INTELLIGENT WORKLOAD DISTRIBUTION
MQ CAPTURE POINT

API Reference Guide

Copyright

Disclaimer

Feedback

Genesys endeavors to provide accurate and useful documentation for all Genesys products. To achieve this goal, the documentation group welcomes your comments and suggestions regarding any aspect of Genesys user documentation. Send your comments by e-mail to: techpubs.webadmin@genesyslab.com.

Trademarks and Registered Trademarks

Document Version: 76iwd_ref_mqcp-api_07-2009_v7.6.101.00

TABLE OF CONTENTS

Preface

Welcome to the *API Reference Guide* for *intelligent Workload Distribution MQ Capture Point*. This document provides a detailed description of the iWD MQ interface, to guide you in implementing iWD integration via the MQ Capture Point.

This preface provides an overview of this guide, identifies the primary audience, introduces document conventions, and lists related reference information:

- Intended Audience
- Recommended Reading
- Chapter Summaries
- Document Conventions

Intended Audience

This guide is intended for architects and developers who want to implement a project that leverages the iWD via the MQ interface.

This reference guide assumes that the reader has an overall understanding of both the iWD and MQ messaging services.

Recommended Reading

The iWD Overview Guide is highly recommended reading, as it introduces all of the main iWD concepts. In addition, the iWD Deployment Guide contains more insight into how the iWD is configured and managed.

Chapter Summaries

In addition to this preface, this guide contains the following chapters:

- Chapter 1: iWD MQ Interface Overview
- Chapter 2: iWD MQ Messages

Document Conventions

This document uses the following stylistic and typographical conventions, which serve to identify specific types of information:

Type Styles

Italic

In this document, italic text denotes emphasis, document titles, definitions of (or first references to) unfamiliar terms, and mathematical variables. For example:

- Please consult the *intelligent Workload Distribution Manager User Guide* for more information.
- *Do not use* this value for this option.
- The formula, $x + 1 = 7$ where x stands for . . .

Monospace Font

A monospace font, which resembles `teletype` or `typewriter` text, is used for all programming identifiers and graphical user interface (GUI) elements. This convention includes the names of directories, files, folders, configuration objects, paths, scripts, dialog boxes, options, fields, text and list boxes, operational modes, all buttons (including radio buttons), check boxes, commands, tabs, CTI events, and error messages; the values of options; logical arguments and command syntax; and code samples. For example:

- Select the `Default` check box.
- Click the `Edit` button.
- In the `Properties` dialog box, enter the value for the host server in your environment.
- Click `OK` to exit the `Properties` dialog box.

Monospace is also used for any text that users must manually enter during a configuration or installation procedure, or on a command line. For example: Enter `exit` on the command line.

Screen Captures in This Document

Screen captures of the product UI, as used in this document, can sometimes contain a minor spelling, capitalization, or grammatical error. The text that accompanies and explains each screen capture corrects such errors, *except* when such a correction might prevent you from installing, configuring, or successfully using the product. For example, if the name of an option contains a usage error, the name is presented exactly as it appears in the product GUI, without correction in any accompanying text.

Square Brackets

Square brackets indicate that a specific parameter or value is optional within a logical argument, a command, or some programming syntax. That is, the parameter's or value's presence is not required to resolve the argument, command, or block of code. You decide (or the user decides) whether to include this optional information. For example: `smcp_server -host [/flags]`

Angle Brackets

Angle brackets indicate a placeholder for a value that you (or the user) must specify. This might be a DN or port number that is specific to your enterprise. For example: `smcp_server -host <confighost>`

