Enterprise Chat and Email Developer's Guide to the Interactions APIs Release 11.6(1) ES 4

For Unified Contact Center Enterprise

First Published: July 2018
Last Updated: May 2019

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Introduction

Overview

Getting Started With ECE REST API

Before you begin working with ECE API it is important to understand some of its key characteristics.

Stateless

ECE REST APIs are stateless. All the necessary information to process a request is contained in the request itself. No context information is stored on the server to process the request. Statelessness improves the API performance, and allows better scalability for the application.

Layered

The REST architecture of ECE APIs allows the existence of intermediaries such as gateways, proxies, or load balancers between the client and the server to facilitate improved scalability and to enforce security policies.

Support for XML and JSON

ECE REST API supports both XML and JSON as the data format for requests and responses. The default format is XML.

Use the HTTP header `Accept:application/json` to select JSON or `Accept:application/xml` to select XML.

Date and Time format

Date and time information in requests and responses follows the ISO 8601 format.

Authentication

ECE REST API supports session based authentication. To learn more about authentication refer Understanding Authentication.

Compression

In order to improve performance, ECE API allows the use of compression on responses.

Response Compression

You can request compression on the responses by using the HTTP header `Accept-Encoding:gzip` in a request. The response is compressed if a client specifies this header in the request, and the response includes HTTP header `Content-Encoding:gzip` to indicate response compression

Request Compression

Compressing of requests is not supported at this time.

Optimized Responses

ECE API responses are optimized to minimize the network traffic. As a result, the response includes only a pre-defined set of attributes; the other parts of the resource are not included in the response unless explicitly requested. You can request additional attributes of a resource by using the **`$attribute`** query parameter.

Use the `$attribute` query parameter to specify a comma-separated list of additional attributes that you want in the response. For example, appending `$attributes=keywords,summary` to an Article URI's request will result in inclusion of `keywords` and `summary` for the requested article. You can also use `$attributes=all` , a special construct, to request all the attributes of a resource.

Support for CORS

ECE REST API supports Cross-origin resource sharing (CORS). CORS is a mechanism that allows resources (e.g. fonts, JavaScript, etc.) on a web page to be requested from another domain outside the domain from which the resource originated.

You can configure a whitelist of the origins for ECE REST API from the ECE Administration Console.

Scope of the API

The API currently covers the following areas:

Login and Logout APIs:

- Login
- Logout
- Login Customer
- Logout Customer

- Login Customer using Single Sign-On:
  - Single Sign-On using SAML
  - Single Sign-On using SAML bearer token
-

Interaction:

- Cases:
  - Get custom attributes for case resource
  - Get cases by IDs
  - Search for cases

    - Edit case
    - Change customer for case
    - Close case
-
- Activities:
    - Get activities by IDs
    - Search for activities
    - Get attachments of an activity
    - Download an activity attachment
    - Change Customer of Activities
    - Compose and Save Email Activity
    - Create Incoming Email Activity
    - Compose and send email activity
    - Compose and send-complete email activity
    - Edit Activity
    - Pull activities from queues
    - Pick Activities from users and queues
    - Transfer Activities to User
    - Transfer Activities to Queue
    - Transfer Activities to Department
    - Change Case of Activities
    - Complete Activities
-
- Customers:
    - Get attributes for customer resource
    - Get customers by IDs
    - Search for customers
    - Create Individual Customer
    - Create Group Customer
    - Create Corporate Customer
    - Edit Individual Customer
    - Edit Group Customer
    - Edit Corporate Customer
    - Create customer grants
    - Get customer grants
    - Delete customer grants
-

Customer Portal APIs:

- Cases:
    - Get case by ID
    - Search for cases
-
- Activities:
    - Get activity by ID
    - Search for activities
    - Get details for all attachments of an activity
    - Get attachment details
    - Create incoming email activity
    - Create an email response
    - Mark activities as read

    - Mark activities as unread
    - Hide activities
    - Get issue types for a message center
-
- Customers:
    - Get customer profile
    - Edit customer profile
    - Get customer grants
-

Understanding Authentication

Session Life Cycle

Handling a 401 Response

For Interaction APIs:

```
<?xml version="1.0" encoding="UTF-8" standalone="yes" ?><error
xmlns="http://bindings.egain.com/ws/model/v12/gen/common">   <code>401-101</code>
<developerMessage>Invalid or expired 'X-egain-session' header provided. New login is
required.</developerMessage></error>
```

If 401 response is received from the server, the client should call Login API with valid user credentials.

Using ECE REST APIs From ECE Application Consoles

Starting with ECE 11.6, when a user logs into ECE application consoles and is successfully authenticated, the user is automatically logged in to make calls to the interaction and authoring REST APIs. If the user logs out from ECE console, she will be automatically logged out for that session from ECE REST API.

Upon successful authentication to ECE console, a session cookie containing the user's session identifier is created and set on the user's web browser. The name of this session cookie is `X-egain-session` . In addition, a token to prevent Cross-Site Request Forgery (CSRF) attacks is also created by the server. The name of this token is `X-egain-csrf` . The same session identifier and the anti-CSRF token can be used for making calls to ECE REST APIs.

In order to make REST API calls seamlessly from ECE application console, you need to pass the session identifier (`X-egain-session`) as well as anti-CSRF token (`X-egain-csrf`) with every API request.

- `X-egain-session` needs to be sent in as a cookie. The cookie is sent automatically by the browser if the call is made from the same browser session.
- `X-egain-csrf` needs to be sent in as a header. You need to explicitly send the `X-egain-csrf` header with the request. For your convenience, a utility JavaScript function `getEgainSecurityToken` has been provided to retrieve the value of this token. See my_activities.html file for details on how to use this function.

Example:

1. Copy my_activities.html file on your ECE application installation's web server in *ECE_INSTALLATION_FOLDER/web/custom/view* folder.
2. Login as a partition administrator, and add a new custom Information pane from the Tools Console. Set the launch URL to: *http://WEB_SERVER_ADDRESS/CONTEXT_ROOT/web/custom/view/my_activities.html* .
3. Login to the Agent Console.
4. Go to the My Activities section of the Information pane. When this section loads, it will make an AJAX request to ECE REST API with `X-egain-csrf` request header, and browser automatically will send the

`X-egain-session` cookie. This AJAX request makes a GET Activity API call to fetch all activities for the logged in user. Response is rendered in the Information pane.

In this example the following AJAX code snippet calls an ECE REST API using jQuery. Note that the `X-egain-csrf` request header sent in the request contains anti-CSRF token.

```
$(document).ready(function(){    $.ajax({
url:"../../../ws/v12/interaction/activity?assignedTo=" + userId,        type:'GET',
headers:{'X-egain-csrf':eGainCSRFToken,            'Accept-Language':'en-US',
'Accept':'application/json'},        complete:function(xhr, status){            if
(status=='success' && xhr.status=='200')            {                // Code to render the response
}        }    }));});
```

Understanding Common Query Parameters

Supported Common Query Parameters in ECE REST API

In addition to API specific query parameters, ECE REST API define query parameters that are applicable to sets of APIs and are not closely related to the function of any API. Such parameters are referred to as *"common query parameters"* or simply *"common parameters"* in this documentation. Common parameters always start with '$' (dollar sign) symbol.

This page describes all the *common query parameters* that may appear in ECE REST APIs. While this is a comprehensive list of common parameters that are currently in use, each API may choose from below list which parameters to support.

All *common query parameters* are **optional** query parameters unless stated otherwise in a specific API documentation.

Name	Description	Default value	Allowed Values
`$pagenum`	*Pagination* parameter that specifies the page number of results to be returned. Used in conjunction with `$pagesize`.	`1`	A positive integer
`$pagesize`	*Pagination* parameter that specifies the number of results per page. Used in conjunction with `$pagenum`.	`25`	An integer between 1 and 75
`$rangestart`	*Range* parameter that specifies the starting index of the range of results to be returned. Used in conjunction with `$rangesize`.	`1`	A positive integer
`$rangesize`	*Range* parameter that specifies the number (range) of results to be returned. Used in conjunction with `$rangestart`.	`25`	An integer between 1 and 75
`$sort`	Indicates the resource attribute name on which the results must be sorted. Only a single attribute	N/A	Each API that supports sorting, has its own set of allowed values

	name is allowed; comma separated values are not supported.		
`$order`	Indicates the sorting order. Must be accompanied by `$sort`.	`'asc'`	`'asc'` and `'desc'`
`$lang`	Mostly used in Authoring APIs to specify the language of requested Authoring resource, like article, folder, topic etc.	Default user language	supported-dollar-lang -values
`$level`	If the requested resource represents a hierarchical structure (e.g., folders), `$level` may be used to indicate the depth of hierarchy (starting from root node) up to which the results should be returned.	`0`	• `0` (only root node is returned) • `a positive integer` (the actual level of depth) • `-1` (entire hierarchy is expanded)
`$count`	If this parameter is provided, only the total number of items qualifying the request will be returned, along with the link to the first page of the items. The actual items will not be returned.	`'N/A'`	`'yes'`
`$attribute`	A comma separated list of attribute names to be returned in resource representation in addition to summary attributes.	N/A	• `all` (all available attributes are returned) • Additionally, each API that supports `$attribute`, has its own set of allowed values

NOTE : *Pagination* and *Range* parameters cannot be used together in the same request and will result in **400 - Bad Request** server response.

Troubleshooting

For Interaction APIs:

```
<?xml version="1.0" encoding="UTF-8" standalone="yes" ?><error
xmlns="http://bindings.egain.com/ws/model/v12/gen/common">   <code>400-124</code>
<developerMessage>$order query parameter must be accompanied by $sort.</developerMessage></error>
```

REST API Index

Login and Logout APIs

Login

Method	APIs	Description
POST	kb-login-page	Logs-in the user and creates a new session.

Logout

Method	APIs	Description
DELETE	kb-logout-page	Logs-out an user and terminates the user session.

Login Customer

Method	APIs	Description
POST	Login Customer	Logs-in the customer and creates a new session.

Logout Customer

Method	APIs	Description
POST	Logout Customer	Logs-out a customer and terminates the customer session.

Login Customer using Single Sign-On

Single Sign-On using SAML

Method	APIs	Description
POST	Single Sign-On using SAML	Logs-in customer using Single Sign-On using SAML.

Single Sign-On using SAML bearer token

Method	APIs	Description

POST	Single Sign-On using SAML bearer token	Logs-in the customer using Single Sign-On using SAML bearer token.

Interaction APIs

Case APIs

Get case attributes

Method	APIs	Description
GET	Get Case Attributes	Get custom attributes for case resource

Get cases by IDs

Method	APIs	Description
GET	Get Cases by IDs	Get cases by IDs

Search for cases

Method	APIs	Description
GET	Case Search	Search for cases

Edit case

Method	APIs	Description
PUT	Edit Case	Edit case

Change customer for case

Method	APIs	Description
PUT	Change Customer for Case	Change customer for case

Close case

Method	APIs	Description

PUT	Close Case	Close case

Customer APIs

Get customer attributes

Method	APIs	Description
GET	Get Customer Attributes	Get attributes for customer resource like type, country, industry, level, contactPersons, and custom attributes.

Get customers by IDs

Method	APIs	Description
GET	Get Customers by IDs	Get customers by IDs

Search for customers

Method	APIs	Description
GET	Customer Search	Search for customers

Create individual customer

Method	APIs	Description
POST	Create Individual Customer	Create individual customer

Create group customer

Method	APIs	Description
POST	Create Group Customer	Create group customer

Create corporate customer

Method	APIs	Description
POST	Create Corporate Customer	Create corporate customer

Edit individual customer

Method	APIs	Description
PUT	Edit Individual Customer	Edit individual customer

Edit group customer

Method	APIs	Description
PUT	Edit Group Customer	Edit group customer

Edit corporate customer

Method	APIs	Description
PUT	Edit Corporate Customer	Edit corporate customer

Create customer grants

Method	APIs	Description
POST	Create customer grants	Create grant on a customer

Get customer grants

Method	APIs	Description
GET	Get customer grants	Get grants of a customer

Delete customer grants

Method	APIs	Description
DELETE	Delete customer grants	Delete grants provided by a customer

Activity APIs

Get activities by IDs

Method	APIs	Description
GET	Get Activities by IDs	Get activities by IDs

Search for activities

Method	APIs	Description
GET	Activity Search	Search for activities

Get activity attachments

Method	APIs	Description
GET	Get Activity Attachments	Get details for all attachments of an activity

Get attachment details

Method	APIs	Description
GET	Get Attachment Details	Get details of an activity attachment including content URL

Change customer of activities

Method	APIs	Description
PUT	Change Customer of Activities	Change customer of activities

Compose and save email activity

Method	APIs	Description
POST	Compose and Save Email Activity	Compose and save email activity

Create incoming email activity

Method	APIs	Description
POST	Create Incoming Email Activity	Create incoming email activity

Compose and send email activity

Method	APIs	Description
POST	Compose and send email activity	Compose and send email activity

Compose and send-complete email activity

Method	APIs	Description
POST	Compose and send-complete email activity	Compose and send-complete email activity

Edit activity

Method	APIs	Description
PUT	Edit Activity	Edit Activity

Pull activities

Method	APIs	Description
PUT	Pull Activities	Pull activities from queues

Pick activities

Method	APIs	Description
PUT	Pick Activities	Pick activities from users and queues

Transfer activities to user

Method	APIs	Description
PUT	Transfer Activities to User	Transfer activities to user

Transfer activities to queue

Method	APIs	Description
PUT	Transfer Activities to Queue	Transfer activities to queue

Transfer activities to department

Method	APIs	Description
PUT	Transfer Activities to Department	Transfer activities to department

Change case of Activities

Method	APIs	Description
PUT	Change Case of Activities	Change case of Activities

Complete Activities

Method	APIs	Description
PUT	Complete Activities	Complete Activities

Customer Portal APIs

Case APIs

Get case by ID

Method	APIs	Description
GET	Get case by ID	Get case by ID

Search for cases

Method	APIs	Description
GET	Search for cases	Search for cases

Customer APIs

Get customer profile

Method	APIs	Description
GET	Get customer profile	Get customer profile

Edit customer profile

Method	APIs	Description
PUT	Edit customer profile	Edit customer profile

Get customer grants

Method	APIs	Description
GET	Get customer grants	Get customer grants

Activity APIs

Get activity by ID

Method	APIs	Description
GET	Get activity by ID	Get activity by ID

Search for activities

Method	APIs	Description
GET	Search activities	Search for activities

Get activity attachments

Method	APIs	Description
GET	Get activity attachments	Get details for all attachments of an activity

Get attachment details

Method	APIs	Description
GET	Get attachment details	Get details of an activity attachment including content URL

Create incoming email activity

Method	APIs	Description
POST	Create Incoming Email Activity	Create incoming email activity

Create an email response

Method	APIs	Description
POST	Create an email response	Create an email response to an activity

Mark activities as read

Method	APIs	Description
PUT	Mark activities as read	Mark activities as read

Mark activities as unread

Method	APIs	Description
PUT	Mark activities as unread	Mark activities as unread

Hide activities

Method	APIs	Description
DELETE	Hide activities	Hide activities

Get issue types for a message center

Method	APIs	Description
GET	Get issue types for a message center	Get issue types for a message center

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Class Documentation

ACL Class Reference

Public Member Functions

- ACLEntries getEntries ()
- Link getLink ()
- void setEntries (ACLEntries value)
- void setLink (Link value)

Detailed Description

ACL Schema

This schema contains ACL type details.

