GENESYS™

Integrated Capture Points Guide

Web Service Capture Point iWD Compatibility Mode

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Web Service Capture Point iWD Compatibility Mode

When operating in iWD Compatibility Mode, the Web Service Capture Point is functionally equivalent to iWD Web Service Capture Point 8.0.

Supported Requests

iWD Compatibility Mode supports the following capabilities:

- Create a task
- Cancel a task, either by `InteractionId` or by `CaptureId`
- Hold a task, either by `InteractionId` or by `CaptureId`
- Resume a task, either by `InteractionId` or by `CaptureId`
- Update a task, either by `InteractionId` or by `CaptureId`
- Get task data, either by `InteractionId` or by `CaptureId`
- Restart a task, either by `InteractionId` or by `CaptureId`
- Complete a task, either by `InteractionId` or by `CaptureId`
- Ping (for heartbeat monitoring)

Ignored Elements

The following elements of iWD compatible requests have limited or no mapping in the corresponding Interaction Server requests and therefore are ignored by Interaction Server:

- The element `actor` is not mapped.
- The element `reason` is mapped to `ReasonSystemName` in the requests `holdTaskByCaptureId`, `resumeTaskByCaptureId`, `holdTaskByTaskId`, and `resumeTaskByTaskId`. This element is ignored in all other iWD requests.
- The value of the element `mediaType` in the request `createTask` is ignored. You can specify a Genesys-compatible media type in the element data using the key `MediaType`, as shown in this example.
- The element `hold` in `restartTaskByCaptureId` and `restartTaskByTaskId` is ignored.
- The element `completeDateTime` in `completeTaskByCaptureId` and `completeTaskByTaskId` is ignored, as Interaction Server has an interaction attribute `CompletedAt` which is set automatically when the interaction (task) is placed into a completed queue.

iWD WSDL Modification

The original WSDL document from the Web Service Capture Adapter of iWD has been modified to permit all elements of the DateTime type be `nillable`, and to allow zero occurrence (`minOccurs="0"`). This change should not affect existing clients of iWD Web Service Capture Adapter.