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Universal Routing Reference

HTTP Bridge Updates

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To communicate with Web Services through SOAP/XML and/or REST over HTTP/HTTPS protocols, URS uses a component called HTTP Bridge. HTTP Bridge allows strategy developers to communicate with Web Services applications outside of Genesys via the Web Service IRD strategy-building object. For more information on HTTP Bridge, see the [Universal Routing 8.1 Reference Manual](#).

Support of HTTP Redirections

Starting with Release 8.1.400.23 in October of 2015, URS enhances its support of HTTP redirections. HTTP Bridge now resends an HTTP request to the new address specified in the Location header of the received 3xx response.

When responding to a redirect request, HTTP Bridge now:

- Supports both absolute and relative redirection URLs.
- Checks for redirect loops. No more than 5 chained redirects will be allowed.
- Always uses the GET method for redirection URLs if a return code is 303.

Handling of Escape Sequences

Starting with Release 8.1.400.14 in February 2015, HTTP Bridge no longer interprets XML escape sequences as regular delimiters (< and >) of XML tags. It now passes them into the strategy as is and does not terminate while processing XML data returned by SOAP-based Web Services containing XML escape sequences.

Add the following information to the Web Services Options section and also to Appendix B, IRD Web Services Object:

HTTP Bridge does not get completely XML-formatted text from a Web Service. The text is XML-formatted to some level, but at deeper levels, the XML text is escaped. For example:

```
<?xml version='1.0' encoding='utf-8'?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/">
<soapenv:Body>
<ns:saveCaseResponse xmlns:ns="http://util.ilog.ist.apple.com">
<ns:return>
< ;?xml version="1.0" encoding="UTF-8"?> < ; GENESYS_CASE_CREATE_RESPONSE> ;.....> ;
</ns:return>
</ns:saveCaseResponse>
</soapenv:Body>
</soapenv:Envelope>
```

Note that the content inside the ns:return tag is not XML-formatted text. It might be interpreted as XML-formatted text after replacing the Escape sequences

< ; and > ;

with the appropriate < >.

HTTP Bridge does not perform this extra interpreting. Any XML response, if needed, must be in entirely and correctly-formed XML format.