XML Schema File

`model/v12/xsd/kb/folder.xsd`

Name	Description	Type
link	Self link to ACL	Link
entries	Entries for the Access Control List for the folder	ACLEntries

---

Member Function Documentation

ACLEntries getEntries ()

Gets the value of the entries property.

Returns:

possible object is ACLEntries

Link getLink ()

Gets the value of the link property.

Returns:

possible object is Link

void setEntries (ACLEntries *value*)

Sets the value of the entries property.

Parameters:

value	allowed object is ACLEntries

void setLink (Link *value*)

Sets the value of the link property.

Parameters:

value	allowed object is Link

ACLEntries Class Reference

Public Member Functions

- int getCount ()
- java.util.List< ACLEntry > getEntry ()
- Link getLink ()
- PaginationInfo getPaginationInfo ()
- void setCount (int value)
- void setLink (Link value)
- void setPaginationInfo (PaginationInfo value)

Detailed Description

ACL Entries Schema

This schema contains ACLEntries type details.

XML Schema File

`model/v12/xsd/kb/folder.xsd`

Name	Description	Type
link	Self link to ACL Enteries	Link
paginationInfo	Pagination details of ACL	PaginationInfo
entry	Array of the ACL Enteries for the folder	ACLEntry
count	Total count of ACL Enteries	Int

Member Function Documentation

int getCount ()

Gets the value of the count property.

Returns:

possible object is Integer

java.util.List<ACLEntry> getEntry ()

Gets the value of the entry property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the entry property.

For example, to add a new item, do as follows:

```
getEntry().add(newItem);
```

Objects of the following type(s) are allowed in the list ACLEntry

Link getLink ()

Gets the value of the link property.

Returns:

possible object is Link

PaginationInfo getPaginationInfo ()

Gets the value of the paginationInfo property.

Returns:

possible object is PaginationInfo

void setCount (int *value*)

Sets the value of the count property.

Parameters:

value	allowed object is Integer

void setLink (Link *value*)

Sets the value of the link property.

Parameters:

value	allowed object is Link

void setPaginationInfo (PaginationInfo *value*)

Sets the value of the paginationInfo property.

Parameters:

value	allowed object is PaginationInfo

ACLEntry Class Reference

Public Member Functions

- User getGroup ()
- java.util.List< ACLPermission > getPermission ()
- java.lang.String getPropagate ()
- User getUser ()
- void setGroup (User value)
- void setPropagate (java.lang.String value)
- void setUser (User value)

Detailed Description

ACL Entry Schema

This schema contains ACLEntry type details.

XML Schema File

`model/v12/xsd/kb/folder.xsd`

Name	Description	Type
user	User who belongs to the ACL	User
group	User-Group which belongs to the ACL	Group
permission	ACL for the corresponding user/group on the folder	ACLPermission
propagate	Denotes, whether, the ACL permissions should be propagated and applied to the child folders. Allowed values are • true • false	String

---

Member Function Documentation

User getGroup ()

Gets the value of the group property.

Returns:

possible object is User

java.util.List<ACLPermission> getPermission ()

Gets the value of the permission property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the permission property.

For example, to add a new item, do as follows:

```
getPermission().add(newItem);
```

Objects of the following type(s) are allowed in the list ACLPermission

java.lang.String getPropagate ()

Gets the value of the propagate property.

Returns:

possible object is java.lang.String

User getUser ()

Gets the value of the user property.

Returns:

possible object is User

void setGroup (User *value*)

Sets the value of the group property.

Parameters:

value	allowed object is User

void setPropagate (java.lang.String *value*)

Sets the value of the propagate property.

Parameters:

value	allowed object is java.lang.String

void setUser (User *value*)

Sets the value of the user property.

Parameters:

value	allowed object is User

ACLPermission Class Reference

Public Member Functions

- int getExplicit ()
- PermissionTypes getValue ()
- void setExplicit (int value)
- void setValue (PermissionTypes value)

Detailed Description

ACL Permission Schema

This schema contains ACLPermission type details.

XML Schema File

`model/v12/xsd/kb/folder.xsd`

Name	Description	Type
permission	Denotes the type of permission. Following are the allowed values • create_folder • delete_folder • edit_folder • own_folder • suggest_article • view_folder • create_article • edit_article • delete_article • manage_suggestions	String
explicit	Denotes, whether, this permission type is explicit or not. Allowed values: • 0 - false • 1 - true	Int

---

Member Function Documentation

int getExplicit ()

Gets the value of the explicit property.

Returns:

possible object is Integer

PermissionTypes getValue ()

Gets the value of the value property.

Returns:

possible object is PermissionTypes

void setExplicit (int *value*)

Sets the value of the explicit property.

Parameters:

value	allowed object is Integer

void setValue (PermissionTypes *value*)

Sets the value of the value property.

Parameters:

value	allowed object is PermissionTypes

Actions Class Reference

Public Member Functions

- Actions.On getOn ()
- java.lang.String getType ()
- XMLGregorianCalendar getWhen ()
- void setOn (Actions.On value)
- void setType (java.lang.String value)
- void setWhen (XMLGregorianCalendar value)

Detailed Description

WebAttributes Schema

This schema has the definition of Actions of a web activity.

XML Schema File

`model/v12/xsd/interaction/activity.xsd`

Name	Description	Type
`type`	This provides the inforamtion about the type of the user action.	String
`when`	This provides information about when the action was performed.	DataAndTime
`on`	This provides information about what was acted upon. The information about that acted object would be provided through following elements: • id: Id of the object, if applicable. • name: Name of the object.	• Long • String

---

Member Function Documentation

Actions.On getOn ()

Gets the value of the on property.

Returns:

possible object is Actions.On

java.lang.String getType ()

Gets the value of the type property.

Returns:

possible object is java.lang.String

XMLGregorianCalendar getWhen ()

Gets the value of the when property.

Returns:

possible object is java.lang.String

void setOn (Actions.On *value*)

Sets the value of the on property.

Parameters:

value	allowed object is Actions.On

void setType (java.lang.String *value*)

Sets the value of the type property.

Parameters:

value	allowed object is java.lang.String

void setWhen (XMLGregorianCalendar *value*)

Sets the value of the when property.

Parameters:

value	allowed object is java.lang.String

Actions Class Reference

Public Member Functions

- Actions.On getOn ()
- java.lang.String getType ()
- XMLGregorianCalendar getWhen ()
- void setOn (Actions.On value)
- void setType (java.lang.String value)
- void setWhen (XMLGregorianCalendar value)

Detailed Description

WebAttributes Schema

This schema has the definition of Actions of a web activity.

XML Schema File

`model/v15/xsd/interaction/activity.xsd`

Name	Description	Type
`type`	This provides the inforamtion about the type of the user action.	String
`when`	This provides information about when the action was performed.	DataAndTime
`on`	This provides information about what was acted upon. The information about that acted object would be provided through following elements: • id: Id of the object, if applicable. • name: Name of the object.	• Long • String

---

Member Function Documentation

Actions.On getOn ()

Gets the value of the on property.

Returns:

possible object is Actions.On

java.lang.String getType ()

Gets the value of the type property.

Returns:

possible object is java.lang.String

XMLGregorianCalendar getWhen ()

Gets the value of the when property.

Returns:

possible object is java.lang.String

void setOn (Actions.On *value*)

Sets the value of the on property.

Parameters:

value	allowed object is Actions.On

void setType (java.lang.String *value*)

Sets the value of the type property.

Parameters:

value	allowed object is java.lang.String

void setWhen (XMLGregorianCalendar *value*)

Sets the value of the when property.

Parameters:

value	allowed object is java.lang.String

Activities Class Reference

Public Member Functions

- java.util.List< Activity > getActivity ()
- BigInteger getCount ()
- Link getLink ()
- PaginationInfo getPaginationInfo ()
- void setCount (BigInteger value)
- void setLink (Link value)
- void setPaginationInfo (PaginationInfo value)

Detailed Description

Activities Schema

This schema contains Activities details.

XML Schema File

`model/v12/xsd/interaction/activity.xsd`

Name	Description	Type
`link`	`self` link	Link
`activity`	Can have multiple activity elements. holding details of the activity	Activity
`paginationInfo`	Pagination details of activities	PaginationInfo

Member Function Documentation

java.util.List<Activity> getActivity ()

Gets the value of the activity property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the activity property.

For example, to add a new item, do as follows:

```
getActivity().add(newItem);
```

Objects of the following type(s) are allowed in the list Activity

BigInteger getCount ()

Gets the value of the count property.

Returns:

possible object is BigInteger

Link getLink ()

Gets the value of the link property.

Returns:

possible object is Link

PaginationInfo getPaginationInfo ()

Gets the value of the paginationInfo property.

Returns:

possible object is PaginationInfo

void setCount (BigInteger *value*)

Sets the value of the count property.

Parameters:

value	allowed object is BigInteger

void setLink (Link *value*)

Sets the value of the link property.

Parameters:

value	allowed object is Link

void setPaginationInfo (PaginationInfo *value*)

Sets the value of the paginationInfo property.

Parameters:

value	allowed object is PaginationInfo

Activities Class Reference

Public Member Functions

- java.util.List< Activity > getActivity ()
- BigInteger getCount ()
- Link getLink ()
- PaginationInfo getPaginationInfo ()
- void setCount (BigInteger value)
- void setLink (Link value)
- void setPaginationInfo (PaginationInfo value)

Detailed Description

Activities Schema

This schema contains Activities details.

XML Schema File

`model/v15/xsd/interaction/activity.xsd`

Name	Description	Type
`link`	Can be `self` link or link to "activity"	Link
`activity`	Can have multiple activity elements. holding details of the activity	Activity
`paginationInfo`	Pagination details of activities	PaginationInfo

Member Function Documentation

java.util.List<Activity> getActivity ()

Gets the value of the activity property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the activity property.

For example, to add a new item, do as follows:

```
getActivity().add(newItem);
```

Objects of the following type(s) are allowed in the list Activity

BigInteger getCount ()

Gets the value of the count property.

Returns:

possible object is BigInteger

Link getLink ()

Gets the value of the link property.

Returns:

possible object is Link

PaginationInfo getPaginationInfo ()

Gets the value of the paginationInfo property.

Returns:

possible object is PaginationInfo

void setCount (BigInteger *value*)

Sets the value of the count property.

Parameters:

value	allowed object is BigInteger

void setLink (Link *value*)

Sets the value of the link property.

Parameters:

value	allowed object is Link

void setPaginationInfo (PaginationInfo *value*)

Sets the value of the paginationInfo property.

Parameters:

value	allowed object is PaginationInfo

Activity Class Reference

Public Member Functions

- Attachments getAttachments ()
- Case getCase ()
- Classifications getClassifications ()
- java.lang.String getContactPointData ()
- DateAndUser getCreated ()
- CustomAttributes getCustomAttributes ()
- Customer getCustomer ()
- Department getDepartment ()
- java.lang.String getDueDate ()
- long getId ()
- Department getLastDepartment ()
- DateAndUser getLastModified ()
- Link getLink ()
- L10NString getMode ()
- CountAndLink getNotes ()
- Payload getPayload ()
- java.lang.String getPriority ()
- Queue getQueue ()
- Status getStatus ()
- java.lang.String getSubject ()
- Type getType ()
- User getUserLastWorked ()
- Boolean isIsSecure ()
- Boolean isSentOnBehalf ()
- void setAttachments (Attachments value)
- void setCase (Case value)
- void setClassifications (Classifications value)
- void setContactPointData (java.lang.String value)
- void setCreated (DateAndUser value)
- void setCustomAttributes (CustomAttributes value)
- void setCustomer (Customer value)
- void setDepartment (Department value)
- void setDueDate (java.lang.String value)
- void setId (long value)
- void setIsSecure (Boolean value)
- void setLastDepartment (Department value)
- void setLastModified (DateAndUser value)
- void setLink (Link value)
- void setMode (L10NString value)
- void setNotes (CountAndLink value)
- void setPayload (Payload value)
- void setPriority (java.lang.String value)
- void setQueue (Queue value)
- void setSentOnBehalf (Boolean value)
- void setStatus (Status value)
- void setSubject (java.lang.String value)
- void setType (Type value)

- void setUserLastWorked (User value)

Detailed Description

Activity Schema

This schema has the definition of Activity.

XML Schema File

`model/v12/xsd/interaction/activity.xsd`

Name	Description	Type
`id`	ID of the activity.	Long
`link`	Link to the current activity.	Link
`case`	Brief information about the cases of the activity.	Case
`department`	Information about the department of the activity.	Department
`mode`	Indicates the mode of the activity.	L10NString
`type`	Information about the type of the activity.	Type
`status`	Information about the status of the activity.	Status
`isSecure`	Indicates whether the activity secure or not.	Boolean
`sentOnBehalf`	Indicates whether the activity was created by a customer on behalf of another customer	Boolean
`priority`	Indicates the priority of the activity.	Int
`created`	This has information about the creation of the activity (who and when).	DateAndUser
`lastModified`	This has information about the modification of the activity (who and when).	DateAndUser
`dueDate`	Indicates the due date of this activity.	DateTime
`subject`	This contains the subject of this activity.	String
`userLastWorked`	This has information about the user who last worked on this activity.	User
`customer`	This has information about the customer of this activity.	Customer
`classifications`	This contains the classification of the activity.	Classifications
`queue`	This has information about	Queue

	the queue associated with this activity.	
attachments	This has information about the attachments of this activity.	Attachments
notes	This has information about the notes of this activity.	countAndLink
contactPointData	This contains the contact point information.	String
lastDepartment	This contains information about the previous department of this activity.	Department
payload	This has information about the payload of the activity. This contains the channel specific information for this activity. Possible payloads are email, chat, calltrack, task, social, web and usercreated. This will have only one of hte payloads.	PayLoad
customAttributes	This contains the custom attributes of the activity.	CustomAttributes

---

Member Function Documentation

Attachments getAttachments ()

Gets the value of the attachments property.

Returns:

possible object is Attachments

Case getCase ()

Gets the value of the case property.

Returns:

possible object is Case

Classifications getClassifications ()

Gets the value of the classifications property.

Returns:

possible object is Classifications

java.lang.String getContactPointData ()

Gets the value of the contactPointData property.

Returns:
possible object is java.lang.String

DateAndUser getCreated ()

Gets the value of the created property.

Returns:
possible object is DateAndUser

CustomAttributes getCustomAttributes ()

Gets the value of the customAttributes property.

Returns:
possible object is CustomAttributes

Customer getCustomer ()

Gets the value of the customer property.

Returns:
possible object is Customer

Department getDepartment ()

Gets the value of the department property.

Returns:
possible object is Department

java.lang.String getDueDate ()

Gets the value of the dueDate property.

Returns:
possible object is java.lang.String

long getId ()

Gets the value of the id property.

Returns:
possible object is Long

Department getLastDepartment ()

Gets the value of the lastDepartment property.

Returns:
possible object is Department

DateAndUser getLastModified ()

Gets the value of the lastModified property.

Returns:
possible object is DateAndUser

Link getLink ()

Gets the value of the link property.

Returns:
possible object is Link

L10NString getMode ()

Gets the value of the mode property.

Returns:
possible object is L10NString

CountAndLink getNotes ()

Gets the value of the notes property.

Returns:
possible object is CountAndLink

Payload getPayload ()

Gets the value of the payload property.

Returns:
possible object is Payload

java.lang.String getPriority ()

Gets the value of the priority property.