Chapter 1 – iWD MQ Interface Overview

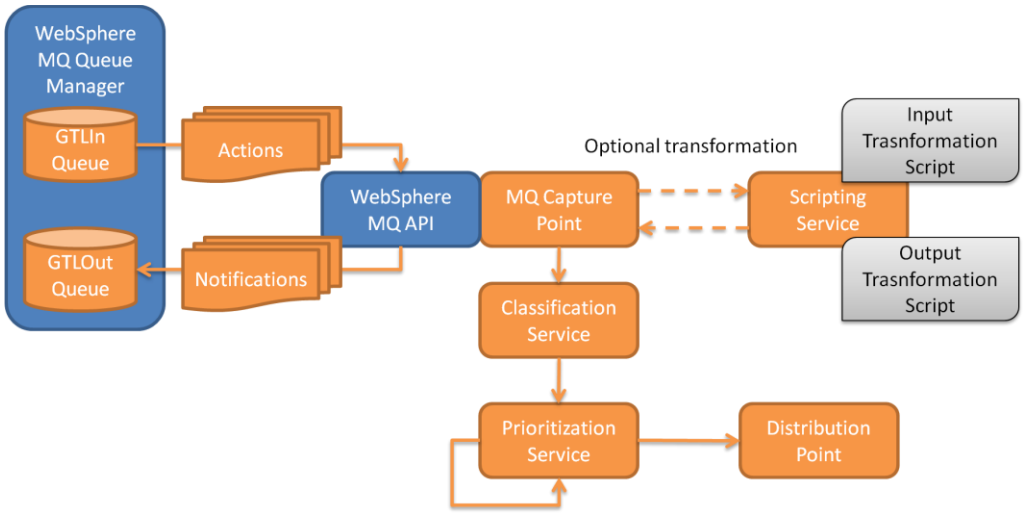
This chapter explains the iWD MQ Interface architecture and the components that are involved. The information in this chapter is organized into the following topics:

What is the iWD MQ Interface?

The iWD MQ interface provides a way to connect third-party task-originating systems (such as BPM or workflow solutions) to the iWD via a Websphere MQ interface. The interface provides a fully bidirectional link and supports the full iWD API (such as task creation, updating, holding and canceling as well as various task-state-change notifications).

iWD MQ Interface Architecture

The iWD MQ interface is realized as an MQ-specific capture point that uses the Webshere MQ API to connect to a Websphere MQ.



The Websphere MQ Capture Point connects to a configurable MQ Queue Manager and utilizes two queues: input (GTLIn) and output (GTLOut). The names of the queues also are configurable.

- The input queue is used to receive messages from the originating system, such as task-creation or task-update requests.

- The output queue is used to send back responses to requests, as well as to send notifications about task-state changes that are not triggered by the originating system (such as when a task gets assigned to an agent).

Optionally, the Websphere MQ Capture Point supports message transformation. In this case, each incoming XML message, as well as each outgoing message, is passed through transformation scripts, thus allowing integration with custom XML formats.

This document describes the standard iWD XML message formats that are supported without the transformation. Each message is formatted as an XML string in which the root node is always named GTLMessages. The child nodes of GTLMessages indicate the message type, such as CreateTask.

The types and formats of the input and output messages that are supported are described in the next chapter, Chapter 2: iWD MQ Messages.

Chapter 2: iWD MQ Messages

This chapter provides a detailed description of all of the input and output iWD MQ Messages that are supported.

The following information is documented for each message:

- Direction: "In" or "Out". All "In" messages come from the originating system and results in an "Out" message, unless the specific "Out" message is turned off in capture-point configuration. "Out" messages are sent as responses to "In" messages, as well as notifications when the task state changes within the iWD.
- Description: A functional description of the message.
- Format: The XML format of the message. This illustrates a structure of the entire XML message, by using data types instead of node values.
- Attributes: A description of each attribute that is used in the XML message.
- Response messages: The response messages that this message can trigger. Applicable only for messages that have an "In" direction.
- Error codes: The error codes that this message can return via the "Error" message. Applicable only for messages that have an "In" direction.

Data Types

The following table describes the data types used in iWD MQ Messages:

Type	Description
Integer	An integer value (-2^{31} <value <2^{31}).
String	A string value. The maximum length is specified in parentheses, where applicable.
Boolean	A Boolean value (true or false).
DateTime	A date/time value. Date/time should be formatted according to the ISO 8601 standard (YYYY-MM-DDThh:mm:ss) - for example 2007-08-26T21:32:00 - and should be provided for the time zone that is configured for the given MQ Capture Point.

Task Action Messages

Direction

In

Description

This section describes common attributes and responses for all inbound messages.

Format

```
<GTLMessages>
  <[action name]>
    <BrokerId>Integer</BrokerId> or
<CaptureId>String(64)</CaptureId>
    <Actor>String(255)</Actor>
    <Reason>String(255)</Reason>
    <ActionDateTime>DateTime</ActionDateTime>
    [attributes specific to action]
  </[action name]>
</GTLMessages>
```

Attributes

BrokerId	The task's broker ID. This is a uniquely generated ID of the task within an iWD instance.
CaptureId	The task's ID in the originating system.
Actor (optional)	The user or system the triggered the message. This is a free-form text field that is used for auditing purposes and will be set to name of the capture point, if none is provided.
Reason (optional)	The reason that the message was submitted. This is a free-form text field that is used for auditing purposes.
ActionDateTime (optional)	The date/time when the action was triggered. This will be set to the current date/time that the message is processed, if none is provided.

