfer has been completed.</li><li>INVITED_CONFERENCE — The open media interaction receives a conference invitation.</li><li>LEFT_CONFERENCE — The open media interaction has left the conference.</li><li>USER_DATA_ATTACHED — Data has been attached to the interaction.</li><li>USER_DATA_UPDATED — The attached data has changed in the interaction.</li><li>JOIN_PENDING</li></ul> |      |             |  |  |                                   |  |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |  |

| Description | Represents the JSON structure of an interaction. Attributes specific to voice interactions are: callUuid, direction, callType, ani, dnis and recordingState.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |      |             |  |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |  |  |
|-------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|-------------|--|--|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|
|             | <table><tr><th>Name</th><th>Type</th><th>Description</th></tr><tr><td></td><td></td><td><ul style="list-style-type: none"><li>— Trying to join the chat session.</li><li>• JOIN_FAILED — The connection with the chat server failed.</li><li>• HISTORY_IN_PROGRESS — Loading the content of the chat interaction.</li><li>• HISTORY_DONE — The content of the chat interaction has been loaded.</li><li>• CANCELLED — The outbound email is cancelled.</li><li>• SENT — The outbound email is sent.</li><li>• READY — The call preview is ready.</li><li>• CANCELED — The call preview is cancelled.</li><li>• REJECTED</li></ul></td></tr></table> | Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Type | Description |  |  | <ul style="list-style-type: none"><li>— Trying to join the chat session.</li><li>• JOIN_FAILED — The connection with the chat server failed.</li><li>• HISTORY_IN_PROGRESS — Loading the content of the chat interaction.</li><li>• HISTORY_DONE — The content of the chat interaction has been loaded.</li><li>• CANCELLED — The outbound email is cancelled.</li><li>• SENT — The outbound email is sent.</li><li>• READY — The call preview is ready.</li><li>• CANCELED — The call preview is cancelled.</li><li>• REJECTED</li></ul> |  |  |
| Name        | Type                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |      |             |  |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |  |  |
|             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <ul style="list-style-type: none"><li>— Trying to join the chat session.</li><li>• JOIN_FAILED — The connection with the chat server failed.</li><li>• HISTORY_IN_PROGRESS — Loading the content of the chat interaction.</li><li>• HISTORY_DONE — The content of the chat interaction has been loaded.</li><li>• CANCELLED — The outbound email is cancelled.</li><li>• SENT — The outbound email is sent.</li><li>• READY — The call preview is ready.</li><li>• CANCELED — The call preview is cancelled.</li><li>• REJECTED</li></ul> |      |             |  |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |  |  |