Returns:
possible object is java.lang.String

Queue getQueue ()

Gets the value of the queue property.

Returns:
possible object is Queue

Status getStatus ()

Gets the value of the status property.

Returns:
possible object is Status

java.lang.String getSubject ()

Gets the value of the subject property.

Returns:
possible object is java.lang.String

Type getType ()

Gets the value of the type property.

Returns:
possible object is Type

User getUserLastWorked ()

Gets the value of the userLastWorked property.

Returns:

possible object is User

Boolean isIsSecure ()

Gets the value of the isSecure property.

Returns:

possible object is Boolean

Boolean isSentOnBehalf ()

Gets the value of the sentOnBehalf property.

Returns:

possible object is Boolean

void setAttachments (Attachments *value*)

Sets the value of the attachments property.

Parameters:

value	allowed object is Attachments

void setCase (Case *value*)

Sets the value of the case property.

Parameters:

value	allowed object is Case

void setClassifications (Classifications *value*)

Sets the value of the classifications property.

Parameters:

value	allowed object is Classifications

void setContactPointData (java.lang.String *value*)

Sets the value of the contactPointData property.

Parameters:

value	allowed object is java.lang.String

void setCreated (DateAndUser *value*)

Sets the value of the created property.

Parameters:

value	allowed object is DateAndUser

void setCustomAttributes (CustomAttributes *value*)

Sets the value of the customAttributes property.

Parameters:

value	allowed object is CustomAttributes

void setCustomer (Customer *value*)

Sets the value of the customer property.

Parameters:

value	allowed object is Customer

void setDepartment (Department *value*)

Sets the value of the department property.

Parameters:

value	allowed object is Department

void setDueDate (java.lang.String *value*)

Sets the value of the dueDate property.

Parameters:

value	allowed object is java.lang.String

void setId (long *value*)

Sets the value of the id property.

Parameters:

value	allowed object is Long

void setIsSecure (Boolean *value*)

Sets the value of the isSecure property.

Parameters:

value	allowed object is Boolean

void setLastDepartment (Department *value*)

Sets the value of the lastDepartment property.

Parameters:

value	allowed object is Department

void setLastModified (DateAndUser *value*)

Sets the value of the lastModified property.

Parameters:

value	allowed object is DateAndUser

void setLink (Link *value*)

Sets the value of the link property.

Parameters:

value	allowed object is Link

void setMode (L10NString *value*)

Sets the value of the mode property.

Parameters:

value	allowed object is L10NString

void setNotes (CountAndLink *value*)

Sets the value of the notes property.

Parameters:

value	allowed object is CountAndLink

void setPayload (Payload *value*)

Sets the value of the payload property.

Parameters:

value	allowed object is Payload

void setPriority (java.lang.String *value*)

Sets the value of the priority property.

Parameters:

value	allowed object is java.lang.String

void setQueue (Queue *value*)

Sets the value of the queue property.

Parameters:

value	allowed object is Queue

void setSentOnBehalf (Boolean *value*)

Sets the value of the sentOnBehalf property.

Parameters:

value	allowed object is Boolean

void setStatus (Status *value*)

Sets the value of the status property.

Parameters:

value	allowed object is Status

void setSubject (java.lang.String *value*)

Sets the value of the subject property.

Parameters:

value	allowed object is java.lang.String

void setType (Type *value*)

Sets the value of the type property.

Parameters:

value	allowed object is Type

void setUserLastWorked (User *value*)

Sets the value of the userLastWorked property.

Parameters:

value	allowed object is User

Activity Class Reference

Public Member Functions

- Attachments getAttachments ()
- Case getCase ()
- Classifications getClassifications ()
- java.lang.String getContactPointData ()
- DateAndUser getCreated ()
- CustomAttributes getCustomAttributes ()
- Customer getCustomer ()
- Department getDepartment ()
- java.lang.String getDueDate ()
- long getId ()
- IssueType getIssueType ()
- Department getLastDepartment ()
- DateAndUser getLastModified ()
- Link getLink ()
- L10NString getMode ()
- CountAndLink getNotes ()
- Payload getPayload ()
- java.lang.String getPriority ()
- Queue getQueue ()
- Status getStatus ()
- java.lang.String getSubject ()
- Type getType ()
- User getUserLastWorked ()
- Boolean isIsRead ()
- Boolean isIsSecure ()
- Boolean isSentOnBehalf ()
- void setAttachments (Attachments value)
- void setCase (Case value)
- void setClassifications (Classifications value)
- void setContactPointData (java.lang.String value)
- void setCreated (DateAndUser value)
- void setCustomAttributes (CustomAttributes value)
- void setCustomer (Customer value)
- void setDepartment (Department value)
- void setDueDate (java.lang.String value)
- void setId (long value)
- void setIsRead (Boolean value)
- void setIsSecure (Boolean value)
- void setIssueType (IssueType value)
- void setLastDepartment (Department value)
- void setLastModified (DateAndUser value)
- void setLink (Link value)
- void setMode (L10NString value)
- void setNotes (CountAndLink value)
- void setPayload (Payload value)
- void setPriority (java.lang.String value)
- void setQueue (Queue value)

- void setSentOnBehalf (Boolean value)
- void setStatus (Status value)
- void setSubject (java.lang.String value)
- void setType (Type value)
- void setUserLastWorked (User value)

Detailed Description

Activity Schema

This schema has the definition of Activity.

XML Schema File

`model/v15/xsd/interaction/activity.xsd`

Name	Description	Type
`id`	ID of the activity.	Long
`link`	Link to the current activity.	Link
`case`	Brief information about the cases of the activity.	Case
`department`	Information about the department of the activity.	Department
`mode`	Indicates the mode of the activity.	L10NString
`type`	Information about the type of the activity.	Type
`status`	Information about the status of the activity.	Status
`isRead`	Indicates whether the activity has been read by the customer or not.	Boolean
`isSecure`	Indicates whether the activity secure or not.	Boolean
`sentOnBehalf`	Indicates whether the activity was created by a customer on behalf of another customer	Boolean
`priority`	Indicates the priority of the activity.	Int
`created`	This has information about the creation of the activity (who and when).	DateAndUser
`lastModified`	This has information about the modification of the activity (who and when).	DateAndUser
`dueDate`	Indicates the due date of this activity.	DateTime
`subject`	This contains the subject of this activity.	String
`userLastWorked`	This has information about	User

	the user who last worked on this activity.	
customer	This has information about the customer of this activity.	Customer
classifications	This contains the classification of the activity.	Classifications
queue	This has information about the queue associated with this activity.	Queue
attachments	This has information about the attachments of this activity.	Attachments
notes	This has information about the notes of this activity.	countAndLink
contactPointData	This contains the contact point information.	String
lastDepartment	This contains information about the previous department of this activity.	Department
issueType	This contains information about the issue type of this activity.	Issue Type
payload	This has information about the payload of the activity. This contains the channel specific information for this activity. Possible payloads are email, chat, calltrack, task, social, web and usercreated. This will have only one of hte payloads.	PayLoad
customAttributes	This contains the custom attributes of the activity.	CustomAttributes

---

Member Function Documentation

Attachments getAttachments ()

Gets the value of the attachments property.

Returns:

possible object is Attachments

Case getCase ()

Gets the value of the case property.

Returns:

possible object is Case

Classifications getClassifications ()

Gets the value of the classifications property.

Returns:

possible object is Classifications

java.lang.String getContactPointData ()

Gets the value of the contactPointData property.

Returns:

possible object is java.lang.String

DateAndUser getCreated ()

Gets the value of the created property.

Returns:

possible object is DateAndUser

CustomAttributes getCustomAttributes ()

Gets the value of the customAttributes property.

Returns:

possible object is CustomAttributes

Customer getCustomer ()

Gets the value of the customer property.

Returns:

possible object is Customer

Department getDepartment ()

Gets the value of the department property.

Returns:

possible object is Department

java.lang.String getDueDate ()

Gets the value of the dueDate property.

Returns:

possible object is java.lang.String

long getId ()

Gets the value of the id property.

Returns:

possible object is Long

IssueType getIssueType ()

Gets the value of the issueType property.

Returns:

possible object is IssueType

Department getLastDepartment ()

Gets the value of the lastDepartment property.

Returns:

possible object is Department

DateAndUser getLastModified ()

Gets the value of the lastModified property.

Returns:

possible object is DateAndUser

Link getLink ()

Gets the value of the link property.

Returns:

possible object is Link

L10NString getMode ()

Gets the value of the mode property.

Returns:

possible object is L10NString

CountAndLink getNotes ()

Gets the value of the notes property.

Returns:

possible object is CountAndLink

Payload getPayload ()

Gets the value of the payload property.

Returns:

possible object is Payload

java.lang.String getPriority ()

Gets the value of the priority property.

Returns:

possible object is java.lang.String

Queue getQueue ()

Gets the value of the queue property.

Returns:

possible object is Queue

Status getStatus ()

Gets the value of the status property.

Returns:

possible object is Status

java.lang.String getSubject ()

Gets the value of the subject property.

Returns:

possible object is java.lang.String

Type getType ()

Gets the value of the type property.

Returns:

possible object is Type

User getUserLastWorked ()

Gets the value of the userLastWorked property.

Returns:

possible object is User

Boolean isIsRead ()

Gets the value of the isRead property.

Returns:

possible object is Boolean

Boolean isIsSecure ()

Gets the value of the isSecure property.

Returns:

possible object is Boolean

Boolean isSentOnBehalf ()

Gets the value of the sentOnBehalf property.

Returns:

possible object is Boolean

void setAttachments (Attachments *value*)

Sets the value of the attachments property.

Parameters:

value	allowed object is Attachments

void setCase (Case *value*)

Sets the value of the case property.

Parameters:

value	allowed object is Case

void setClassifications (Classifications *value*)

Sets the value of the classifications property.

Parameters:

value	allowed object is Classifications

void setContactPointData (java.lang.String *value*)

Sets the value of the contactPointData property.

Parameters:

value	allowed object is java.lang.String

void setCreated (DateAndUser *value*)

Sets the value of the created property.

Parameters:

value	allowed object is DateAndUser

void setCustomAttributes (CustomAttributes *value*)

Sets the value of the customAttributes property.

Parameters:

value	allowed object is CustomAttributes

void setCustomer (Customer *value*)

Sets the value of the customer property.

Parameters:

value	allowed object is Customer

void setDepartment (Department *value*)

Sets the value of the department property.

Parameters:

value	allowed object is Department

void setDueDate (java.lang.String *value*)

Sets the value of the dueDate property.

Parameters:

value	allowed object is java.lang.String

void setId (long *value*)

Sets the value of the id property.

Parameters:

value	allowed object is Long

void setIsRead (Boolean *value*)

Sets the value of the isRead property.

Parameters:

value	allowed object is Boolean

void setIsSecure (Boolean *value*)

Sets the value of the isSecure property.

Parameters:

value	allowed object is Boolean

void setIssueType (IssueType *value*)

Sets the value of the issueType property.

Parameters:

value	allowed object is IssueType

void setLastDepartment (Department *value*)

Sets the value of the lastDepartment property.

Parameters:

value	allowed object is Department

void setLastModified (DateAndUser *value*)

Sets the value of the lastModified property.

Parameters:

value	allowed object is DateAndUser

void setLink (Link *value*)

Sets the value of the link property.

Parameters:

value	allowed object is Link

void setMode (L10NString *value*)

Sets the value of the mode property.

Parameters:

value	allowed object is L10NString

void setNotes (CountAndLink *value*)

Sets the value of the notes property.

Parameters:

value	allowed object is CountAndLink

void setPayload (Payload *value*)

Sets the value of the payload property.

Parameters:

value	allowed object is Payload

void setPriority (java.lang.String *value*)

Sets the value of the priority property.

Parameters:

value	allowed object is java.lang.String

void setQueue (Queue *value*)

Sets the value of the queue property.

Parameters:

value	allowed object is Queue

void setSentOnBehalf (Boolean *value*)

Sets the value of the sentOnBehalf property.

Parameters:

value	allowed object is Boolean

void setStatus (Status *value*)

Sets the value of the status property.

Parameters:

value	allowed object is Status

void setSubject (java.lang.String *value*)

Sets the value of the subject property.

Parameters:

value	allowed object is java.lang.String

void setType (Type *value*)

Sets the value of the type property.

Parameters:

value	allowed object is Type

void setUserLastWorked (User *value*)

Sets the value of the userLastWorked property.

Parameters:

value	allowed object is User

ActivityAttachmentDetailsExamples Class Reference

Detailed Description

Examples for Get Activity Attachment Details

Example 1 - Get details of an attachment

This example demonstrates the following:

- Getting details of an attachment of an activity without specifying any additional query parameters.

XML

Request

Method	URL
GET	`/ws/v12/interaction/activity/1224/attachment/1011`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Accept-Language	en-US

Response

HTTP/1.1 200 OK

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml

Response body

```
<?xml version="1.0" encoding="UTF-8"?><attachments
xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/attachment">   <attachment
id="1011">      <link rel="self" href="/system/ws/v12/interaction/activity/1224/attachment/1011"
/>      <fileName>Gift Coupon.jpg</fileName>      <contentType>image/pjpeg</contentType>
<size>172276</size>      <encodingType>Base 64</encodingType>      <isBlocked>false</isBlocked>
</attachment></attachments>
```

JSON

Request

Method	URL

GET	/ws/v12/interaction/activity/1224/attachment/1011

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/json
Accept-Language	en-US

Response

HTTP/1.1 200 OK

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json

Response body

```
{    "attachment": {        "id": "1011",        "link": {            "rel": "self",
"href": "/system/ws/v12/interaction/activity/1224/attachment/1011"        },        "fileName":
"Gift Coupon.jpg",        "contentType": "image/pjpeg",        "size": "172276",
"encodingType": "Base 64",        "isBlocked": "false"    }}
```

Example 2 - Get contentUrl along with details for an attachment

This example demonstrates the following:

- Getting the contentUrl of the attachment as part of getting the details.

XML

Request

Method	URL
GET	/ws/v12/interaction/activity/1224/attachment/1011?$attribute=contentUrl

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Accept-Language	en-US

Response

HTTP/1.1 200 OK

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml

Response body

```
<?xml version="1.0" encoding="UTF-8"?><attachments
xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/attachment">   <attachment
id="1011">      <link rel="self" href="/system/ws/v12/interaction/activity/1224/attachment/1011"
/>      <fileName>Gift Coupon.jpg</fileName>      <contentType>image/pjpeg</contentType>
<size>172276</size>      <encodingType>Base 64</encodingType>      <isBlocked>false</isBlocked>
<contentUrl>/system/ws/internal/stream/a9a2bb06-6970-4f86-a648-cb9f2c036916</contentUrl>
</attachment></attachments>
```

JSON

Request

Method	URL
GET	`/ws/v12/interaction/activity/1224/attachment/1011?$attribute=contentUrl`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/json
Accept-Language	en-US

Response

HTTP/1.1 200 OK

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json

Response body

```
{    "attachment": {        "id": "1011",        "link": {            "rel": "self",
"href": "/system/ws/v12/interaction/activity/1224/attachment/1011"        },        "fileName":
"Gift Coupon.jpg",        "contentType": "image/pjpeg",        "size": "172276",
"encodingType": "Base 64",        "isBlocked": "false",        "contentUrl":
"/system/ws/internal/stream/cba727e0-abed-4e2a-8e0c-7048ad3a0c18"    }}
```

Example 3 - Get all attributes along with details for an attachment

This example demonstrates the following:

- Getting all additional attributes along with details of an attachment. Since 'contentUrl' is the only additional attribute that is supported, it is returned in the response.

