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Integrated Capture Points Guide

Outbound Notifications

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Outbound Notifications

Properties Element

The `properties` element specifies all current interaction properties. The following is the list of predefined Interaction Server properties. Note that any user data is also presented along the predefined properties. `<InteractionId>`—Interaction identifier.

`<ParentId>`—Parent interaction identifier.

`<ExternalId>`—Identifier used by external system.

`<TenantId>`—Tenant identifier.

`<MediaType>`—Interaction media type.

`<InteractionType>`—Inbound, Outbound, or Internal.

`<InteractionSubtype>`—Interaction subtype, selected from the list defined for the tenant.

`<IsOnline>`—The interaction is (1) or is not (0) online.

`<IsHeld>`—The interaction is (1) or is not (0) on hold.

`<Queue>`—Current queue name.

`<Workbin>`—Current workbin name, optional.

`<WorkbinAgentId>`—Workbin agent ID.

`<WorkbinAgentGroupId>`—Workbin agent group ID.

`<WorkbinPlaceId>`—Workbin place ID.

`<WorkbinPlaceGroupId>`—Workbin place group ID.

`<SubmittedBy>`—Capture point name.

`<InQueues>`—List of suggested destination queues.

`<ReceivedAt>`—Date and time received; format is YYYY-MM-DD HH:MM:SS.

`<SubmittedAt>`—Date and time submitted; format is YYYY-MM-DD HH:MM:SS.

`<DeliveredAt>`—Date and time delivered; format is YYYY-MM-DD HH:MM:SS.

`<PlacedInQueueAt>`—Date and time placed in queue; format is YYYY-MM-DD HH:MM:SS.

`<MovedToQueueAt>`—Date and time moved to queue; format is YYYY-MM-DD HH:MM:SS.

`<AssignedTo>`—Agent ID (Place ID if no Agent ID is present in the login).

<AssignedAt>—Date and time assigned; format is YYYY-MM-DD HH:MM:SS.

<Priority>—Current interaction priority.

<ServiceType>—Service type.

<ServiceObjective>—Service objective in seconds.

Changed and Deleted Elements

The `changed` and `deleted` elements are used only with the `changed` notification and specify `changed` and `deleted` interaction properties respectively. For example:

```
<?xml version="1.0" encoding="UTF-8"?>
<interaction operation="changed" event_time="2010-10-22T07:34:05Z">
  <properties>
    <InteractionId>05512B2CQRPPR001</InteractionId>
    <InteractionType>Inbound</InteractionType>
    <InteractionSubtype>InboundNew</InteractionSubtype>
    <TenantId>107</TenantId>
    <Queue>Inbound</Queue>
    <MediaType>workitem</MediaType>
    <SubmittedBy>CapturePointMSMQPerceptron</SubmittedBy>
    <State>3</State>
    <ReceivedAt>2010-10-19T23:47:32Z</ReceivedAt>
    <SubmittedAt>2010-10-19T23:47:32Z</SubmittedAt>
    <DeliveredAt>2010-10-22T07:33:05Z</DeliveredAt>
    <PlacedInQueueAt>2010-10-19T23:47:32Z</PlacedInQueueAt>
    <MovedToQueueAt="MovedToQueueAt=" ">2010-10-19T23:47:32Z</MovedToQueueAt>
    <AssignedAt>2010-10-22T07:33:05Z</AssignedAt>
    <AssignedTo>a0001</AssignedTo>
    <ExternalId>MyExternalId</ExternalId>
    <LastName>Ball</LastName>
  </properties>
  <changed>
    <LastName>Ball</LastName>
  </changed>
  <deleted>
    <CustomerSegment/>
  </deleted>
  <actor type="agent" tenant="107" place="p0001" agent="a0001"/>
</interaction>
```

Reason and Actor Elements

The `reason` element specifies the reason for the operation, if it is provided by the server (and if, in turn, it was provided by the client in the request). The `actor` element specifies the actor of the operation and can be one of the following types:

- `agent`—The actor is an agent application and the `tenant`, `place`, and `agent` attributes specify the tenant identifier, place name and agent employee ID.
- `strategy`—The actor is a strategy and the `tenant`, `strategy`, and `router` attributes specify the strategy.
- `mediaserver`—The actor is a media server and the `mediaserver` attribute specifies the name of the media server.

The following is an example of the `actor` and `reason` elements (not all properties are included in

this example):

```
<?xml version="1.0" encoding="UTF-8"?>
<interaction operation="held" event_time="2010-10-22T07:54:43Z">
  <properties>
    <InteractionId>05512B2CQRPPR001</InteractionId>
    <ExternalId>MyExternalId</ExternalId>
  </properties>
  <actor type="agent" tenant="107" place="p0001" agent="a0001"/>
  <reason name="AwaitingInfo" description="Waiting for credit report"/>
</interaction>
```

The following is an example of the strategy actor:

```
<actor type="strategy" tenant="107" strategy="InboundStrategy" router="URServer"/>
```

The following is an example of the mediaserver actor:

```
<actor type="mediaserver" server="CapturePointJMS"/>
```

Party Element

The `party` element is used in assigned notifications and specifies a party to which the interaction has been assigned. A party can be either an agent or a strategy. The `type` attribute specifies the party type and can be either agent or strategy. The `tenant` attribute specifies the identifier for the tenant to which the party belongs. The following is an example of an agent party (note the `place` and `agent` attributes):

```
<party type="agent" tenant="107" place="p0001" agent="a0001"/>
```

The following is an example of a strategy party (note the `strategy` and `router` attributes):

```
<party type="strategy" tenant="107" strategy="InboundStrategy" router="URServer"/>
```