Response Messages

Action-specific response messages or error.

Error Codes

INVALID_FORMAT	The message is not formatted correctly.
TASK_NOT_FOUND	The task that has the requested CaptureId or BrokerId is not found. This error code can be triggered for all action messages, except for the Create Task message.

Task Notification Messages

Direction

Out

Description

This section describes common attributes and responses for all outbound messages.

Format

```
<GTLMessages>
  <[notification name]>
    <BrokerId>Integer</BrokerId>
    <CaptureId>String(64)</CaptureId>
    <CapturePointId>String(16)</CapturePointId>
    <DistributionId>String(64)</Distribution>

  <DistributionPointId>String(16)</DistributionPointId>
    <Actor>String(255)</Actor>
    <Reason>String(255)</Reason>
    <EventDateTime>DateTime</EventDateTime>
    [attributes specific to notification]
  </[notification name]>
</GTLMessages>
```

Attributes

BrokerId	The task's broker ID. This is a uniquely generated ID of the task within an iWD instance.
CaptureId	The task's ID in the originating system.
CapturePointId	The service ID of the capture point by which the task was captured.
DistributionId	The task's ID in the distribution system.
DistributionPointId	The ID of the distribution point by which the task was distributed.
Actor	The user or system that triggered the notification.
Reason	The reason for the notification.
EventDateTime	The date/time when the notification was triggered.

CreateTask Message

Direction

In

Description

Creates a new task in the iWD and populates it with the provided attributes.

All attributes of this message are optional. Typically, most of the core task attributes - such as ProcessId, Priority, and BusinessValue - are calculated and assigned via iWD rules and, hence, should be left out.

The iWD generates a new, unique broker ID for each created task that is stored in the gtl_task.id database field and returned in the TaskCreated message that is sent as a response to this message, when the task is successfully created.

Format

```
<GTLMessages>
  <CreateTask>
    Standard action attributes, as documented in Task
    Action Messages, except for BrokerId.

    <channel>String(32)</channel>
    <category>String(32)</category>
    <activationDateTime>DateTime</activationDateTime>
    <dueDateTime> DateTime </dueDateTime>
    <expirationDateTime> DateTime </expirationDateTime>
    <businessValue> DateTime </businessValue>
    <priority>Integer</priority>
    <processId>String(16)</processId>
    <Ext>
      <customerID>String(64)</customerID>
      <customerSegment> String(64)</customerSegment>
      <productType> String(64)</productType>
      <productSubtype> String(64)</productSubtype>
      <resultCode> String(64)</resultCode>

  <sourceFirstCreatedDateTime>DateTime</sourceFirstCrea
tedDateTime>

  <sourceCreatedDateTime>DateTime</sourceCreatedDateTim
e>
      <sourceDueDateTime>DateTime</sourceDueDateTime>
```

```
      <sourceProcessType>
String(64)</sourceProcessType>
      <sourceProcessSubtype>
String(64)</sourceProcessSubtype>
      <sourceTenant> String(64)</sourceTenant>
    </Ext>
    <Data>
      <CustomAttribute1> String(255)</CustomAttribute1>
      ...
    </Data>
    <Hold>Boolean</Hold>
  </CreateTask>
</GTLMessages>
```

Attributes

Hold	Whether to hold the task initially. If true, the task will be created with its initial status set to NewHeld and will not be processed further, until a subsequent ResumeTask message.
CaptureId (optional)	If a CaptureId is not provided, it will be assigned to the same generated value as BrokerId.

See Task Action Messages and the TaskInfo message for the description of the remaining attributes.

Response Message

TaskCreated

Error Codes

TASK_ALREADY_CAPTURED	If the captures point's checkIfCaptured flag is enabled, iWD will check whether a task that has a given captureId already exists in the database. If this is the case, the task will not be captured, and an error message that has the code TASK_ALREADY_CAPTURED will be submitted to the GTLOut queue.

TaskCreated Message

Direction

Out

Description

The TaskCreated message is submitted as a response to the CreateTask message and indicates successful task creation.