XML

Request

Method	URL
GET	/ws/v12/interaction/activity/1224/attachment/1011?$attribute=all

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Accept-Language	en-US

Response

HTTP/1.1 200 OK

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml

Response body

```
<?xml version="1.0" encoding="UTF-8"?><attachments
xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/attachment">   <attachment
id="1011">      <link rel="self" href="/system/ws/v12/interaction/activity/1224/attachment/1011"
/>      <fileName>Gift Coupon.jpg</fileName>      <contentType>image/pjpeg</contentType>
<size>172276</size>      <encodingType>Base 64</encodingType>      <isBlocked>false</isBlocked>
<contentUrl>/system/ws/internal/stream/a9a2bb06-6970-4f86-a648-cb9f2c036916</contentUrl>
</attachment></attachments>
```

JSON

Request

Method	URL
GET	/ws/v12/interaction/activity/1224/attachment/1011?$attribute=all

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/json
Accept-Language	en-US

Response

HTTP/1.1 200 OK

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json

Response body


```
{    "attachment": {        "id": "1011",        "link": {            "rel": "self",
"href": "/system/ws/v12/interaction/activity/1224/attachment/1011"        },        "fileName":
"Gift Coupon.jpg",        "contentType": "image/pjpeg",        "size": "172276",
"encodingType": "Base 64",        "isBlocked": "false",        "contentUrl":
"/system/ws/internal/stream/cba727e0-abed-4e2a-8e0c-7048ad3a0c18"    }}
```

ActivityAttachmentListExamples Class Reference

Detailed Description

Examples for Get Activity Attachments

Example 1 - Get all attachments for an activity

This example demonstrates the following:

- Getting all activities of a given activity.

XML

Request

Method	URL
GET	`/ws/v12/interaction/activity/1201/attachment`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Accept-Language	en-US

Response

HTTP/1.1 200 OK

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml

Response body

```
<?xml version="1.0" encoding="UTF-8"?><attachments
xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/attachment">   <attachment
id="1006">      <link rel="self" href="/system/ws/v12/interaction/activity/1201/attachment/1006"
/>      <fileName>2.jpg</fileName>      <contentType>image/jpeg</contentType>
<size>4595</size>      <charset>UTF-8</charset>      <isBlocked>false</isBlocked>   </attachment>
<attachment id="1007">      <link rel="self"
href="/system/ws/v12/interaction/activity/1201/attachment/1007" />
<fileName>3.jpg</fileName>      <contentType>image/jpeg</contentType>      <size>4595</size>
<charset>UTF-8</charset>      <isBlocked>false</isBlocked>   </attachment>   <attachment
id="1008">      <link rel="self" href="/system/ws/v12/interaction/activity/1201/attachment/1008"
/>      <fileName>1.jpg</fileName>      <contentType>image/jpeg</contentType>
<size>4595</size>      <charset>UTF-8</charset>      <isBlocked>false</isBlocked>
</attachment></attachments>
```

JSON

Request

Method	URL
GET	`/ws/v12/interaction/activity/1201/attachment`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/json
Accept-Language	en-US

Response

HTTP/1.1 200 OK

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json

Response body


```
{    "attachment": [        {            "id": "1006",            "link": {                "rel":
"self",                "href": "/system/ws/v12/interaction/activity/1201/attachment/1006"
},            "fileName": "2.jpg",            "contentType": "image/jpeg",            "size":
"4595",            "charset": "UTF-8",            "isBlocked": "false"        },        {
"id": "1007",            "link": {                "rel": "self",                "href":
"/system/ws/v12/interaction/activity/1201/attachment/1007"            },            "fileName":
"3.jpg",            "contentType": "image/jpeg",            "size": "4595",            "charset":
"UTF-8",            "isBlocked": "false"        },        {            "id": "1008",
"link": {                "rel": "self",                "href":
"/system/ws/v12/interaction/activity/1201/attachment/1008"            },            "fileName":
"1.jpg",            "contentType": "image/jpeg",            "size": "4595",            "charset":
"UTF-8",            "isBlocked": "false"        }    ]}
```

ActivityByIDsExamples Class Reference

Detailed Description

Examples for GET Activities by IDs

Example 1 - Get all attributes for an email activity

This example demonstrates the following:

- Getting all attributes of a single email activity.
- Representation of all attributes of an email activity, including custom attributes. Note that payload.email.contents is returned in this case as only a single activity is requested. If multiple activities were requested, contents node would be omitted even if payload were explicitly requested.

XML

Request

Method	URL
GET	`/ws/v12/interaction/activity/1011?$attribute=all`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Accept-Language	en-US

Response

HTTP/1.1 200 OK

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml

Response body

```
<?xml version="1.0" encoding="UTF-8" standalone="yes" ?><activities
xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/activity"
xmlns:ns2="http://bindings.egain.com/ws/model/v12/gen/interaction/case"
xmlns:ns3="http://bindings.egain.com/ws/model/v12/gen/platform"
xmlns:ns4="http://bindings.egain.com/ws/model/v12/gen/common"
xmlns:ns5="http://bindings.egain.com/ws/model/v12/gen/interaction/folder"
xmlns:ns6="http://bindings.egain.com/ws/model/v12/gen/interaction/customer"
xmlns:ns7="http://bindings.egain.com/ws/model/v12/gen/interaction/contactperson"
xmlns:ns8="http://bindings.egain.com/ws/model/v12/gen/interaction/contactpoint"
xmlns:ns9="http://bindings.egain.com/ws/model/v12/gen/interaction/attachment"
```

```
xmlns:ns10="http://bindings.egain.com/ws/model/v12/gen/mail/alias"
xmlns:ns11="http://bindings.egain.com/ws/model/v12/gen/live/entrypoint">    <activity id="1011">
<link rel="self" href="/system/ws/v12/interaction/activity/1011"/>        <case id="1001">
<ns2:link rel="case" href="/system/ws/v12/interaction/case/1001"/>        </case>
<department id="999">            <ns3:name>Service</ns3:name>        </department>        <mode>
<ns4:value>inbound</ns4:value>            <ns4:displayValue>Inbound</ns4:displayValue>
</mode>        <type>            <value>email</value>
<displayValue>Email</displayValue>            <subtype>
<ns4:value>general</ns4:value>                <ns4:displayValue>General</ns4:displayValue>
</subtype>        </type>        <isSecure>false</isSecure>
<sentOnBehalf>false</sentOnBehalf>        <status>            <value>assigned</value>
<displayValue>Assigned</displayValue>            <substatus>
<ns4:value>in_progress</ns4:value>                <ns4:displayValue>In
Progress</ns4:displayValue>            </substatus>            <assigned>                <user
id="1002">                    <ns3:name>JennyAnthony</ns3:name>
<ns3:firstName>Jenny</ns3:firstName>                    <ns3:lastName>Anthony</ns3:lastName>
</user>                <activityFolder id="6">                    <ns5:name>
<ns4:value>activities_current</ns4:value>
<ns4:displayValue>Current</ns4:displayValue>                    </ns5:name>
</activityFolder>                <isPinned>false</isPinned>
<isLocked>false</isLocked>            </assigned>        </status>        <priority>2</priority>
<created date="2016-03-29T18:18:10.000Z">            <ns4:user id="12">
<ns3:name>system</ns3:name>                <ns3:firstName>System</ns3:firstName>
<ns3:lastName>Services</ns3:lastName>            </ns4:user>        </created>
<lastModified date="2016-03-29T18:40:32.000Z">                    <ns4:user id="1002">
<ns3:name>JennyAnthony</ns3:name>                <ns3:firstName>Jenny</ns3:firstName>
<ns3:lastName>Anthony</ns3:lastName>            </ns4:user>        </lastModified>
<dueDate>2016-04-06T07:00:00.000Z</dueDate>        <subject>Issue with laptop
configuration</subject>        <customer id="1002">            <ns6:link rel="customer"
href="/system/ws/v12/interaction/customer/1002"/>            <ns6:customerName>John
Davis</ns6:customerName>            <ns6:contactPersons>                <ns7:contactPerson
id="1002">                    <ns7:isSystemCreated>false</ns7:isSystemCreated>
<ns7:firstName>John</ns7:firstName>                    <ns7:lastName>Davis</ns7:lastName>
<ns7:contactPoints>                        <ns8:contactPoint id="1004">
<ns8:type>                            <ns8:value>email</ns8:value>
<ns8:displayValue>Email</ns8:displayValue>                                <ns8:email>
<ns8:emailAddress>johndavis@example.com</ns8:emailAddress>
</ns8:email>                            </ns8:type>                        </ns8:contactPoint>
</ns7:contactPoints>                </ns7:contactPerson>            </ns6:contactPersons>
</customer>        <classifications>            <ns3:category id="456700000001000">
<ns3:name>Laptop Configuration</ns3:name>                <ns3:isComplaint>false</ns3:isComplaint>
</ns3:category>            <ns3:resolutionCode id="456700000001001">
<ns3:name>Share Documentation</ns3:name>            </ns3:resolutionCode>
</classifications>        <queue id="1001">            <ns3:name>Email queue</ns3:name>
</queue>        <attachments>            <ns9:count>0</ns9:count>            <ns9:link
rel="attachment" href="/system/ws/v12/interaction/activity/1011/attachment"/>
</attachments>        <notes>            <count>1</count>        </notes>
<contactPointData>johndavis@example.com</contactPointData>        <payload>            <email>
<lastAction>                    <displayValue/>                </lastAction>
<hasDraft>false</hasDraft>                <leaveOpen>false</leaveOpen>
<isEscalated>false</isEscalated>                <isOutboundFailed>false</isOutboundFailed>
<alias id="1000">                    <ns10:name>alias</ns10:name>
<ns10:value>support@business.com</ns10:value>                </alias>                <date
date="2016-03-29T18:18:10.000Z"/>                <contents>                    <content>
<ns4:type>text</ns4:type>                <ns4:value>                            Hi,&#xD;
&#xD;                            I bought a new XYZ laptop from your website. The laptop was delivered
on the promised date. But the configuration that I had ordered and the configuration of the laptop
that is delivered are different. My order no is 293028320. Please look into this issue, and resend
the correct laptop. Also arrange to take the incorrect one from me.&#xD;
&#xD;                            Thanks,&#xD;                            John&#xD;
Visit ECE on YouTube&lt;https://www.youtube.com/user/egainchannel&gt; and
LinkedIn&lt;https://www.linkedin.com/company/egain-corporation&gt;
</ns4:value>                    </content>                    <content>
<ns4:type>html</ns4:type>                <ns4:value>                            &lt;html
xmlns:v="urn:schemas-microsoft-com:vml" xmlns:o="urn:schemas-microsoft-com:office:office"
xmlns:w="urn:schemas-microsoft-com:office:word"
xmlns:m="http://schemas.microsoft.com/office/2004/12/omml"
xmlns="http://www.w3.org/TR/REC-html40"&gt;&#xD;                        &lt;head&gt;&#xD;
&lt;meta http-equiv="Content-Type" content="text/html; charset=us-ascii"&gt;&#xD;
&lt;meta name="Generator" content="Microsoft Word 15 (filtered medium)"&gt;&#xD;
&lt;style&gt;&lt;!--&#xD;                            /* Font Definitions */&#xD;
```

```
@font-face&#xD;                              {font-family:"Cambria Math";&#xD;
panose-1:2 4 5 3 5 4 6 3 2 4;}&#xD;                              @font-face&#xD;
{font-family:Calibri;&#xD;                              panose-1:2 15 5 2 2 2 4 3 2 4;}&#xD;
/* Style Definitions */&#xD;                              p.MsoNormal, li.MsoNormal,
div.MsoNormal&#xD;                              {margin:0in;&#xD;
margin-bottom:.0001pt;&#xD;                              font-size:11.0pt;&#xD;
font-family:"Calibri",sans-serif;}&#xD;                              a:link, span.MsoHyperlink&#xD;
{mso-style-priority:99;&#xD;                              color:#0563C1;&#xD;
text-decoration:underline;}&#xD;                              a:visited,
span.MsoHyperlinkFollowed&#xD;                              {mso-style-priority:99;&#xD;
color:#954F72;&#xD;                              text-decoration:underline;}&#xD;
span.EmailStyle17&#xD;                              {mso-style-type:personal-compose;&#xD;
font-family:"Calibri",sans-serif;&#xD;                              color:windowtext;}&#xD;
.MsoChpDefault&#xD;                              {mso-style-type:export-only;}&#xD;
@page WordSection1&#xD;                              {size:8.5in 11.0in;&#xD;
margin:1.0in 1.0in 1.0in 1.0in;}&#xD;                              div.WordSection1&#xD;
{page:WordSection1;}&#xD;                              --&gt;&lt;/style&gt;&lt;!--[if gte mso
9]&gt;&lt;xml&gt;&#xD;                              &lt;o:shapedefaults v:ext="edit" spidmax="1026"
/&gt;&#xD;                              &lt;/xml&gt;&lt;![endif]--&gt;&lt;!--[if gte mso
9]&gt;&lt;xml&gt;&#xD;                              &lt;o:shapelayout v:ext="edit"&gt;&#xD;
&lt;o:idmap v:ext="edit" data="1" /&gt;&#xD;
&lt;/o:shapelayout&gt;&lt;/xml&gt;&lt;![endif]--&gt;&#xD;
&lt;/head&gt;&#xD;                              &lt;body lang="EN-US" link="#0563C1"
vlink="#954F72"&gt;&#xD;                              &lt;div class="WordSection1"&gt;&#xD;
&lt;p class="MsoNormal"&gt;Hi,&lt;o:p&gt;&lt;/o:p&gt;&lt;/p&gt;&#xD;
&lt;p class="MsoNormal"&gt;&lt;o:p&gt;&amp;nbsp;&lt;/o:p&gt;&lt;/p&gt;&#xD;
&lt;p class="MsoNormal"&gt;I bought a new XYZ laptop from your website. The laptop was delivered on
the promised date. But the configuration that I had ordered and the configuration of the laptop that
is delivered are different. My order no is 293028320. Please look&#xD;                              into
this issue, and resend the correct laptop. Also arrange to take the incorrect one from
me.&lt;o:p&gt;&lt;/o:p&gt;&lt;/p&gt;&#xD;                              &lt;p
class="MsoNormal"&gt;&lt;o:p&gt;&amp;nbsp;&lt;/o:p&gt;&lt;/p&gt;&#xD;
&lt;p class="MsoNormal"&gt;Thanks,&lt;o:p&gt;&lt;/o:p&gt;&lt;/p&gt;&#xD;
&lt;p class="MsoNormal"&gt;John&lt;o:p&gt;&lt;/o:p&gt;&lt;/p&gt;&#xD;
&lt;/div&gt;&#xD;                              Visit ECE on &lt;a
href="https://www.youtube.com/user/egainchannel"&gt;YouTube&lt;/a&gt; and&#xD;
&lt;a href="https://www.linkedin.com/company/egain-corporation"&gt;LinkedIn&lt;/a&gt;&#xD;
&lt;/body&gt;&#xD;                              &lt;/html&gt;                              </ns4:value>
</content>                </contents>                <emailAddresses>
<from>johndavis@example.com</from>                <to>
<address>johndavis@example.com</address>                </to>                <replyTo>
<address>support@business.com</address>                </replyTo>
<receiver>support@business.com</receiver>                </emailAddresses>                </email>
</payload>        <customAttributes>            <ns4:customAttribute>
<ns4:attribName>complainttype</ns4:attribName>                <ns4:attribValues>
<ns4:attribValue>                <ns4:value>incorrect_order</ns4:value>
<ns4:displayValue>Incorrect Order</ns4:displayValue>                </ns4:attribValue>
</ns4:attribValues>            </ns4:customAttribute>        </customAttributes>
</activity></activities>
```


