# GENESYS

# Integrated Capture Points Guide

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The integrated capture points are a feature of Interaction Server that provides a mechanism for capturing new interactions from external source systems, and for issuing various requests to existing interactions.

The capture points, with the exception of the Web Service Capture Point, also produce notifications on changes to interactions.

The following video is from the iWD documentation and helps to demonstrate the purpose of integrated capture points:

Link to video

## JMS Capture Point

The integrated JMS (Java Message Service) Capture Point functionality is supported in Interaction Server starting in release 8.0.2. This functionality enables Interaction Server to capture requests to Interaction Server from a JMS-compliant message queue and to send Interaction Server replies and interaction event notifications to JMS-compliant message queues, in the form of XML documents. In iWD 7.6.1, the JMS Capture Adapter was a separate component, but its functionality was integrated into Interaction Server 8.0.2.

## Kafka Capture Point

The integrated Kafka Capture Point functionality is supported in Interaction Server starting in release 8.5.305. This capture point is similar to JMS Capture Point as it works with Interaction Server requests, replies, and notifications in the form of XML documents. However, it uses specified Kafka topics to capture requests from and to produce replies and notifications to systems that use Kafka as a message bus. This capture point is compatible with the iWD XML file capture adapter by means of configuration options and transformation scripts.

## File Capture Point

The integrated File Capture Point is supported in Interaction Server starting in release 8.0.21. This capture point is similar to JMS Capture Point as it works with Interaction Server requests, replies, and notifications in the form of XML documents. However, it uses specified file directories to capture requests and to produce replies and notifications in the form of XML files. This capture point is compatible with the iWD XML file capture adapter by means of configuration options and transformation scripts.

## JMS, Kafka, and File Capture Points - operation modes

For the JMS, Kafka, and File Capture Points, XML representation of requests and notifications enables two modes of operation:

- Native mode, in which requests and interaction events notifications are consumed and generated, respectively, in Interaction Server native XML format.

- iWD (intelligent Workload Distribution) compatibility mode, in which supplied transformation scripts convert between iWD XML representation and native Interaction Server XML representation, supporting the full iWD API functionality (such as task creation, updating, holding, canceling, and various task state change notifications). For information on how to set up transformation, see Transformation.

## DB Capture Point

The integrated Database Capture Point, introduced in Interaction Server 8.1.0, is functionally equivalent to Database Capture Adapter in iWD 8.0. It provides the ability to capture new interactions and to propagate updates for existing interactions in the form of user defined queries to external databases. It also provides a mechanism of propagating interaction event notifications to the external system in the form of user-defined queries. No transformation scripts are used with Database Capture Point.

## WS Capture Point

The integrated Web Service Capture Point, introduced in Interaction Server 8.1.2, provides a web service interface for interaction-related requests such as `submit, stop, update, hold, resume,` and `get info,` as well as for ping requests. It fully supports web service definition of the Web Service Capture Point in iWD 8.0 when operating in iWD compatibility mode. It can be configured to work with either HTTP or Secure HTTP, in both native and iWD-compatible modes. No transformation scripts are used with Web Service Capture Point.