Format

```
<GTLMessages>
     <TaskCreated>
          Standard notification attributes, as
          documented in Task Notification Messages.
     </TaskCreated>
</GTLMessages>
```

Error Message

Direction

Out

Description

The Error message is submitted as a response to the iWD request message, indicating that the requested operation has failed.

Format

```
<GTLMessages>
     <Error>
          <Message>String</Message>
          <Code>String</Code>
          <Parameter>String</Parameter>
          <Parameter>String</Parameter>
          ...
     </Error>
</GTLMessages>
```

Attributes

Message	The formatted Error message.
Code	The error code (string).
Parameter	The error parameter. There can be zero, one, or multiple Error parameters. The number of parameters is specific to each Error

	code.

GetTaskInfo Message

Direction

In

Description

Request task details by the given task's capture ID or broker ID.

Format

```
<GTLMessages>
  <GetTaskInfo>
    Standard action attributes, as documented in Task
    Action Messages.
  </GetTaskInfo>
</GTLMessages>
```

Response Message

TaskInfo

TaskInfo Message

Direction

Out

Description

The TaskInfo message is submitted as a response to the GetTaskInfo message and provides detailed information about the requested task.

Format

```
<GTLMessages>
  <TaskInfo>
    Standard notification attributes, as documented in
    Task Notification Messages.

    <tenantId>String(16)</tenantId>
    <solutionId> String(16)</solutionId>
    <contractId> String(16)</contractId>
    <processId> String(16)</processId>
    <channel>String(32)</channel>
    <category> String(32)</category>
```

```
    <status> String(16)</status>
    <businessCalendarId>
String(16)</businessCalendarId>
    <createdDateTime>DateTime</createdDateTime>
    <heldDateTime>DateTime</heldDateTime>
    <distributedDateTime>DateTime</distributedDateTime>
    <assignedDateTime>DateTime</assignedDateTime>
    <completedDateTime>DateTime</completedDateTime>
    <activationDateTime>DateTime</activationDateTime>
    <dueDateTime>DateTime</dueDateTime>
    <expirationDateTime>DateTime</expirationDateTime>
    <priority>Integer</priority>

  <reprioritizeDateTime>DateTime</reprioritizeDateTime>
    <businessValue>Integer</businessValue>
    <assignedToUser>String(64)</assignedToUser>
     <Queue>String(255)</Queue>
     <QueueType>String(16)</QueueType>
    <QueueTarget>String(255)</QueueTarget>
    <Ext>
      <customerID>String(64)</customerID>
      <customerSegment> String(64)</customerSegment>
      <productType> String(64)</productType>
      <productSubtype> String(64)</productSubtype>
      <resultCode> String(64)</resultCode>

  <sourceFirstCreatedDateTime>DateTime</sourceFirstCrea
tedDateTime>

  <sourceCreatedDateTime>DateTime</sourceCreatedDateTim
e>
      <sourceDueDateTime>DateTime</sourceDueDateTime>
      <sourceProcessType>
String(64)</sourceProcessType>
      <sourceProcessSubtype>
String(64)</sourceProcessSubtype>
      <sourceTenant> String(64)</sourceTenant>
    </Ext>
    <Data>
      <customAttribute1> String(255)</customAttribute1>
      ...
```

```
    </Data>
  <TaskInfo>
<GTLMessages>
```

Attributes

tenantId	The task's tenant ID, as configured in iWD Manager, assigned as soon as the task is created. This attribute is submitted to the distribution system with the GTL_tenantId key; updates in distribution system are ignored.
solutionId	The tasks's solution-instance ID, as configured in iWD Manager, assigned as soon as the task is created. This attribute is submitted to the distribution system with the GTL_solutionId key (even if it is excluded by a filter); updates in distribution system are ignored.
contractId	The tasks's contract ID, as configured in iWD Manager, assigned when the task's process is identified either by iWD rules or explicitly by the task originating system. This attribute is submitted to the distribution system with the GTL_contractId key; updates in the distribution system are ignored.
processId	The tasks's process ID, as configured in iWD Manager, assigned when the task's process is identified either by iWD rules or explicitly by the task originating system. This attribute is submitted to the distribution system with the GTL_processId key; updates in distribution system are ignored.
channel	The task's media channel - for example: Fax, Email, or Webform. This attribute is submitted to the distribution system with the GTL_channel key; updates in the distribution system are picked up.
category	The task's category - for example: Followup. This attribute is submitted to the distribution system with the GTL_category key; updates in the distribution system are picked up.
status	Task status: • New: The task has just been created and will be processed. • NewHeld: The task has just been created, but it will not be processed until it is resumed. • Captured: The task has been processed, but it is not yet prioritized. • Queued: The task is processed and prioritized at least once. • Distributed: The task is submitted to the distribution system (that is Genesys). • Assigned: The task is assigned to an agent.