JSON

Request

Method	URL
GET	/ws/v12/interaction/activity/1011?$attribute=all

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/json
Accept-Language	en-US

Response

HTTP/1.1 200 OK

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json

Response body


```
{    "activity": [        {            "link": {                "rel": "self",
"href": "/system/ws/v12/interaction/activity/1011"            },            "case": {
"link": {                    "rel": "case",                "href":
"/system/ws/v12/interaction/case/1001"                },                "id": 1001            },
"department": {                "name": "Service",                "id": 999            },
"mode": {                "value": "inbound",                "displayValue": "Inbound"
},            "type": {                "value": "email",                "displayValue": "Email",
"subtype": {                    "value": "general",                "displayValue": "General"
}            },            "isSecure": false,            "sentOnBehalf": false,
"status": {                "value": "assigned",                "displayValue": "Assigned",
"substatus": {                    "value": "in_progress",                    "displayValue": "In
Progress"                },                "assigned": {                    "user": {
"name": "JennyAnthony",                        "firstName": "Jenny",
"lastName": "Anthony",                        "id": 1002                    },
"activityFolder": {                        "name": {                            "value":
"activities_current",                            "displayValue": "Current"
},                    "id": 6                    },                "isPinned": false,
"isLocked": false                }            },            "priority": "2",            "created":
{                "user": {                    "name": "system",                    "firstName":
"System",                    "lastName": "Services",                    "id": 12                },
"date": "2016-03-29T18:18:10.000Z"            },            "lastModified": {
"user": {                    "name": "JennyAnthony",                    "firstName": "Jenny",
"lastName": "Anthony",                    "id": 1002                },                "date":
"2016-03-29T18:40:32.000Z"            },            "dueDate": "2016-04-06T07:00:00.000Z",
"subject": "Issue with laptop configuration",            "customer": {                "link": {
"rel": "customer",                    "href": "/system/ws/v12/interaction/customer/1002"
},                "customerName": "John Davis",                "contactPersons": {
"contactPerson": [                        {                            "isSystemCreated": false,
"firstName": "John",                            "lastName": "Davis",
"contactPoints": {                                "contactPoint": [
{                                    "type": {
"value": "email",                                        "displayValue": "Email",
"email": {                                        "emailAddress": "johndavis@example.com"
}                                    },                                    "id": 1004
}                            ]                            },                            "id":
1002                        }                    ]                },                "id": 1002
},            "classifications": {                "category": [                    {
"name": "Laptop Configuration",                        "isComplaint": false,
"id": 456700000001000                    }                ],                "resolutionCode": [
{                    "name": "Share Documentation",                    "id":
456700000001001                    }                ]            },
"queue": {                "name": "Email queue",                "id": 1001            },
"attachments": {                "count": 0,                "link": {                    "rel":
"attachment",                    "href": "/system/ws/v12/interaction/activity/1011/attachment"
}            },            "notes": {                "count": 1            },
"contactPointData": "johndavis@example.com",            "payload": {                "email": {
"lastAction": {                    "displayValue": ""                },
"hasDraft": false,                "leaveOpen": false,                "isEscalated": false,
"isOutboundFailed": false,                "alias": {                    "name": "alias",
"value": "support@business.com",                    "id": 1000                },
"date": {                    "date": "2016-03-29T18:18:10.000Z"                },
"contents": {                    "content": [                        {
"type": "text",                        "value": "Hi,\r\n\r\nI bought a new XYZ laptop from
your website. The laptop was delivered on the promised date. But the configuration that I had ordered
and the configuration of the laptop that is delivered are different. My order no is 293028320. Please
look into this issue, and resend the correct laptop. Also arrange to take the incorrect one from
me.\r\n\r\nThanks,\r\nJohn\r\nVisit ECE on YouTube<https://www.youtube.com/user/egainchannel> and
```

```
LinkedIn<https://www.linkedin.com/company/egain-corporation>"                          },
{                              "type": "html",                              "value": "<html
xmlns:v=\"urn:schemas-microsoft-com:vml\" xmlns:o=\"urn:schemas-microsoft-com:office:office\"
xmlns:w=\"urn:schemas-microsoft-com:office:word\"
xmlns:m=\"http://schemas.microsoft.com/office/2004/12/omml\"
xmlns=\"http://www.w3.org/TR/REC-html40\">\r\n<head>\r\n<meta http-equiv=\"Content-Type\"
content=\"text/html; charset=us-ascii\">\r\n<meta name=\"Generator\" content=\"Microsoft Word 15
(filtered medium)\">\r\n<style><!--\r\n/* Font Definitions
*/\r\n@font-face\r\n\t{font-family:\"Cambria Math\";\r\n\tpanose-1:2 4 5 3 5 4 6 3 2
4;}\r\n@font-face\r\n\t{font-family:Calibri;\r\n\tpanose-1:2 15 5 2 2 2 4 3 2 4;}\r\n/* Style
Definitions */\r\np.MsoNormal, li.MsoNormal,
div.MsoNormal\r\n\t{margin:0in;\r\n\tmargin-bottom:.0001pt;\r\n\tfont-size:11.0pt;\r\n\tfont-fami
ly:\"Calibri\",sans-serif;}\r\na:link,
span.MsoHyperlink\r\n\t{mso-style-priority:99;\r\n\tcolor:#0563C1;\r\n\ttext-decoration:underline
;}\r\na:visited,
span.MsoHyperlinkFollowed\r\n\t{mso-style-priority:99;\r\n\tcolor:#954F72;\r\n\ttext-decoration:u
nderline;}\r\nspan.EmailStyle17\r\n\t{mso-style-type:personal-compose;\r\n\tfont-family:\"Calibri
\",sans-serif;\r\n\tcolor:windowtext;}\r\n.MsoChpDefault\r\n\t{mso-style-type:export-only;}\r\n@p
age WordSection1\r\n\t{size:8.5in 11.0in;\r\n\tmargin:1.0in 1.0in 1.0in
1.0in;}\r\ndiv.WordSection1\r\n\t{page:WordSection1;}\r\n--></style><!--[if gte mso
9]><xml>\r\n<o:shapedefaults v:ext=\"edit\" spidmax=\"1026\" />\r\n</xml><![endif]--><!--[if gte
mso 9]><xml>\r\n<o:shapelayout v:ext=\"edit\">\r\n<o:idmap v:ext=\"edit\" data=\"1\"
/>\r\n</o:shapelayout></xml><![endif]-->\r\n</head>\r\n<body lang=\"EN-US\" link=\"#0563C1\"
vlink=\"#954F72\">\r\n<div class=\"WordSection1\">\r\n<p
class=\"MsoNormal\">Hi,<o:p></o:p></p>\r\n<p class=\"MsoNormal\"><o:p> </o:p></p>\r\n<p
class=\"MsoNormal\">I bought a new XYZ laptop from your website. The laptop was delivered on the
promised date. But the configuration that I had ordered and the configuration of the laptop that is
delivered are different. My order no is 293028320. Please look\r\n into this issue, and resend the
correct laptop. Also arrange to take the incorrect one from me.<o:p></o:p></p>\r\n<p
class=\"MsoNormal\"><o:p> </o:p></p>\r\n<p class=\"MsoNormal\">Thanks,<o:p></o:p></p>\r\n<p
class=\"MsoNormal\">John<o:p></o:p></p>\r\n</div>\r\nVisit ECE on <a
href=\"https://www.youtube.com/user/egainchannel\">YouTube</a> and\r\n<a
href=\"https://www.linkedin.com/company/egain-corporation\">LinkedIn</a>\r\n</body>\r\n</html>"
}                        ]                    },                    "emailAddresses": {
"from": "johndavis@example.com",                        "to": {
"address": [                              "johndavis@example.com"                          ]
},                        "replyTo": {                              "address": [
"support@business.com"                              ]                        },
"receiver": "support@business.com"                    }                }            },
"customAttributes": {                "customAttribute": [                    {
"attribName": "complainttype",                        "attribValues": {
"attribValue": [                                  {                                  "value":
"incorrect_order",                                    "displayValue": "Incorrect Order"
}                            ]                        }                    }                ]
},            "id": 1011        }    ]}
```

Example 2 - Get all attributes for a chat activity

This example demonstrates the following:

- Getting all attributes of a single chat activity. of all attributes of a chat activity, including custom attributes. Note that payload.chat.transcript is returned in this case as only a single activity is requested. If multiple activities were requested, transcript node would be omitted even if payload were explicitly requested.

XML

Request

Method	URL
GET	`/ws/v12/interaction/activity/1017?$attribute=all`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Accept-Language	en-US

Response

HTTP/1.1 200 OK

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml

Response body


```
<?xml version="1.0" encoding="UTF-8" standalone="yes" ?><activities
xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/activity"xmlns:ns2="http://bindings
.egain.com/ws/model/v12/gen/interaction/case"xmlns:ns3="http://bindings.egain.com/ws/model/v12/ge
n/platform"xmlns:ns4="http://bindings.egain.com/ws/model/v12/gen/common"xmlns:ns5="http://binding
s.egain.com/ws/model/v12/gen/interaction/folder"xmlns:ns6="http://bindings.egain.com/ws/model/v12
/gen/interaction/customer"xmlns:ns7="http://bindings.egain.com/ws/model/v12/gen/interaction/conta
ctperson"xmlns:ns8="http://bindings.egain.com/ws/model/v12/gen/interaction/contactpoint"xmlns:ns9
="http://bindings.egain.com/ws/model/v12/gen/interaction/attachment"xmlns:ns10="http://bindings.e
gain.com/ws/model/v12/gen/mail/alias"xmlns:ns11="http://bindings.egain.com/ws/model/v12/gen/live/
entrypoint">    <activity id="1017">        <link rel="self"
href="/system/ws/v12/interaction/activity/1017"/>        <case id="1003">            <ns2:link
rel="case" href="/system/ws/v12/interaction/case/1003"/>        </case>        <department
id="999">            <ns3:name>Service</ns3:name>        </department>        <mode>
<ns4:value>inbound</ns4:value>            <ns4:displayValue>Inbound</ns4:displayValue>
</mode>        <type>            <value>chat</value>            <displayValue>Chat</displayValue>
<subtype>                <ns4:value>general</ns4:value>
<ns4:displayValue>General</ns4:displayValue>            </subtype>        </type>
<isSecure>false</isSecure>        <sentOnBehalf>false</sentOnBehalf>        <status>
<value>completed</value>            <displayValue>Completed</displayValue>            <substatus>
<ns4:value>done</ns4:value>                <ns4:displayValue>Done</ns4:displayValue>
</substatus>            <assigned>                <user id="1002">
<ns3:name>JennyAnthony</ns3:name>                    <ns3:firstName>Jenny</ns3:firstName>
<ns3:lastName>Anthony</ns3:lastName>                </user>                <activityFolder
id="7">                    <ns5:name>
<ns4:value>activities_completed</ns4:value>
<ns4:displayValue>Completed</ns4:displayValue>                    </ns5:name>
</activityFolder>                <isPinned>false</isPinned>
<isLocked>false</isLocked>            </assigned>        </status>        <created
date="2016-04-01T21:42:41.000Z">            <ns4:user id="12">
<ns3:name>system</ns3:name>                <ns3:firstName>System</ns3:firstName>
<ns3:lastName>Services</ns3:lastName>            </ns4:user>        </created>
<lastModified date="2016-04-01T21:43:13.000Z">                    <ns4:user id="1002">
<ns3:name>JennyAnthony</ns3:name>                <ns3:firstName>Jenny</ns3:firstName>
<ns3:lastName>Anthony</ns3:lastName>            </ns4:user>        </lastModified>
<subject>I am looking for a new laptop.</subject>        <customer id="1003">            <ns6:link
rel="customer" href="/system/ws/v12/interaction/customer/1003"/>
<ns6:customerName>amy</ns6:customerName>            <ns6:contactPersons>
<ns7:contactPerson id="1003">                    <ns7:isSystemCreated>false</ns7:isSystemCreated>
<ns7:firstName>amy</ns7:firstName>                    <ns7:contactPoints>
<ns8:contactPoint id="1008">                        <ns8:type>
<ns8:value>email</ns8:value>
<ns8:displayValue>Email</ns8:displayValue>                                <ns8:email>
<ns8:emailAddress>amy@example.com</ns8:emailAddress>                                    </ns8:email>
</ns8:type>                        </ns8:contactPoint>                    </ns7:contactPoints>
</ns7:contactPerson>            </ns6:contactPersons>        </customer>        <classifications>
<ns3:category id="456700000001002">                <ns3:name>Laptop Offers</ns3:name>
<ns3:isComplaint>false</ns3:isComplaint>            </ns3:category>            <ns3:category
id="456700000001003">                <ns3:name>Laptop Options</ns3:name>
<ns3:isComplaint>false</ns3:isComplaint>            </ns3:category>
```

<ns3:resolutionCode id="456700000001001">
</ns3:resolutionCode>
<ns3:name>Share Documentation</ns3:name>
<ns3:name>Chat queue</ns3:name>
<ns9:count>0</ns9:count>
<ns9:link rel="attachment" href="/system/ws/v12/interaction/activity/1017/attachment"/>
<count>0</count>
<contactPointData>amy@example.com</contactPointData>
<payload>
<isConference>
<value>false</value>
<ns11:name>Default Entry Point</ns11:name>
<closedBy id="1002">
<ns3:name>JennyAnthony</ns3:name>
<ns3:firstName>Jenny</ns3:firstName>
<ns3:lastName>Anthony</ns3:lastName>
<clientInfo>
<clientIp>10.10.16.15</clientIp>
<userAgent>Mozilla/5.0 (Windows NT 6.1; WOW64; Trident/7.0; rv:11.0) like Gecko</userAgent>
<referrerUrl>http://10.10.24.42/system/templates/chat/sunburst/chat.html?entryPointId=1000&templateName=sunburst&languageCode=en&countryCode=US&ver=v11</referrerUrl>
<custDisplayName>amy</custDisplayName>
<origDepartment id="999">
<ns3:name>Service</ns3:name>
<transcript>
<content>
<ns4:type>text</ns4:type>
<ns4:value>
CHAT STARTED AT 21:42 01 Apr 2016

amy 9:42 PM : I am looking for a new laptop.
system 9:42 PM : You are now chatting with agent
agent 9:43 PM : Please visit our retail outlet for a better experience.
system 9:43 PM : agent has ended the chat

CHAT ENDED AT 21:43 01 Apr 2016
</ns4:value>
</content>
<content>
<ns4:type>html</ns4:type>
<ns4:value><HTML><style type="text/css"></style><BODY><div>CHAT STARTED AT 21:42 01 Apr 2016
</div><div>amy 9:42 PM: I am looking for a new laptop.</div><div>You are now chatting with agent</div><div>agent 9:43 PM: Please visit our retail outlet for a better experience.</div><div>agent has ended the chat</div><div>
CHAT ENDED AT 21:43 01 Apr 2016 </div></BODY></HTML></ns4:value>
</content>
</transcript>
</chat>
</payload>
<customAttributes>
<ns4:customAttribute>
<ns4:attribName>ordertype</ns4:attribName>
<ns4:attribValues>
<ns4:attribValue>
<ns4:value>2</ns4:value>
<ns4:displayValue>2</ns4:displayValue>
</ns4:attribValue>
<ns4:attribValue>
<ns4:value>3</ns4:value>
<ns4:displayValue>3</ns4:displayValue>
</ns4:attribValue>
</ns4:attribValues>
</ns4:customAttribute>
</customAttributes>
</activity></activities>

