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Integrated Capture Points Guide

Web Service Capture Point Requests (iWD-Compatible)

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Web Service Capture Point Requests (iWD-Compatible)

This section presents details of requests used by the Web Service Capture Point when operating in **iWD Compatibility Mode**.

Request ping

Example of a ping request:

```
<?xml version="1.0" encoding="UTF-8"?>
<SOAP-ENV:Envelope
  xmlns:SOAP-ENV="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:SOAP-ENC="http://schemas.xmlsoap.org/soap/encoding/"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xmlns:xsd="http://www.w3.org/2001/XMLSchema"
  xmlns:iwd="http://webservice.capture.gtl.evo">
  <SOAP-ENV:Body>
    <iwd:ping>
    </iwd:ping>
  </SOAP-ENV:Body>
</SOAP-ENV:Envelope>
```

Sample Request createTask

This sample shows how to specify two k-v pairs and a Genesys-compatible media type in the data part of the message, and how to specify a customerId Task Extension in the ext part of the message.

```
<?xml version="1.0" encoding="UTF-8"
<SOAP-ENV:Envelope
  xmlns:SOAP-ENV="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:SOAP-ENC="http://schemas.xmlsoap.org/soap/encoding/"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xmlns:xsd="http://www.w3.org/2001/XMLSchema"
  xmlns:ns2="http://webservices.evo"
  xmlns:ns4="http://taskinfo.gtl.evo"
  xmlns:ns3="http://broker.gtl.evo"
  xmlns:ns1="http://evo"
  xmlns:iwd="http://webservice.capture.gtl.evo">
  <SOAP-ENV:Body>
    <iwd:createTask>
      <iwd:captureId>TestiWD_0002</iwd:captureId>
      <iwd:data xsi:type="iwd:string2stringMap">
        <iwd:entry><iwd:key xsi:type="xsd:string">Key1</iwd:key>
        <iwd:value xsi:type="xsd:string">Value1</iwd:value></iwd:entry>
        <iwd:entry><iwd:key xsi:type="xsd:string">Key2</iwd:key>
        <iwd:value xsi:type="xsd:string">Value2</iwd:value></iwd:entry>
        <iwd:entry><iwd:key xsi:type="xsd:string">MediaType</iwd:key>
        <iwd:value xsi:type="xsd:string">workitem</iwd:value></iwd:entry>
      </iwd:data>
      <iwd:ext xsi:type="ns3:TaskExt">
        <ns3:customerId>My Best Customer</ns3:customerId>
      </iwd:ext>
```

```
</iwd:createTask>
</SOAP-ENV:Body>
</SOAP-ENV:Envelope>
```

Sample Request getTaskByTaskId

```
<?xml version="1.0" encoding="UTF-8"?>
<SOAP-ENV:Envelope
  xmlns:SOAP-ENV="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:SOAP-ENC="http://schemas.xmlsoap.org/soap/encoding/"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xmlns:xsd="http://www.w3.org/2001/XMLSchema"
  xmlns:iwd="http://webservice.capture.gtl.evo">
  <SOAP-ENV:Body>
    <iwd:getTaskByTaskId>
      <iwd:taskId>02JHNT2FEDRTR005</iwd:taskId>
    </iwd:getTaskByTaskId>
  </SOAP-ENV:Body>
</SOAP-ENV:Envelope>
```

Sample Request getTaskByCaptureId

```
<?xml version="1.0" encoding="UTF-8"?>
<SOAP-ENV:Envelope
  xmlns:SOAP-ENV="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:SOAP-ENC="http://schemas.xmlsoap.org/soap/encoding/"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xmlns:xsd="http://www.w3.org/2001/XMLSchema"
  xmlns:iwd="http://webservice.capture.gtl.evo">
  <SOAP-ENV:Body>
    <iwd:getTaskByCaptureId>
      <iwd:captureId>TestiWD_0002</iwd:captureId>
    </iwd:getTaskByCaptureId>
  </SOAP-ENV:Body>
</SOAP-ENV:Envelope>
```

Sample request updateTaskByTaskId

This sample demonstrates how to update various interaction properties.

```
<?xml version="1.0" encoding="UTF-8"?>
<SOAP-ENV:Envelope
  xmlns:SOAP-ENV="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:SOAP-ENC="http://schemas.xmlsoap.org/soap/encoding/"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xmlns:xsd="http://www.w3.org/2001/XMLSchema"
  xmlns:ns2="http://webservices.evo" xmlns:ns4="http://taskinfo.gtl.evo"
  xmlns:ns3="http://broker.gtl.evo" xmlns:ns1="http://evo"
  xmlns:iwd="http://webservice.capture.gtl.evo">
  <SOAP-ENV:Body>
    <iwd:updateTaskByTaskId>
      <iwd:taskId>02JHNT2FEDRTR00B</iwd:taskId>
      <iwd:priority>123</iwd:priority>
      <iwd:dueDateTime>2012-03-28T20:20:18Z</iwd:dueDateTime>
      <iwd:data xsi:type="iwd:string2stringMap">
        <iwd:entry><iwd:key xsi:type="xsd:string">Key1</iwd:key>
          <iwd:value xsi:type="xsd:string">NewValue1</iwd:value></iwd:entry>
        <iwd:entry><iwd:key xsi:type="xsd:string">Key3</iwd:key>
          <iwd:value xsi:type="xsd:string">NewKeyNewValue</iwd:value></iwd:entry>
      </iwd:data>
      <iwd:ext xsi:type="ns3:TaskExt">
```

```
<ns3:customerId>The same customer</ns3:customerId>  
</iwd:ext>  
</iwd:updateTaskByTaskId>  
</SOAP-ENV:Body></SOAP-ENV:Envelope>
```