	• Completed: The task is completed. • Held: The task is held and will not be reprioritized or distributed until it is resumed. • ErrorHeld: An error has occurred during task processing, prioritization, or distribution. Error details are stored in the "Error" custom, extended task attribute. The task can be resumed, and the iWD will attempt to process the task again. • Canceled: The task is cancelled. • Rejected: The task has been rejected during processing. This can occur when the task is assigned to an expired contract or process.
businessCalendarId	The ID of the business calendar that is assigned to the task, as configured in iWD Manager. (*Max 16 characters)*
createdDateTime	The date/time when the task has been created in the iWD. This attribute is submitted to the distribution system with the GTL_dueDateTime key; updates in the distribution system are ignored.
heldDateTime	The date/time when the task has been held (set only when task status is NewHeld, Held, or ErrorHeld).
distributedDateTime	The date/time when the task has been submitted to the distribution system.
assignedDateTime	The date/time when the task has been assigned.
completedDateTime	The date/time when the task has been completed.
activationDateTime	The date and time when the task becomes active; before that, it will stay queued and will not be reprioritized and distributed. If this is not set, the task becomes active instantly.
dueDateTime	The date and time by which the task should be completed, according to the SLA. This attribute is submitted to the distribution system with the GTL_dueDateTime key; updates in the distribution system are picked up.
expirationDateTime	The date and time when the task expires and will be archived. Only a task that has been Cancelled, Completed, or Rejected is archived.
priority	The task priority, which is an integer number that is used to order tasks that are submitted to the distribution system. The higher the value, the higher the task will stand in the distribution list and the sooner it will be distributed. This attribute is submitted to the distribution system with the GTL_priority key; updates in the distribution system are

	picked up.
reprioritizeDateTime	The date/time when the task should be reprioritized; if this is set to null, no more reprioritization will be done. This value is normally updated during prioritization, based on rule expressions, such as "Reprioritize in 5 minutes".
businessValue	The business value of the task. This attribute is submitted to the distribution system with the GTL_businessValue key; updates in the distribution system are picked up.
assignedToUser	The user ID to which a task is assigned, as supplied by the distribution system.
Queue	The distribution's queue name.
QueueType	The type of distribution queue: - InteractionQueue - AgentWorkbin - AgentGroupWorkbin - PlaceWorkbin - PlaceGroupWorkbin
QueueTarget	The queue target - for example, Agent ID, if the queue type is AgentWorkbin.
customerID	The customer's ID. This attribute is submitted to the distribution system with the GTL_ext_customerId key; updates in the distribution system are picked up.
customerSegment	The customer's segment or value. This attribute is submitted to the distribution system with the GTL_ext_customerSegment key; updates in the distribution system are picked up.
productType	The related product - for example, DSL. This attribute is submitted to the distribution system with the GTL_ext_productType key; updates in the distribution system are picked up.
productSubtype	The subtype of the related product - for example: PremiumDSL. This attribute is submitted to the distribution system with the GTL_ext_productSubtype key; updates in the distribution system are picked up.
resultCode	The task result code/outcome; typically, set by an agent in a softphone or another client application. This attribute is submitted to the distribution system with the GTL_ext_resultCode key; updates in the distribution system are picked up.
sourceFirstCreatedDateTime	The earliest timestamp of the task in the enterprise; applicable if there is another system, such as a fax server, that is used

	before the task originating system. This attribute is submitted to the distribution system with the GTL_ext_sourceFirstCreatedDateTimeTime key; updates in the distribution system are ignored.
sourceCreatedDateTime	The task creation timestamp in the task originating system. This attribute is submitted to the distribution system with GTL_ext_sourceCreatedDateTime key; updates in the distribution system are ignored.
sourceDueDateTime	The task due timestamp in the task originating system. This attribute is submitted to the distribution system with GTL_ext_sourceDueDateTime key; updates in the distribution system are ignored.
sourceProcessType	A related process in the task originating system - for example: Order. This attribute is submitted to the distribution system with the GTL_ext_sourceProcessType key; updates in the distribution system are ignored.
sourceProcessSubtype	The subtype of the related process in the task originating system. This attribute is submitted to the distribution system with the GTL_ext_sourceProcessSubtype key; updates in the distribution system are ignored.
sourceTenant	The tenant ID or name in the task originating system. This attribute is submitted to the distribution system with the GTL_ext_sourceTenant key; updates in the distribution system are ignored.
data	Custom task attributes. These attributes can be used to associate additional task originating system-specific data to the task that can be used in iWD rules, routing, and historical reporting.

