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Web Services and Applications Configuration Guide

Service Client API

Service Client API

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service-client-api.accepted-web-content-origins

- Default Value: *An empty string*
- Valid Values: A comma-separated list of URLs or '*' — for example: 'http://my-web-server-1,http://my-web-server-2' or '*'.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the list of granted origins and allowed APIs that are used in the web extension views. You can filter requested API with the following self-explanatory keywords:
 - agent.get
 - agent.getStateList
 - agent.setState
 - agent.getState
 - interaction.getInteractions
 - interaction.getByInteractionId
 - interaction.getByBundleId
 - interaction.getByCaselId
 - interaction.setUserData
 - interaction.deleteUserData
 - system.closeToast
 - system.popupToast
 - system.updateToast
 - voice.dial
 - voice.startCallRecording
 - voice.stopCallRecording
 - voice.pauseCallRecording
 - voice.resumeCallRecording
 - email.create

For example, the value for the **service-client-api.accepted-web-content-origins** option could now be: http://my-web-server0, http://my-web-server1 , http://my-web-server2 (agent.*, voice.dial), http://my-web-server3 (agent.*, interaction.*)

In this example, all requests are allowed for the http://my-web-server0 and http://my-web-server1 domains. For the http://my-web-server2 domain, only the following requests are allowed: 'agent.get', 'agent.getStateList', 'agent.setState', 'agent.getState', 'voice.dial'. For the http://my-web-server3 domain, only the following requests are allowed: 'agent.get', 'agent.getStateList', 'agent.setState', 'agent.getState', 'interaction.getInteractions', 'interaction.getByInteractionId', 'interaction.getByBundleId', 'interaction.getByCaselId', 'interaction.setUserData', 'interaction.deleteUserData'.

In addition to filtering by origin, you can filter by API with a wildcard in parentheses after the allowed origin.

This option cannot be overridden and must be set in the **WS_Cluster** application.

service-client-api.block-markdone-timeout

- Default Value: 1000
- Valid Values: An integer value greater than 0.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the duration, in milliseconds, of the timeout started by the 'interaction.blockMarkdone()' service. If this option is set, when an agent marks an interaction as Done, the Mark Done operation is delayed until the specified timeout has elapsed. During this interval, Mark Done can be blocked by using the serviceClientAPI 'blockMarkdone' operation. If Mark Done is blocked by 'serviceClientAPI', the Mark Done operation is cancelled. If the Mark Done is not blocked, the Mark Done operation occurs after the specified duration has elapsed. If Mark Done has been blocked by the 'blockMarkDone' operation from the 'serviceClientAPI', it can be unblocked by using the 'unblockMarkDone' operation from the 'serviceClientAPI'.

service-client-api.rate-limit

- Default Value: 0
- Valid Values: An integer value greater than or equal to 0. Specify 0 for an unlimited rate.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the limit for the maximum number of requests per minute on the Service Client API. This option cannot be overridden and must be set in the WS_Cluster application.

service-client-api.rate-limit.<service-name>

- Default Value: 0
- Valid Values: An integer value greater than or equal to 0. Specify 0 for an unlimited rate.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the limit for the maximum number of requests per minute on a specific API request on the Service Client API. The <service-name> can be one of the following:
 - agent.get
 - agent.getStateList
 - agent.setState
 - agent.getState
 - interaction.getInteractions
 - interaction.getByInteractionId
 - interaction.deleteUserData
 - interaction.setUserData
 - media.getMediaList
 - media.setState

- `system.closeToast`
- `system.popupToast`
- `system.updateToast`
- `voice.dial`
- `voice.startCallRecording`
- `voice.stopCallRecording`
- `voice.pauseCallRecording`
- `voice.resumeCallRecording`
- `email.create`

This option cannot be overridden, it must be set in the WSA Cluster Application.

`service-client-api.rate-limit-quarantine-delay`

- Default Value: 30
- Valid Values: An integer value greater than or equal to 0. Specify 0 for infinite quarantine delay.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the quarantine delay, in seconds, during which requests are ignored once the rate limit is reached. This option cannot be overridden and must be set in the WS_Cluster application.

`service-client-api.user-data.read-allowed`

- Default Value: *
- Valid Values: A comma-separated value list of user data keys to allow, or '*' to allow all keys. For example: Key1,Key2,Key3
- Changes take effect: When the session is started or restarted.
- Description: Specifies the list of keys that can be read in the user data. This applies to the `userData` property of the Interaction object returned by a function or an event.

`service-client-api.user-data.write-allowed`

- Default Value: *
- Valid Values: A comma-separated value list of user data keys to allow, or '*' to allow all keys. For example: Key1,Key2,Key3
- Changes take effect: When the session is started or restarted.
- Description: Specifies the list of keys that the `interaction.setUserData()` and `interaction.deleteUserData()` functions can write to in the user data.