



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Integrated Capture Points Guide

Web Service Capture Point Native Mode

5/5/2025

Web Service Capture Point Native Mode

When operating in native mode, the Web Service Capture Point defines and supports the following capabilities:

- Submit an interaction to a queue or a workbin
- Hold an interaction, either by `InteractionId` or by `ExternalId`
- Resume an interaction, either by `InteractionId` or by `ExternalId`
- Stop an interaction, either by `InteractionId` or by `ExternalId`
- Update an interaction, either by `InteractionId` or by `ExternalId`; this includes:
 - Move to a different queue
 - Update interaction properties
 - Delete interaction properties
- Get Info on an interaction, either by `InteractionId` or by `ExternalId`
- Ping (for heartbeat monitoring and to obtain health monitoring information)