UpdateTask Message

Direction

In

Description

Updates the attributes of the task that has the given task's capture ID or broker ID.

If the task is already distributed or assigned, its data will be updated also in the distribution system (for example, Genesys CAD will be updated).

All attributes except for CaptureId and BrokerId are optional. If the attribute is not provided, it will not be updated.

Format

```
<GTLMessages>
```

```
<UpdateTask>
  Standard action attributes, as documented in Task
  Action Messages.

  <category>String(32)</category>
  <activationDateTime>DateTime</activationDateTime>
  <dueDateTime> DateTime </dueDateTime>
  <expirationDateTime> DateTime </expirationDateTime>
  <businessValue>Integer</businessValue>
  <priority>Integer</priority>
  <ext>
    <customerID>String(64)</customerID>
    <customerSegment> String(64)</customerSegment>
    <productType> String(64)</productType>
    <productSubtype> String(64)</productSubtype>
    <resultCode> String(64)</resultCode>

  <sourceFirstCreatedDateTime>DateTime</sourceFirstCrea
tedDateTime>

  <sourceCreatedDateTime>DateTime</sourceCreatedDateTim
e>
      <sourceDueDateTime>DateTime</sourceDueDateTime>
      <sourceProcessType>
String(64)</sourceProcessType>
      <sourceProcessSubtype>
String(64)</sourceProcessSubtype>
      <sourceTenant> String(64)</sourceTenant>
  </ext>
  <data>
    <customAttribute1> String(255)</customAttribute1>
    ...
  </data>
</UpdateTask>
</GTLMessages>
```

Attributes

See Task Action Messages and the TaskInfo message for a description of the attributes.

Response Message

TaskUpdated

TaskUpdated Message

Direction

Out

Description

The TaskUpdated message is submitted as a response to the UpdateTask message, as well as when the task is updated either via the iWD Manager or within the distribution system.

Format

```
<GTLMessages>
  <TaskUpdated>
     Standard notification attributes, as documented in
     Task Notification Messages.

     <tenantId>String(16)</tenantId>
     <solutionId> String(16)</solutionId>
     <contractId> String(16)</contractId>
     <processId> String(16)</processId>
     <channel>String(32)</channel>
     <category> String(32)</category>
     <status> String(16)</status>
     <businessCalendarId>
String(16)</businessCalendarId>
     <createdDateTime>DateTime</createdDateTime>
     <heldDateTime>DateTime</heldDateTime>
     <distributedDateTime>DateTime</distributedDateTime>
     <assignedDateTime>DateTime</assignedDateTime>
     <completedDateTime>DateTime</completedDateTime>
     <activationDateTime>DateTime</activationDateTime>
     <dueDateTime>DateTime</dueDateTime>
     <expirationDateTime>DateTime</expirationDateTime>
     <priority>Integer</priority>

  <reprioritizeDateTime>DateTime</reprioritizeDateTime>
     <businessValue>Integer</businessValue>
     <assignedToUser>String(64)</assignedToUser>
     <ext>
       <customerID>String(64)</customerID>
       <customerSegment> String(64)</customerSegment>
```

```
      <productType> String(64)</productType>
      <productSubtype> String(64)</productSubtype>
      <resultCode> String(64)</resultCode>

  <sourceFirstCreatedDateTime>DateTime</sourceFirstCrea
tedDateTime>

  <sourceCreatedDateTime>DateTime</sourceCreatedDateTim
e>
      <sourceDueDateTime>DateTime</sourceDueDateTime>
      <sourceProcessType>
String(64)</sourceProcessType>
      <sourceProcessSubtype>
String(64)</sourceProcessSubtype>
      <sourceTenant> String(64)</sourceTenant>
    </ext>
    <data>
      <customAttribute1> String(255)</customAttribute1>
      ...
    </data>
    <actor>String(255)</actor>
  <TaskUpdated>
<GTLMessages>
```

Attributes

See Task Action Messages and the TaskInfo message for a description of the attributes.

