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Web Services API Reference

Incoming Call From an Outbound Campaign

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Incoming Call From an Outbound Campaign

When a call comes from an outbound campaign, Web Services sends its outbound record via the **/v2/me/call** channel as part of the call message. The outbound record is contained in the **outboundRecord** field:

```
"call":{
  "id":"0IFVANQ9094C1CP1T9MP240QC00000008",
  "state":"Released",
  "callUuid":"0IFVANQ9094C1CP1T9MP240QC00000008",
  ...
  "outboundRecord":{
    "recordHandle":23,
    "chainId":1,
    "applicationId":114,
    "campaignName":"GSW_CAMPAIGN_NAME",
    "callingList":"GSW_CALLING_LIST",
    "phoneNumber":"50000",
    "callResult":"Answer",
    "tzOffset":-25200,
    "otherFields":{
      "RRequestedSkills":null,
      "RRequestedSkillCombination":"",
      "GSW_CAMPAIGN_GROUP_DESCRIPTION":"",
      "RTargetObjectSelected":"",
      "IW_CaseUid":"0bc64636-2cd5-4da1-3987-1764fc296b76",
      "IW_BundleUid":"4e3eecaa-c6b5-4cc2-816a-b3ce147302e2",
      "ServiceType":"default",
      "GSW_MEDIA_SRV_ID":"sip:Genesys@10.10.9.254:5070",
      "USR_FIELD02":"",
      "USR_FIELD01":"",
      ...
    },
    "attempts":42,
    "devicePath":"/devices/87c137eb-cb8a-4fb0-97ad-eea4cd908c89",
    "userData":{
      ...
    }
  },
  ...
}
```