JSON

Request

Method	URL
GET	/ws/v12/interaction/activity/1017?$attribute=all

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/json
Accept-Language	en-US

Response

HTTP/1.1 200 OK

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json

Response body


```
 {    "activity": [        {            "link": {                "rel": "self",
"href": "/system/ws/v12/interaction/activity/1017"            },            "case": {
"link": {                    "rel": "case",                    "href":
"/system/ws/v12/interaction/case/1003"                },                "id": 1003            },
"department": {                "name": "Service",                "id": 999            },
"mode": {                "value": "inbound",                "displayValue": "Inbound"
},            "type": {                "value": "chat",                "displayValue": "Chat",
"subtype": {                    "value": "general",                "displayValue": "General"
}            },            "isSecure": false,            "sentOnBehalf": false,
"status": {                "value": "completed",                "displayValue": "Completed",
"substatus": {                    "value": "done",                    "displayValue": "Done"
},                "assigned": {                    "user": {                        "name":
"JennyAnthony",                        "firstName": "Jenny",                        "lastName":
"Anthony",                        "id": 1002                    },
"activityFolder": {                        "name": {                            "value":
"activities_completed",                            "displayValue": "Completed"
},                        "id": 7                    },                    "isPinned": false,
"isLocked": false                }            },            "created": {                "user": {
"name": "system",                    "firstName": "System",                    "lastName":
"Services",                    "id": 12                },                "date":
"2016-04-01T21:42:41.000Z"            },            "lastModified": {
"user": {                    "name": "JennyAnthony",                    "firstName": "Jenny",
"lastName": "Anthony",                    "id": 1002                },                "date":
"2016-04-01T21:43:13.000Z"            },            "subject": "I am looking for a new laptop.",
"customer": {                "link": {                    "rel": "customer",
"href": "/system/ws/v12/interaction/customer/1003"                },
"customerName": "amy  ",                "contactPersons": {                    "contactPerson": [
{                        "isSystemCreated": false,                        "firstName":
"amy",                        "contactPoints": {
"contactPoint": [                            {
"type": {                            "value": "email",
"displayValue": "Email",                            "email": {
"emailAddress": "amy@example.com"                            }
},                            "id": 1008                        }
]                    },                    "id": 1003                }
]                },                "id": 1003            },            "classifications": {
"category": [                {                    "name": "Laptop Offers",
"isComplaint": false,                    "id": 456700000001002                },
{                    "name": "Laptop Options",                    "isComplaint": false,
"id": 456700000001003                }                ],                "resolutionCode": [
{                    "name": "Share Documentation",                    "id":
456700000001001                }                ]            },            "queue": {
"name": "Chat queue",                "id": 1000            },            "attachments": {
"count": 0,                "link": {                    "rel": "attachment",
"href": "/system/ws/v12/interaction/activity/1017/attachment"                }            },
"notes": {                "count": 0            },            "contactPointData":
"amy@example.com",            "payload": {                "chat": {
"isConference": {                    "value": false                },
"entryPoint": {                    "name": "Default Entry Point",                    "id":
1000                },                "closedBy": {                    "name":
"JennyAnthony",                    "firstName": "Jenny",                    "lastName":
"Anthony",                    "id": 1002                },
"clientInfo": {                    "clientIp": "10.10.16.15",
"userAgent": "Mozilla/5.0 (Windows NT 6.1; WOW64; Trident/7.0; rv:11.0) like Gecko",
"referrerUrl":
"http://10.10.24.42/system/templates/chat/sunburst/chat.html?entryPointId=1000&templateName=sunbu
rst&languageCode=en&countryCode=US&ver=v11"                },
"custDisplayName": "amy",                "origDepartment": {                    "name":
"Service",                    "id": 999                },
```

```
"transcript": {                        "content": [                          {
"type": "text",                                "value": "<b>CHAT STARTED AT</b> 21:42 01 Apr
2016\r\n\r\namy 9:42 PM : I am looking for a new laptop.\r\nsystem 9:42 PM : You are now chatting with
agent\r\nagent 9:43 PM : Please visit our retail outlet for a better experience.\r\nsystem 9:43 PM
: agent has ended the chat\r\n\r\n<b>CHAT ENDED AT</b> 21:43 01 Apr 2016"
},                          {                              "type": "html",
"value": "<HTML><style type=\"text/css\"></style><BODY><div><font
class=\"eGainLvSystemMailTranscript\"><b>CHAT STARTED AT</b> 21:42 01 Apr
2016 </font><br></div><div><font class=\"eGainLvCustomerMailTranscript\"><b>amy 9:42
PM:</b> I am looking for a new laptop.</font></div><div><font
class=\"eGainLvSystemMailTranscript\">You are now chatting with agent</font></div><div><font
class=\"eGainLvAgentMailTranscript\"><b>agent 9:43 PM:</b> Please visit our retail outlet
for a better experience.</font></div><div><font class=\"eGainLvSystemMailTranscript\">agent has
ended the chat</font></div><div><br><font class=\"eGainLvSystemMailTranscript\"><b>CHAT ENDED
AT</b> 21:43 01 Apr 2016 </font></div></BODY></HTML>"                          }
]                    }                }            },            "customAttributes": {
"customAttribute": [                    {                        "attribName": "ordertype",
"attribValues": {                            "attribValue": [                              {
"value": "2",                                    "displayValue": "2"
},                                {                                    "value": "3",
"displayValue": "3"                                }                          ]
}                    }                ]            },            "id": 1017        }    ]}
```

Example 5 - Get all attributes for a web activity

This example demonstrates the following:

- Getting all attributes of a single web activity.
- Representation of all attributes of a web activity, including custom attributes. Note that payload is returned in this case as only a single activity is requested. If multiple activities were requested, "payload" node would be omitted even if payload were explicitly requested.

XML

Request

Method	URL
GET	`/ws/v12/interaction/activity/1014?$attribute=all`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Accept-Language	en-US

Response

HTTP/1.1 200 OK

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml

Response body

```
<?xml version="1.0" encoding="UTF-8" standalone="yes" ?><activities
xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/activity"xmlns:ns2="http://bindings
.egain.com/ws/model/v12/gen/interaction/case"xmlns:ns3="http://bindings.egain.com/ws/model/v12/ge
n/platform"xmlns:ns4="http://bindings.egain.com/ws/model/v12/gen/common"xmlns:ns5="http://binding
s.egain.com/ws/model/v12/gen/interaction/folder"xmlns:ns6="http://bindings.egain.com/ws/model/v12
/gen/interaction/customer"xmlns:ns7="http://bindings.egain.com/ws/model/v12/gen/interaction/conta
ctperson"xmlns:ns8="http://bindings.egain.com/ws/model/v12/gen/interaction/contactpoint"xmlns:ns9
="http://bindings.egain.com/ws/model/v12/gen/interaction/attachment"xmlns:ns10="http://bindings.e
gain.com/ws/model/v12/gen/mail/alias"xmlns:ns11="http://bindings.egain.com/ws/model/v12/gen/live/
entrypoint">    <activity id="1014">        <link rel="self"
href="/system/ws/v12/interaction/activity/1014"/>        <case id="1002">            <ns2:link
rel="case" href="/system/ws/v12/interaction/case/1002"/>        </case>        <department
id="999">            <ns3:name>Service</ns3:name>        </department>        <mode>
<ns4:value>none</ns4:value>            <ns4:displayValue>None</ns4:displayValue>        </mode>
<type>            <value>web_activity</value>            <displayValue>Web
Activity</displayValue>            <subtype>               <ns4:value>general</ns4:value>
<ns4:displayValue>General</ns4:displayValue>           </subtype>        </type>
<isSecure>false</isSecure>        <sentOnBehalf>false</sentOnBehalf>        <status>
<value>completed</value>            <displayValue>Completed</displayValue>            <substatus>
<ns4:value>done</ns4:value>                <ns4:displayValue>Done</ns4:displayValue>
</substatus>            <assigned>                <activityFolder id="7">
<ns5:name>                          <ns4:value>activities_completed</ns4:value>
<ns4:displayValue>Completed</ns4:displayValue>                    </ns5:name>
</activityFolder>                <isPinned>false</isPinned>
<isLocked>true</isLocked>            </assigned>        </status>        <created
date="2016-04-01T20:59:30.000Z">            <ns4:user id="17">
<ns3:name>sscustomer</ns3:name>               <ns3:firstName>SS Customer</ns3:firstName>
<ns3:lastName>SS Customer</ns3:lastName>           </ns4:user>        </created>
<lastModified date="2016-04-01T21:21:58.000Z"/>        <subject/>        <customer id="1002">
<ns6:link rel="customer" href="/system/ws/v12/interaction/customer/1002"/>
<ns6:customerName>John Davis</ns6:customerName>            <ns6:contactPersons>
<ns7:contactPerson id="1002">                    <ns7:isSystemCreated>false</ns7:isSystemCreated>
<ns7:firstName>John</ns7:firstName>                    <ns7:lastName>Davis</ns7:lastName>
</ns7:contactPerson>            </ns6:contactPersons>        </customer>        <attachments>
<ns9:count>0</ns9:count>            <ns9:link rel="attachment"
href="/system/ws/v12/interaction/activity/1014/attachment"/>        </attachments>        <notes>
<count>0</count>        </notes>        <payload>            <web>                <actor>
<type>Authenticated customer</type>                    <contact_person>
<ns7:firstName>firstName</ns7:firstName>                    </contact_person>
</actor>                <actions>                    <type>Clicked</type>
<when>2016-04-01T20:59:30.000Z</when>                    <on>
<name>dfaq_text_dfaq_link</name>                    </on>                </actions>
<actions>                    <type>Escalated</type>
<when>2016-04-01T20:59:40.000Z</when>                    <on>
<name>mail</name>                    </on>                </actions>                <actions>
<type>Search</type>                    <when>2016-04-01T21:00:42.000Z</when>
<on>                    <name>Basic Search</name>                    </on>
</actions>                <actions>                    <type>Search</type>
<when>2016-04-01T21:00:42.000Z</when>                    <on>                        <name>Basic
Search</name>                    </on>                </actions>                <actions>
<type>Escalated</type>                    <when>2016-04-01T21:00:43.000Z</when>
<on>                    <name>mail</name>                    </on>                </actions>
<actions>                    <type>Session timed out</type>
<when>2016-04-01T21:21:57.000Z</when>                    <on>                        <name>System
event</name>                    </on>                </actions>            </web>
</payload>    </activity></activities>
```


JSON

Request

Method	URL
GET	/ws/v12/interaction/activity/1014?$attribute=all

Request headers

Name	Value

X-egain-session	Valid session ID
Accept	application/json
Accept-Language	en-US

Response

HTTP/1.1 200 OK

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json

Response body


```
{    "activity": [        {            "link": {                "rel": "self",
"href": "/system/ws/v12/interaction/activity/1014"            },            "case": {
"link": {                    "rel": "case",                    "href":
"/system/ws/v12/interaction/case/1002"                },                "id": 1002            },
"department": {                "name": "Service",                "id": 999            },
"mode": {                "value": "none",                "displayValue": "None"            },
"type": {                "value": "web_activity",                "displayValue": "Web Activity",
"subtype": {                    "value": "general",                    "displayValue": "General"
}            },            "isSecure": false,            "sentOnBehalf": false,
"status": {                "value": "completed",                "displayValue": "Completed",
"substatus": {                    "value": "done",                    "displayValue": "Done"
},                "assigned": {                    "activityFolder": {
"name": {                        "value": "activities_completed",
"displayValue": "Completed"                    },                    "id": 7
},                    "isPinned": false,                    "isLocked": true                }
},            "created": {                "user": {                    "name": "sscustomer",
"firstName": "SS Customer",                    "lastName": "SS Customer",                    "id":
17                },                "date": "2016-04-01T20:59:30.000Z"            },
"lastModified": {                "date": "2016-04-01T21:21:58.000Z"            },
"subject": " ",            "customer": {                "link": {                    "rel":
"customer",                    "href": "/system/ws/v12/interaction/customer/1002"
},                "customerName": "John Davis",                "contactPersons": {
"contactPerson": [                        {                        "isSystemCreated": false,
"firstName": "John",                        "lastName": "Davis",
"id": 1002                    }                ]                },                "id":
1002            },            "attachments": {                "count": 0,                "link": {
"rel": "attachment",                    "href":
"/system/ws/v12/interaction/activity/1014/attachment"                }            },
"notes": {                "count": 0            },            "payload": {                "web": {
"actor": {                    "type": "Authenticated customer",
"contact_person": {                        "firstName": "firstName"                    }
},                "actions": [                    {                    "type":
"Clicked",                        "when": "2016-04-01T20:59:30.000Z",
"on": {                        "name": "dfaq_text_dfaq_link"                    }
},                    {                        "type": "Escalated",
"when": "2016-04-01T20:59:40.000Z",                        "on": {
"name": "mail"                    }                },                    {
"type": "Search",                        "when": "2016-04-01T21:00:42.000Z",
"on": {                        "name": "Basic Search"                    }
},                    {                        "type": "Search",
"when": "2016-04-01T21:00:42.000Z",                        "on": {
"name": "Basic Search"                    }                },
{                    "type": "Escalated",                    "when":
"2016-04-01T21:00:43.000Z",                        "on": {
"name": "mail"                    }                },                    {
"type": "Session timed out",                        "when": "2016-04-01T21:21:57.000Z",
"on": {                        "name": "System event"                    }
}                ]            }            },            "id": 1014        }    ]}
```

Example 6 - Get an additional attribute for multiple activities sorted on department name

This example demonstrates the following:

- Getting summary attributes and an additional attribute for multiple activities. The additional attribute in this example is "created".
- Sorting on department name, in ascending order.