TaskDistributed Message

Direction

Out

Description

The TaskDistributed message is submitted when the task gets distributed by the iWD to the distribution system (that is, Genesys).

Format

```
<GTLMessages>
    <TaskDistributed>
         Standard notification attributes, as
        documented in Task Notification Messages.
    </TaskDistributed>
```

```
</GTLMessages>
```

Attributes

See Task Notification Messages for a description of the attributes.

TaskDistributedQueue Message

Direction

Out

Description

The TaskDistributedQueue message is submitted when the task is moved by the distribution system (that is, Genesys) into a routing queue or workbin.

Format

```
<GTLMessages>
     <TaskDistributedQueue>
          Standard notification attributes, as
          documented in Task Notification Messages.

          <Queue>String(255)</Queue>
          <QueueType>String(16)</QueueType>
          <QueueTarget>String(255)</QueueTarget>
     </TaskDistributedQueue>
</GTLMessages>
```

Attributes

See Task Notification Messages and the TaskInfo message for a description of the attributes.

TaskAssigned Message

Direction

Out

Description

The TaskAssigned message is submitted when the task gets assigned to an agent.

Format

```
<GTLMessages>
     <TaskAssigned>
          Standard notification attributes, as
          documented in Task Notification Messages.
```

```
            <AssignedToUser>String(64)</AssignedToUser>
        </TaskAssigned>
</GTLMessages>
```

Attributes

See Task Notification Messages and the TaskInfo message for a description of the attributes.

CompleteTask Message

Direction

In

Description

Completes the task that has a given capture ID or broker ID.

Format

```
<GTLMessages>
  <CompleteTask>
    Standard action attributes, as documented in Task
    Action Messages.
  </CompleteTask>
</GTLMessages>
```

Attributes

See Task Action Messages for a description of the attributes.

Response Message

TaskCompleted

Error Codes

CANNOT_COMPLETE_TASK	Cannot complete the canceled task, because it is already completed, canceled, or rejected.

TaskCompleted Message

Direction

Out

Description

The TaskCompleted message is submitted as a response to the CompleteTask message, as well as when the task is completed within the distribution system.

Format

```
<GTLMessages>
    <TaskCompleted>
        Standard notification attributes, as
        documented in Task Notification Messages.
    </TaskCompleted>
</GTLMessages>
```

Attributes

See Task Notification Messages for a description of the attributes.

HoldTask Message

Direction

In

Description

Holds the task that has given task's capture ID or broker ID.

As soon as it is held, the task will not be reprioritized and distributed until it is resumed (see the ResumeTask message).

Only tasks that are not held, assigned, completed, canceled, or rejected can be held.

If the task is already distributed it will be revoked from the distribution system.

Format

```
<GTLMessages>
  <HoldTask>
    Standard action attributes, as documented in Task
    Action Messages.
  </HoldTask>
</GTLMessages>
```

Attributes

See Task Action Messages for a description of the attributes.

Response Message

TaskHeld

Error Codes

CANNOT_HOLD _ASSIGNED_TASK	Cannot hold the task because it is assigned, completed, canceled, rejected, or already held.

TaskHeld Message

Direction

Out

Description

The TaskHeld message is submitted as a response to the HoldTask message, as well as when the task is held from the iWD Manager.

Format

```
<GTLMessages>
     <TaskHeld>
          Standard notification attributes, as
          documented in Task Notification Messages.
     </TaskHeld>
</GTLMessages>
```

Attributes

See Task Notification Messages for a description of the attributes.

TaskErrorHeld Message

Direction

Out

Description

The TaskErrorHeld message is submitted when the task gets held because of a configuration error (such as incomplete rules).

Format

```
<GTLMessages>
     <TaskErrorHeld>
          Standard notification attributes, as
          documented in Task Notification Messages.

          <Error>String(255)</Error>
     </TaskErrorHeld>
</GTLMessages>
```

Attributes

See Task Notification Messages for the description of the attributes.

ResumeTask Message

Direction

In

Description

Resumes the held task that has the given task's capture ID or broker ID.

As soon as it is resumed, the task will be processed and distributed normally, according to the iWD rules. If the task was already distributed before holding, it will be distributed again and will receive a new distribution ID (the ID of the task in the distribution system, such as Genesys Interaction ID).