| Description           | Represents the JSON structure of an interaction. Attributes specific to voice interactions are: callUuid, direction, callType, ani, dnis and recordingState.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                             |      |             |  |  |                                 |               |        |                                        |         |                          |                                                              |                |         |                                                                                    |                       |         |                                                                                                                                                                                                                                             |          |        |                                                                     |           |        |                     |  |  |
|-----------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|-------------|--|--|---------------------------------|---------------|--------|----------------------------------------|---------|--------------------------|--------------------------------------------------------------|----------------|---------|------------------------------------------------------------------------------------|-----------------------|---------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|--------|---------------------------------------------------------------------|-----------|--------|---------------------|--|--|
|                       | <table><tr><th>Name</th><th>Type</th><th>Description</th></tr><tr><td></td><td></td><td>— The call preview is rejected.</td></tr><tr><td>previousState</td><td>string</td><td>The previous state of the interaction.</td></tr><tr><td>parties</td><td>Array.&lt;interactionParty&gt;</td><td>A collection of all the parties involved in the interaction.</td></tr><tr><td>isConsultation</td><td>boolean</td><td>This property is true if the interaction is a consultation; otherwise, it's false.</td></tr><tr><td>isMainCaseInteraction</td><td>boolean</td><td>This property is true if the interaction is the main interaction in the customer case; otherwise, it's false. In Workspace Web Edition, the main interaction is related to Case Information, Disposition, Note, Contact Profile, and so on.</td></tr><tr><td>callUuid</td><td>string</td><td>The UUID of the call. This attribute is only on voice interactions.</td></tr><tr><td>direction</td><td>string</td><td>The call direction.</td></tr></table> | Name                                                                                                                                                                                                                                        | Type | Description |  |  | — The call preview is rejected. | previousState | string | The previous state of the interaction. | parties | Array.<interactionParty> | A collection of all the parties involved in the interaction. | isConsultation | boolean | This property is true if the interaction is a consultation; otherwise, it's false. | isMainCaseInteraction | boolean | This property is true if the interaction is the main interaction in the customer case; otherwise, it's false. In Workspace Web Edition, the main interaction is related to Case Information, Disposition, Note, Contact Profile, and so on. | callUuid | string | The UUID of the call. This attribute is only on voice interactions. | direction | string | The call direction. |  |  |
| Name                  | Type                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Description                                                                                                                                                                                                                                 |      |             |  |  |                                 |               |        |                                        |         |                          |                                                              |                |         |                                                                                    |                       |         |                                                                                                                                                                                                                                             |          |        |                                                                     |           |        |                     |  |  |
|                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | — The call preview is rejected.                                                                                                                                                                                                             |      |             |  |  |                                 |               |        |                                        |         |                          |                                                              |                |         |                                                                                    |                       |         |                                                                                                                                                                                                                                             |          |        |                                                                     |           |        |                     |  |  |
| previousState         | string                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | The previous state of the interaction.                                                                                                                                                                                                      |      |             |  |  |                                 |               |        |                                        |         |                          |                                                              |                |         |                                                                                    |                       |         |                                                                                                                                                                                                                                             |          |        |                                                                     |           |        |                     |  |  |
| parties               | Array.<interactionParty>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | A collection of all the parties involved in the interaction.                                                                                                                                                                                |      |             |  |  |                                 |               |        |                                        |         |                          |                                                              |                |         |                                                                                    |                       |         |                                                                                                                                                                                                                                             |          |        |                                                                     |           |        |                     |  |  |
| isConsultation        | boolean                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | This property is true if the interaction is a consultation; otherwise, it's false.                                                                                                                                                          |      |             |  |  |                                 |               |        |                                        |         |                          |                                                              |                |         |                                                                                    |                       |         |                                                                                                                                                                                                                                             |          |        |                                                                     |           |        |                     |  |  |
| isMainCaseInteraction | boolean                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | This property is true if the interaction is the main interaction in the customer case; otherwise, it's false. In Workspace Web Edition, the main interaction is related to Case Information, Disposition, Note, Contact Profile, and so on. |      |             |  |  |                                 |               |        |                                        |         |                          |                                                              |                |         |                                                                                    |                       |         |                                                                                                                                                                                                                                             |          |        |                                                                     |           |        |                     |  |  |
| callUuid              | string                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | The UUID of the call. This attribute is only on voice interactions.                                                                                                                                                                         |      |             |  |  |                                 |               |        |                                        |         |                          |                                                              |                |         |                                                                                    |                       |         |                                                                                                                                                                                                                                             |          |        |                                                                     |           |        |                     |  |  |
| direction             | string                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | The call direction.                                                                                                                                                                                                                         |      |             |  |  |                                 |               |        |                                        |         |                          |                                                              |                |         |                                                                                    |                       |         |                                                                                                                                                                                                                                             |          |        |                                                                     |           |        |                     |  |  |

| Description | Represents the JSON structure of an interaction. Attributes specific to voice interactions are: callUuid, direction, callType, ani, dnis and recordingState. |         |                                                                                                                                    |
|-------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|------------------------------------------------------------------------------------------------------------------------------------|
|             |                                                                                                                                                              |         | Possible values are: IN, OUT or UNKNOWN. This attribute is only on voice interactions.                                             |
|             | callType                                                                                                                                                     | string  | The call type. Possible values are: INTERNAL, INBOUND, OUTBOUND, CONSULT or UNKNOWN. This attribute is only on voice interactions. |
|             | ani                                                                                                                                                          | string  | The Automatic Number Identification service. This attribute is only on voice interactions.                                         |
|             | dnis                                                                                                                                                         | string  | The Dialed Number Identification Service. This attribute is only on voice interactions.                                            |
|             | recordingState                                                                                                                                               | string  | The call recording state. Possible values are: STOPPED, RECORDING or PAUSED. This attribute is only on voice interactions.         |
|             | isCaseSelected                                                                                                                                               | boolean | Is true if the case                                                                                                                |

| Description | Represents the JSON structure of an interaction. Attributes specific to voice interactions are: callUuid, direction, callType, ani, dnis and recordingState. |         |                                                                                       |
|-------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|---------------------------------------------------------------------------------------|
|             | Name                                                                                                                                                         | Type    | Description                                                                           |
|             |                                                                                                                                                              |         | containing this interaction is selected, otherwise is false.                          |
|             | isCaseExpanded                                                                                                                                               | boolean | Is true if the case containing this interaction is expanded, otherwise is false.      |
|             | interactionUUID                                                                                                                                              | string  | The attr_itx_id for a multimedia interaction or the callUuid for a voice interaction. |

## Party

| Description | Represents the JSON structure of a party. |        |                        |
|-------------|-------------------------------------------|--------|------------------------|
| Type        | Object                                    |        |                        |
| Properties  | Name                                      | Type   | Description            |
|             | name                                      | string | The name of the party. |