XML

Request

Method	URL
GET	`/ws/v12/interaction/activity/1011,1014,1018?$attribute=created`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Accept-Language	en-US

Response

HTTP/1.1 200 OK

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml

Response body


```
<?xml version="1.0" encoding="UTF-8" standalone="yes" ?><activities
xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/activity"xmlns:ns2="http://bindings
.egain.com/ws/model/v12/gen/interaction/case"xmlns:ns3="http://bindings.egain.com/ws/model/v12/ge
n/platform"xmlns:ns4="http://bindings.egain.com/ws/model/v12/gen/common"xmlns:ns5="http://binding
s.egain.com/ws/model/v12/gen/interaction/folder"xmlns:ns6="http://bindings.egain.com/ws/model/v12
/gen/interaction/customer"xmlns:ns7="http://bindings.egain.com/ws/model/v12/gen/interaction/conta
ctperson"xmlns:ns8="http://bindings.egain.com/ws/model/v12/gen/interaction/contactpoint"xmlns:ns9
="http://bindings.egain.com/ws/model/v12/gen/interaction/attachment"xmlns:ns10="http://bindings.e
gain.com/ws/model/v12/gen/mail/alias"xmlns:ns11="http://bindings.egain.com/ws/model/v12/gen/live/
entrypoint">    <activity id="1011">        <link rel="self"
href="/system/ws/v12/interaction/activity/1011"/>        <case id="1001">            <ns2:link
rel="case" href="/system/ws/v12/interaction/case/1001"/>        </case>        <department
id="1001">            <ns3:name>Call Department</ns3:name>        </department>        <mode>
<ns4:value>inbound</ns4:value>            <ns4:displayValue>Inbound</ns4:displayValue>
</mode>        <type>            <value>email</value>
<displayValue>Email</displayValue>            <subtype>
<ns4:value>general</ns4:value>                <ns4:displayValue>General</ns4:displayValue>
</subtype>        </type>        <isSecure>false</isSecure>
<sentOnBehalf>false</sentOnBehalf>        <status>            <value>assigned</value>
<displayValue>Assigned</displayValue>            <substatus>
<ns4:value>in_progress</ns4:value>                <ns4:displayValue>In
Progress</ns4:displayValue>            </substatus>            <assigned>                <user
id="1002">                    <ns3:name>JennyAnthony</ns3:name>
<ns3:firstName>Jenny</ns3:firstName>                    <ns3:lastName>Anthony</ns3:lastName>
</user>                <activityFolder id="6">                    <ns5:name>
```

<ns4:value>activities_current</ns4:value>
<ns4:displayValue>Current</ns4:displayValue>   </ns5:name>
</activityFolder>   <isPinned>false</isPinned>
<isLocked>false</isLocked>   </assigned>   </status>   <priority>2</priority>
<created date="2016-03-29T18:18:10.000Z">   <ns4:user id="12">
<ns3:name>system</ns3:name>   <ns3:firstName>System</ns3:firstName>
<ns3:lastName>Services</ns3:lastName>   </ns4:user>   </created>
<lastModified date="2016-03-29T18:40:32.000Z">   <ns4:user id="1002">
<ns3:name>JennyAnthony</ns3:name>   <ns3:firstName>Jenny</ns3:firstName>
<ns3:lastName>Anthony</ns3:lastName>   </ns4:user>   </lastModified>
<dueDate>2016-04-06T07:00:00.000Z</dueDate>   <subject>Issue with laptop
configuration</subject>   <customer id="1002">   <ns6:link rel="customer"
href="/system/ws/v12/interaction/customer/1002"/>   <ns6:customerName>John
Davis</ns6:customerName>   <ns6:contactPersons>   <ns7:contactPerson
id="1002">   <ns7:isSystemCreated>false</ns7:isSystemCreated>
<ns7:firstName>John</ns7:firstName>   <ns7:lastName>Davis</ns7:lastName>
<ns7:contactPoints>   <ns8:contactPoint id="1004">
<ns8:type>   <ns8:value>email</ns8:value>
<ns8:displayValue>Email</ns8:displayValue>   <ns8:email>
<ns8:emailAddress>johndavis@example.com</ns8:emailAddress>
</ns8:email>   </ns8:type>   </ns8:contactPoint>
</ns7:contactPoints>   </ns7:contactPerson>   </ns6:contactPersons>
</customer>   <queue id="1001">   <ns3:name>Email queue</ns3:name>   </queue>
<attachments>   <ns9:count>0</ns9:count>   <ns9:link rel="attachment"
href="/system/ws/v12/interaction/activity/1011/attachment"/>   </attachments>   <notes>
<count>1</count>   </notes>   </activity>   <activity id="1014">   <link rel="self"
href="/system/ws/v12/interaction/activity/1014"/>   <case id="1002">   <ns2:link
rel="case" href="/system/ws/v12/interaction/case/1002"/>   </case>   <department
id="999">   <ns3:name>Service</ns3:name>   </department>   <mode>
<ns4:value>none</ns4:value>   <ns4:displayValue>None</ns4:displayValue>   </mode>
<type>   <value>web_activity</value>   <displayValue>Web
Activity</displayValue>   <subtype>   <ns4:value>general</ns4:value>
<ns4:displayValue>General</ns4:displayValue>   </subtype>   </type>
<isSecure>false</isSecure>   <sentOnBehalf>false</sentOnBehalf>   <status>
<value>completed</value>   <displayValue>Completed</displayValue>   <substatus>
<ns4:value>done</ns4:value>   <ns4:displayValue>Done</ns4:displayValue>
</substatus>   <assigned>   <activityFolder id="7">
<ns5:name>   <ns4:value>activities_completed</ns4:value>
<ns4:displayValue>Completed</ns4:displayValue>   </ns5:name>
</activityFolder>   <isPinned>false</isPinned>
<isLocked>true</isLocked>   </assigned>   </status>   <created
date="2016-04-01T20:59:30.000Z">   <ns4:user id="17">
<ns3:name>sscustomer</ns3:name>   <ns3:firstName>SS Customer</ns3:firstName>
<ns3:lastName>SS Customer</ns3:lastName>   </ns4:user>   </created>
<lastModified date="2016-04-01T21:21:58.000Z"/>   <subject/>   <customer id="1002">
<ns6:link rel="customer" href="/system/ws/v12/interaction/customer/1002"/>
<ns6:customerName>John Davis</ns6:customerName>   <ns6:contactPersons>
<ns7:contactPerson id="1002">   <ns7:isSystemCreated>false</ns7:isSystemCreated>
<ns7:firstName>John</ns7:firstName>   <ns7:lastName>Davis</ns7:lastName>
</ns7:contactPerson>   </ns6:contactPersons>   </customer>   <attachments>
<ns9:count>0</ns9:count>   <ns9:link rel="attachment"
href="/system/ws/v12/interaction/activity/1014/attachment"/>   </attachments>   <notes>
<count>0</count>   </notes>   </activity>   <activity id="1018">   <link rel="self"
href="/system/ws/v12/interaction/activity/1018"/>   <case id="1004">   <ns2:link
rel="case" href="/system/ws/v12/interaction/case/1004"/>   </case>   <department
id="999">   <ns3:name>Service</ns3:name>   </department>   <mode>
<ns4:value>inbound</ns4:value>   <ns4:displayValue>Inbound</ns4:displayValue>
</mode>   <type>   <value>chat</value>   <displayValue>Chat</displayValue>
<subtype>   <ns4:value>general</ns4:value>
<ns4:displayValue>General</ns4:displayValue>   </subtype>   </type>
<isSecure>false</isSecure>   <sentOnBehalf>false</sentOnBehalf>   <status>
<value>completed</value>   <displayValue>Completed</displayValue>   <substatus>
<ns4:value>done</ns4:value>   <ns4:displayValue>Done</ns4:displayValue>
</substatus>   <assigned>   <user id="1002">
<ns3:name>JennyAnthony</ns3:name>   <ns3:firstName>Jenny</ns3:firstName>
<ns3:lastName>Anthony</ns3:lastName>   </user>   <activityFolder
id="7">   <ns5:name>
<ns4:value>activities_completed</ns4:value>
<ns4:displayValue>Completed</ns4:displayValue>   </ns5:name>
</activityFolder>   <isPinned>false</isPinned>
<isLocked>false</isLocked>   </assigned>   </status>   <created

```
date="2016-04-01T21:43:57.000Z">            <ns4:user id="12">
<ns3:name>system</ns3:name>                <ns3:firstName>System</ns3:firstName>
<ns3:lastName>Services</ns3:lastName>            </ns4:user>        </created>
<lastModified date="2016-04-01T22:00:44.000Z">                  <ns4:user id="1002">
<ns3:name>JennyAnthony</ns3:name>                <ns3:firstName>Jenny</ns3:firstName>
<ns3:lastName>Anthony</ns3:lastName>            </ns4:user>        </lastModified>
<subject>hi</subject>        <customer id="1003">            <ns6:link rel="customer"
href="/system/ws/v12/interaction/customer/1003"/>
<ns6:customerName>amy</ns6:customerName>            <ns6:contactPersons>
<ns7:contactPerson id="1003">                    <ns7:isSystemCreated>false</ns7:isSystemCreated>
<ns7:firstName>amy</ns7:firstName>                    <ns7:contactPoints>
<ns8:contactPoint id="1008">                          <ns8:type>
<ns8:value>email</ns8:value>
<ns8:displayValue>Email</ns8:displayValue>                                  <ns8:email>
<ns8:emailAddress>amy@example.com</ns8:emailAddress>                                </ns8:email>
</ns8:type>                          </ns8:contactPoint>                    </ns7:contactPoints>
</ns7:contactPerson>           </ns6:contactPersons>        </customer>        <queue id="1000">
<ns3:name>Chat queue</ns3:name>        </queue>        <attachments>
<ns9:count>0</ns9:count>            <ns9:link rel="attachment"
href="/system/ws/v12/interaction/activity/1018/attachment"/>        </attachments>        <notes>
<count>0</count>        </notes>    </activity></activities>
```

JSON

Request

Method	URL
GET	`/ws/v12/interaction/activity/1011,1014,1018?$attribute=created`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/json
Accept-Language	en-US

Response

HTTP/1.1 200 OK

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json

Response body

```
{    "activity": [        {            "link": {                "rel": "self",
"href": "/system/ws/v12/interaction/activity/1011"            },            "case": {
"link": {                    "rel": "case",                "href":
"/system/ws/v12/interaction/case/1001"                },                "id": 1001            },
"department": {                "name": "Call Department",                "id": 1001            },
"mode": {                "value": "inbound",                "displayValue": "Inbound"
},            "type": {                "value": "email",                "displayValue": "Email",
"subtype": {                    "value": "general",                    "displayValue": "General"
}            },            "isSecure": false,            "sentOnBehalf": false,
"status": {                "value": "assigned",                "displayValue": "Assigned",
"substatus": {                    "value": "in_progress",                    "displayValue": "In
Progress"                },                "assigned": {                    "user": {
"name": "JennyAnthony",                    "firstName": "Jenny",
```

```
"lastName": "Anthony",                        "id": 1002                    },
"activityFolder": {                        "name": {                          "value":
"activities_current",                          "displayValue": "Current"
},                        "id": 6                    },                    "isPinned": false,
"isLocked": false                }            },            "priority": "2",            "created":
{                "user": {                    "name": "system",                    "firstName":
"System",                    "lastName": "Services",                    "id": 12                },
"date": "2016-03-29T18:18:10.000Z"            },            "lastModified": {
        "user": {                    "name": "JennyAnthony",                    "firstName":
"Jenny",                    "lastName": "Anthony",                    "id": 1002                },
"date": "2016-03-29T18:40:32.000Z"            },            "dueDate": "2016-04-06T07:00:00.000Z",
"subject": "Issue with laptop configuration",            "customer": {                "link": {
"rel": "customer",                    "href": "/system/ws/v12/interaction/customer/1002"
},                "customerName": "John Davis",                "contactPersons": {
"contactPerson": [                        {                            "isSystemCreated": false,
"firstName": "John",                            "lastName": "Davis",
"contactPoints": {                                "contactPoint": [
{                                        "type": {
"value": "email",                                            "displayValue": "Email",
"email": {                                                "emailAddress": "johndavis@example.com"
}                                        },                                        "id": 1004
}                                ]                            },                            "id":
1002                        }                    ]                },                "id": 1002
},            "queue": {                "name": "Email queue",                "id": 1001
},            "attachments": {                "count": 0,                "link": {
"rel": "attachment",                    "href":
"/system/ws/v12/interaction/activity/1011/attachment"                }            },
"notes": {                "count": 1            },            "id": 1011        },        {
"link": {                "rel": "self",                "href":
"/system/ws/v12/interaction/activity/1014"            },            "case": {
"link": {                    "rel": "case",                    "href":
"/system/ws/v12/interaction/case/1002"                },                "id": 1002            },
"department": {                "name": "Service",                "id": 999            },
"mode": {                "value": "none",                "displayValue": "None"            },
"type": {                "value": "web_activity",                "displayValue": "Web Activity",
"subtype": {                    "value": "general",                    "displayValue": "General"
}            },            "isSecure": false,            "sentOnBehalf": false,
"status": {                "value": "completed",                "displayValue": "Completed",
"substatus": {                    "value": "done",                    "displayValue": "Done"
},                "assigned": {                    "activityFolder": {
"name": {                            "value": "activities_completed",
"displayValue": "Completed"                        },                        "id": 7
},                    "isPinned": false,                    "isLocked": true                }
},            "created": {                "user": {                    "name": "sscustomer",
"firstName": "SS Customer",                    "lastName": "SS Customer",                    "id":
17                },                "date": "2016-04-01T20:59:30.000Z"            },
"lastModified": {                "date": "2016-04-01T21:21:58.000Z"            },
"subject": " ",            "customer": {                "link": {                    "rel":
"customer",                    "href": "/system/ws/v12/interaction/customer/1002"
},                "customerName": "John Davis",                "contactPersons": {
"contactPerson": [                        {                            "isSystemCreated": false,
"firstName": "John",                            "lastName": "Davis",
"id": 1002                        }                    ]                },                "id":
1002            },            "attachments": {                "count": 0,                "link": {
"rel": "attachment",                    "href":
"/system/ws/v12/interaction/activity/1014/attachment"                }            },
"notes": {                "count": 0            },            "id": 1014        },        {
"link": {                "rel": "self",                "href":
"/system/ws/v12/interaction/activity/1018"            },            "case": {
"link": {                    "rel": "case",                    "href":
"/system/ws/v12/interaction/case/1004"                },                "id": 1004            },
"department": {                "name": "Service",                "id": 999            },
"mode": {                "value": "inbound",                "displayValue": "Inbound"
},            "type": {                "value": "chat",                "displayValue": "Chat",
"subtype": {                    "value": "general",                    "displayValue": "General"
}            },            "isSecure": false,            "sentOnBehalf": false,
"status": {                "value": "completed",                "displayValue": "Completed",
"substatus": {                    "value": "done",                    "displayValue": "Done"
},                "assigned": {                    "user": {                        "name":
"JennyAnthony",                        "firstName": "Jenny",                        "lastName":
"Anthony",                        "id": 1002                    },
```

```
"activityFolder": {                        "name": {                            "value":
"activities_completed",                          "displayValue": "Completed"
},                        "id": 7                    },                    "isPinned": false,
"isLocked": false                }            },            "created": {                "user": {
"name": "system",                    "firstName": "System",                    "lastName":
"Services",                    "id": 12                },                "date":
"2016-04-01T21:43:57.000Z"            },            "lastModified": {
        "user": {                    "name": "JennyAnthony",                    "firstName":
"Jenny",                    "lastName": "Anthony",                    "id": 1002                },
"date": "2016-04-01T22:00:44.000Z"            },            "subject": "hi",
"customer": {                "link": {                    "rel": "customer",
"href": "/system/ws/v12/interaction/customer/1003"                },
"customerName": "amy  ",                "contactPersons": {                    "contactPerson": [
{                            "isSystemCreated": false,                            "firstName":
"amy",                            "contactPoints": {
"contactPoint": [                                    {
"type": {                                            "value": "email",
"displayValue": "Email",                                        "email": {
"emailAddress": "amy@example.com"                                        }
},                                        "id": 1008                                    }
]                            },                            "id": 1003                        }
]                },                "id": 1003            },            "queue": {
"name": "Chat queue",                "id": 1000            },            "attachments": {
"count": 0,                "link": {                    "rel": "attachment",
"href": "/system/ws/v12/interaction/activity/1018/attachment"                }            },
"notes": {                "count": 0            },            "id": 1018        }    ]}
```

Example 7 - Get an additional custom attribute for a single activity

This example demonstrates the following:

- Getting summary attributes and a custom attribute for a single activity. The custom attribute in this example is "custom.complainttype".
- Representation of the custom attribute in the response.