Only tasks that are held (that is, their status is Held or NewHeld) can be resumed.

Format

```
<GTLMessages>
  <ResumeTask>
    Standard action attributes, as documented in Task
    Action Messages.
  </ResumeTask>
</GTLMessages>
```

Attributes

See Task Action Messages for a description of the attributes.

Response Message

TaskResumed

Error Codes

CANNOT_RESUME _TASK	Cannot resume the task that, because it is not held.

TaskResumed Message

Direction

Out

Description

The TaskResumed message is submitted as a response to the ResumeTask message, as well as when a task is held from the iWD Manager.

Format

```
<GTLMessages>
    <TaskResumed>
```

```
        Standard notification attributes, as
        documented in Task Notification Messages.
    </TaskResumed>
</GTLMessages>
```

Attributes

See Task Notification Messages for a description of the attributes.

RestartTask Message

Direction

In

Description

Restarts the task that has the given task's capture ID or broker ID.

As soon as it is restarted, the task will be reclassified and reprioritized.

Only tasks that are not assigned, completed, canceled, or rejected can be restarted.

If the task is already distributed, it will be revoked from the distribution system.

Format

```
<GTLMessages>
  <RestartTask>
    Standard action attributes, as documented in Task
    Action Messages.
  </RestartTask>
</GTLMessages>
```

Attributes

See Task Action Messages for a description of the attributes.

Response Message

TaskRestarted

Error Codes

CANNOT_RESTART_TASK	Cannot restart task, because it is assigned, canceled, completed, or rejected.

TaskRestarted Message

Direction

Out

Description

The TaskRestarted message is submitted as a response to the RestartTask message, as well as when the task is restarted either from the iWD Manager or within the distribution system.

Format

```
<GTLMessages>
    <TaskRestarted>
        Standard notification attributes, as
        documented in Task Notification Messages.
    </TaskRestarted>
</GTLMessages>
```

Attributes

See Task Notification Messages for a description of the attributes.

CancelTask Message

Direction

In

Description

Cancels the task that has the given task's capture ID.

As soon as it is canceled, task processing will be completely halted.

Only tasks that are not assigned, completed, or rejected can be canceled.

If the task is already distributed, it will be revoked from the distribution system.

Format

```
<GTLMessages>
  <CancelTask>
    Standard action attributes, as documented in Task
    Action Messages.
  </CancelTask>
</GTLMessages>
```

Attributes

See Task Action Messages for a description of the attributes.

Response Message

TaskCanceled

Error Codes

CANNOT_CANCEL	Cannot cancel task, because it is completed, canceled

_COMPLETED_TASK	or rejected.

TaskCanceled Message

Direction

Out

Description

The TaskCanceled message is submitted as a response to the CancelTask message, as well as when the task is canceled from the iWD Manager.

Format

```
<GTLMessages>
     <TaskCanceled>
          Standard notification attributes, as
          documented in Task Notification Messages.
     </TaskCanceled>
</GTLMessages>
```

Attributes

See Task Notification Messages for a description of the attributes.

TaskRejected Message

Direction

Out

Description

The TaskRejected message is submitted when the task gets rejected by the iWD Classification Service. The task can be rejected when a process or contract to which the task gets assigned is currently inactive (that is, either expired or not yet active).

Format

```
<GTLMessages>
     <TaskRejected>
          Standard notification attributes, as
          documented in Task Notification Messages.
     </TaskRejected>
</GTLMessages>
```

Attributes

See Task Notification Messages for a description of the attributes.

TaskReturned Message

Direction

Out

Description

The TaskReturned message is submitted when the task gets returned to the iWD from the distribution system for redistribution.

Format

```
<GTLMessages>
     <TaskReturned>
          Standard notification attributes, as
          documented in Task Notification Messages.
     </TaskReturned>
</GTLMessages>
```

Attributes

See Task Notification Messages for a description of the attributes.

Ping Message

Direction

In

Description

A simple Ping message that can be used to check the health of the MQ Capture Point.

Format

```
<GTLMessages>
  <Ping></Ping>
</GTLMessages>
```

Response Message

Pong

Pong Message

Direction

Out

Description

Submitted as a response to the Ping message, indicating that the MQ Capture Point service is active.

Format

```
<GTLMessages>
    <Pong></Pong>
</GTLMessages>
```