GENESYS™

Genesys Events and Models Reference

Agent Pulls Interaction

12/14/2025

Contents

Agent Pulls Interaction

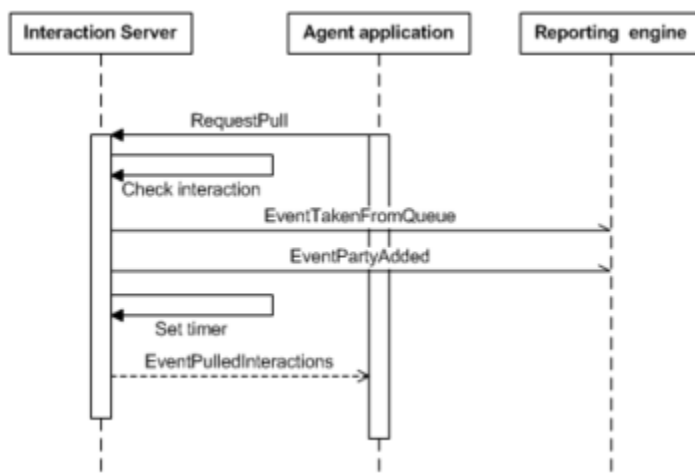This set of models illustrates the following scenario:

1. Agent application asks to pull an interaction:
   - From some place other than a workbin.
   - From a workbin.
2. Some processing activity occurs.
3. Timeout: Processing activity stops (or never occurred).

Agent Issues Pull Request

This phase has two versions, depending on whether the interaction is to be pulled from a workbin or from some other location.

From Non-Workbin

In this version of the first phase, shown in the following figure, the interaction is pulled from somewhere other than a workbin (most likely a queue). Notice that Interaction Server starts a timer, which continues running into the following phases.

Agent Pulls From Non-Workbin

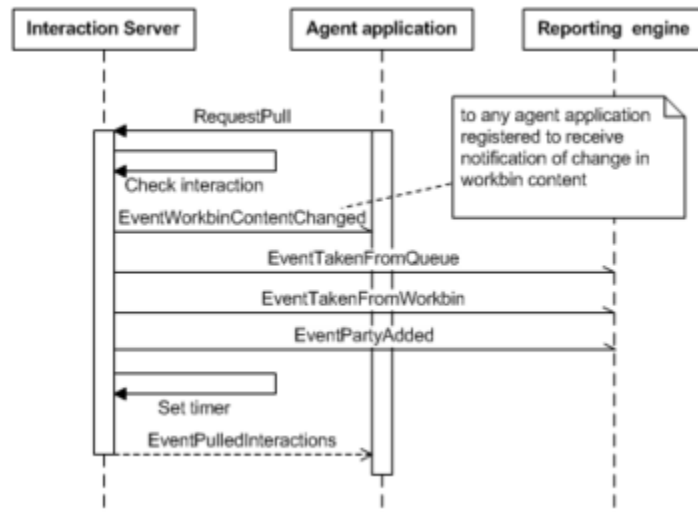This phase uses the messages listed in the following table:

Messages in Agent Pulls From Non-Workbin

Message	Protocol
EventPartyAdded	Reporting

Message	Protocol
EventPulledInteractions	Interaction Management
EventTakenFromQueue	Reporting

From Workbin

In this version of the first phase, shown in the following figure, the interaction is pulled from a workbin.
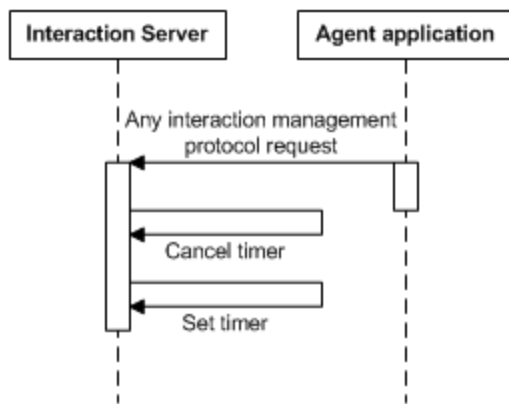

Agent Pulls Interaction From Workbin

This version uses the same messages as the previously-described version, plus two more. All are listed in the following table:

Messages in Agent Pulls From Workbin

Message	Protocol
EventPartyAdded	Reporting
EventPulledInteractions	Interaction Management
EventTakenFromQueue	Reporting
EventTakenFromWorkbin	Reporting
EventWorkbinContentChanged	Interaction Management

Processing Occurs

In this phase, shown in the following figure, Interaction Server resets its timer each time it receives a request from the agent application. The interaction remains with the agent as long as the agent continues to send requests.
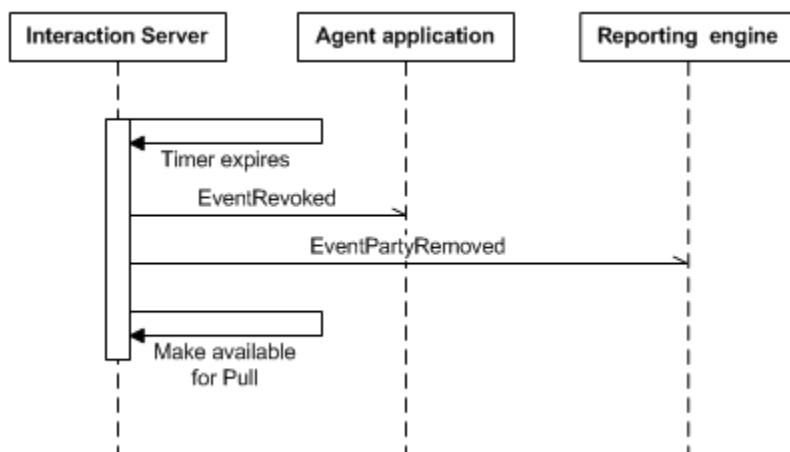
Processing Occurs

This phase uses any request from the Interaction Management Protocol.

No Processing: Timeout

In this phase, shown in the following figure, the timer expires and Interaction Server revokes the interaction.

No Processing: Timeout

This phase uses the messages listed in the following table:

Messages in No Processing: Timeout

Message	Protocol
EventPartyRemoved	Reporting
EventRevoked	Interaction Management