XML

Request

Method	URL
GET	`/ws/v12/interaction/activity/1011?$attribute=custom.complainttype`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Accept-Language	en-US

Response

HTTP/1.1 200 OK

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml

Response body

```
<?xml version="1.0" encoding="UTF-8" standalone="yes" ?><activities
xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/activity"xmlns:ns2="http://bindings
.egain.com/ws/model/v12/gen/interaction/case"xmlns:ns3="http://bindings.egain.com/ws/model/v12/ge
n/platform"xmlns:ns4="http://bindings.egain.com/ws/model/v12/gen/common"xmlns:ns5="http://binding
s.egain.com/ws/model/v12/gen/interaction/folder"xmlns:ns6="http://bindings.egain.com/ws/model/v12
/gen/interaction/customer"xmlns:ns7="http://bindings.egain.com/ws/model/v12/gen/interaction/conta
ctperson"xmlns:ns8="http://bindings.egain.com/ws/model/v12/gen/interaction/contactpoint"xmlns:ns9
="http://bindings.egain.com/ws/model/v12/gen/interaction/attachment"xmlns:ns10="http://bindings.e
gain.com/ws/model/v12/gen/mail/alias"xmlns:ns11="http://bindings.egain.com/ws/model/v12/gen/live/
entrypoint">    <activity id="1011">        <link rel="self"
href="/system/ws/v12/interaction/activity/1011"/>        <case id="1001">            <ns2:link
rel="case" href="/system/ws/v12/interaction/case/1001"/>        </case>        <department
id="999">            <ns3:name>Service</ns3:name>        </department>        <mode>
<ns4:value>inbound</ns4:value>            <ns4:displayValue>Inbound</ns4:displayValue>
</mode>        <type>            <value>email</value>
<displayValue>Email</displayValue>            <subtype>
<ns4:value>general</ns4:value>                <ns4:displayValue>General</ns4:displayValue>
</subtype>        </type>        <isSecure>false</isSecure>
<sentOnBehalf>false</sentOnBehalf>        <status>            <value>assigned</value>
<displayValue>Assigned</displayValue>            <substatus>
<ns4:value>in_progress</ns4:value>                <ns4:displayValue>In
Progress</ns4:displayValue>            </substatus>            <assigned>                <user
id="1002">                    <ns3:name>JennyAnthony</ns3:name>
<ns3:firstName>Jenny</ns3:firstName>                    <ns3:lastName>Anthony</ns3:lastName>
</user>                <activityFolder id="6">                    <ns5:name>
<ns4:value>activities_current</ns4:value>
<ns4:displayValue>Current</ns4:displayValue>                    </ns5:name>
</activityFolder>                <isPinned>false</isPinned>
<isLocked>false</isLocked>            </assigned>        </status>        <priority>2</priority>
<lastModified date="2016-03-29T18:40:32.000Z">                    <ns4:user id="1002">
<ns3:name>JennyAnthony</ns3:name>                <ns3:firstName>Jenny</ns3:firstName>
<ns3:lastName>Anthony</ns3:lastName>            </ns4:user>        </lastModified>
<dueDate>2016-04-06T07:00:00.000Z</dueDate>        <subject>Issue with laptop
configuration</subject>        <customer id="1002">            <ns6:link rel="customer"
href="/system/ws/v12/interaction/customer/1002"/>            <ns6:customerName>John
Davis</ns6:customerName>            <ns6:contactPersons>                <ns7:contactPerson
id="1002">                    <ns7:isSystemCreated>false</ns7:isSystemCreated>
<ns7:firstName>John</ns7:firstName>                    <ns7:lastName>Davis</ns7:lastName>
<ns7:contactPoints>                    <ns8:contactPoint id="1004">
<ns8:type>                        <ns8:value>email</ns8:value>
<ns8:displayValue>Email</ns8:displayValue>                        <ns8:email>
<ns8:emailAddress>johndavis@example.com</ns8:emailAddress>
</ns8:email>                        </ns8:type>                    </ns8:contactPoint>
</ns7:contactPoints>                </ns7:contactPerson>            </ns6:contactPersons>
</customer>        <queue id="1001">            <ns3:name>Email queue</ns3:name>        </queue>
<attachments>            <ns9:count>0</ns9:count>            <ns9:link rel="attachment"
href="/system/ws/v12/interaction/activity/1011/attachment"/>        </attachments>        <notes>
<count>1</count>        </notes>        <customAttributes>            <ns4:customAttribute>
<ns4:attribName>complainttype</ns4:attribName>                <ns4:attribValues>
<ns4:attribValue>                    <ns4:value>incorrect_order</ns4:value>
<ns4:displayValue>Incorrect Order</ns4:displayValue>                    </ns4:attribValue>
</ns4:attribValues>            </ns4:customAttribute>        </customAttributes>
</activity></activities>
```

JSON

Request

Method	URL
GET	/ws/v12/interaction/activity/1011?$attribute=custom.complainttype

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/json
Accept-Language	en-US

Response

HTTP/1.1 200 OK

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json

Response body


```
{    "activity": [        {            "link": {                "rel": "self",
"href": "/system/ws/v12/interaction/activity/1011"            },            "case": {
"link": {                    "rel": "case",                "href":
"/system/ws/v12/interaction/case/1001"                },                "id": 1001            },
"department": {                "name": "Service",                "id": 999            },
"mode": {                "value": "inbound",                "displayValue": "Inbound"
},            "type": {                "value": "email",                "displayValue": "Email",
"subtype": {                    "value": "general",                    "displayValue": "General"
}            },            "isSecure": false,            "sentOnBehalf": false,
"status": {                "value": "assigned",                "displayValue": "Assigned",
"substatus": {                    "value": "in_progress",                    "displayValue": "In
Progress"                },                "assigned": {                    "user": {
"name": "JennyAnthony",                    "firstName": "Jenny",
"lastName": "Anthony",                    "id": 1002                    },
"activityFolder": {                    "name": {                        "value":
"activities_current",                        "displayValue": "Current"
},                    "id": 6                    },                    "isPinned": false,
"isLocked": false                }            },            "priority": "2",
"lastModified": {                    "user": {                    "name": "JennyAnthony",
"firstName": "Jenny",                    "lastName": "Anthony",                    "id": 1002
},                "date": "2016-03-29T18:40:32.000Z"            },            "dueDate":
"2016-04-06T07:00:00.000Z",            "subject": "Issue with laptop configuration",
"customer": {                "link": {                    "rel": "customer",
"href": "/system/ws/v12/interaction/customer/1002"                },
"customerName": "John Davis",                "contactPersons": {
"contactPerson": [                    {                        "isSystemCreated": false,
"firstName": "John",                        "lastName": "Davis",
"contactPoints": {                        "contactPoint": [
{                        "type": {
"value": "email",                            "displayValue": "Email",
"email": {                            "emailAddress": "johndavis@example.com"
}                        },                            "id": 1004
}                    ]                },                "id":
1002                }                ]            },            "id": 1002
},            "queue": {                "name": "Email queue",                "id": 1001
},            "attachments": {                "count": 0,                "link": {
"rel": "attachment",                "href":
"/system/ws/v12/interaction/activity/1011/attachment"                }            },
"notes": {                "count": 1            },            "customAttributes": {
"customAttribute": [                {                    "attribName": "complainttype",
"attribValues": {                    "attribValue": [                        {
"value": "incorrect_order",                        "displayValue": "Incorrect Order"
}                    ]                }                }            ]
},            "id": 1011        }    ]}
```

Example 8 - Get summary attributes and payload for activities of all types

This example demonstrates the following:

- Getting summary attributes and payload for multiple activities. Even though payload attribute is explicitly requested, contents node for each activity is omitted because this is a multi-activity request.
- Representation of summary attributes along with "payload" for all activities types - email, chat.
- Representation of an email activity when the activity is sent by a customer on behalf of another customer. This also shows the representation of "sentBy" in the email payload.
- Representation of an activity without a customer. In this example, the "task" activity is not associated with a customer, and hence, customer attribute is not present.
- Default sorting (on activityId in ascending order)

XML

Request

Method	URL
GET	`ws/v12/interaction/activity/1011,1017,1018,1019,1020,1021,1022?$attribute=payload`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Accept-Language	en-US

Response

HTTP/1.1 200 OK

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml

Response body

```
<?xml version="1.0" encoding="UTF-8" standalone="yes" ?><activities
xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/activity"xmlns:ns2="http://bindings
.egain.com/ws/model/v12/gen/interaction/case"xmlns:ns3="http://bindings.egain.com/ws/model/v12/ge
n/platform"xmlns:ns4="http://bindings.egain.com/ws/model/v12/gen/common"xmlns:ns5="http://binding
s.egain.com/ws/model/v12/gen/interaction/folder"xmlns:ns6="http://bindings.egain.com/ws/model/v12
/gen/interaction/customer"xmlns:ns7="http://bindings.egain.com/ws/model/v12/gen/interaction/conta
ctperson"xmlns:ns8="http://bindings.egain.com/ws/model/v12/gen/interaction/contactpoint"xmlns:ns9
="http://bindings.egain.com/ws/model/v12/gen/interaction/attachment"xmlns:ns10="http://bindings.e
gain.com/ws/model/v12/gen/mail/alias"xmlns:ns11="http://bindings.egain.com/ws/model/v12/gen/live/
entrypoint">    <activity id="1011">        <link rel="self"
href="/system/ws/v12/interaction/activity/1011"/>        <case id="1002">            <ns2:link
rel="case" href="/system/ws/v12/interaction/case/1002"/>        </case>        <department
id="999">            <ns3:name>Service</ns3:name>        </department>        <mode>
<ns4:value>inbound</ns4:value>            <ns4:displayValue>Inbound</ns4:displayValue>
</mode>        <type>            <value>email</value>
<displayValue>Email</displayValue>            <subtype>
<ns4:value>general</ns4:value>                <ns4:displayValue>General</ns4:displayValue>
</subtype>        </type>        <isSecure>true</isSecure>
```

<sentOnBehalf>true</sentOnBehalf> <status> <value>assigned</value>
<displayValue>Assigned</displayValue> <substatus>
<ns4:value>in_progress</ns4:value> <ns4:displayValue>In
Progress</ns4:displayValue> </substatus> <assigned> <user
id="1002"> <ns3:name>JennyAnthony</ns3:name>
<ns3:firstName>Jenny</ns3:firstName> <ns3:lastName>Anthony</ns3:lastName>
</user> <activityFolder id="6"> <ns5:name>
<ns4:value>activities_current</ns4:value>
<ns4:displayValue>Current</ns4:displayValue> </ns5:name>
</activityFolder> <isPinned>false</isPinned>
<isLocked>false</isLocked> </assigned> </status> <priority>2</priority>
<lastModified date="2016-04-08T23:41:41.000Z"> <ns4:user id="1002">
<ns3:name>JennyAnthony</ns3:name> <ns3:firstName>Jenny</ns3:firstName>
<ns3:lastName>Anthony</ns3:lastName> </ns4:user> </lastModified>
<dueDate>2016-04-06T07:00:00.000Z</dueDate> <subject>Issue with laptop
configuration</subject> <customer id="1002"> <ns6:link rel="customer"
href="/system/ws/v12/interaction/customer/1002"/> <ns6:customerName>John
Davis</ns6:customerName> <ns6:contactPersons> <ns7:contactPerson
id="1002"> <ns7:isSystemCreated>false</ns7:isSystemCreated>
<ns7:firstName>John</ns7:firstName> <ns7:lastName>Davis</ns7:lastName>
<ns7:contactPoints> <ns8:contactPoint id="1004">
<ns8:type> <ns8:value>email</ns8:value>
<ns8:displayValue>Email</ns8:displayValue> <ns8:email>
<ns8:emailAddress>johndavis@example.com</ns8:emailAddress>
</ns8:email> </ns8:type> </ns8:contactPoint>
</ns7:contactPoints> </ns7:contactPerson> </ns6:contactPersons>
</customer> <queue id="1001"> <ns3:name>Email queue</ns3:name> </queue>
<attachments> <ns9:count>0</ns9:count> <ns9:link rel="attachment"
href="/system/ws/v12/interaction/activity/1011/attachment"/> </attachments> <notes>
<count>1</count> </notes> <payload> <email>
<hasDraft>false</hasDraft> <leaveOpen>false</leaveOpen>
<isEscalated>false</isEscalated> <isOutboundFailed>false</isOutboundFailed>
<alias id="1000"> <ns10:name>alias</ns10:name>
<ns10:value>support@business.com</ns10:value> </alias> <date
date="2016-03-29T18:18:10.000Z"/> <sentBy> <customer id="1017">
<ns6:link rel="customer" href="/system/ws/v12/interaction/customer/1017"/>
<ns6:customerName>Steven Taylor</ns6:customerName> <ns6:contactPersons>
<ns7:contactPerson id="1017">
<ns7:firstName>Steven</ns7:firstName>
<ns7:lastName>Taylor</ns7:lastName> </ns7:contactPerson>
</ns6:contactPersons> </customer> </sentBy>
<emailAddresses> <from>johndavis@example.com</from> <to>
<address>johndavis@example.com</address> </to> <replyTo>
<address>support@business.com</address> </replyTo>
<receiver>support@business.com</receiver> </emailAddresses> </email>
</payload> </activity> <activity id="1017"> <link rel="self"
href="/system/ws/v12/interaction/activity/1017"/> <case id="1003"> <ns2:link
rel="case" href="/system/ws/v12/interaction/case/1003"/> </case> <department
id="999"> <ns3:name>Service</ns3:name> </department> <mode>
<ns4:value>inbound</ns4:value> <ns4:displayValue>Inbound</ns4:displayValue>
</mode> <type> <value>chat</value> <displayValue>Chat</displayValue>
<subtype> <ns4:value>general</ns4:value>
<ns4:displayValue>General</ns4:displayValue> </subtype> </type>
<isSecure>false</isSecure> <sentOnBehalf>false</sentOnBehalf> <status>
<value>completed</value> <displayValue>Completed</displayValue> <substatus>
<ns4:value>done</ns4:value> <ns4:displayValue>Done</ns4:displayValue>
</substatus> <assigned> <user id="1002">
<ns3:name>JennyAnthony</ns3:name> <ns3:firstName>Jenny</ns3:firstName>
<ns3:lastName>Anthony</ns3:lastName> </user> <activityFolder
id="7"> <ns5:name>
<ns4:value>activities_completed</ns4:value>
<ns4:displayValue>Completed</ns4:displayValue> </ns5:name>
</activityFolder> <isPinned>false</isPinned>
<isLocked>false</isLocked> </assigned> </status> <lastModified
date="2016-04-01T21:43:13.000Z"> <ns4:user id="1002">
<ns3:name>JennyAnthony</ns3:name> <ns3:firstName>Jenny</ns3:firstName>
<ns3:lastName>Anthony</ns3:lastName> </ns4:user> </lastModified>
<subject>I am looking for a new laptop.</subject> <customer id="1003"> <ns6:link
rel="customer" href="/system/ws/v12/interaction/customer/1003"/>
<ns6:customerName>amy</ns6:customerName> <ns6:contactPersons>
<ns7:contactPerson id="1003"> <ns7:isSystemCreated>false</ns7:isSystemCreated>

```
<ns7:firstName>amy</ns7:firstName>                    <ns7:contactPoints>
<ns8:contactPoint id="1008">                           <ns8:type>
<ns8:value>email</ns8:value>
<ns8:displayValue>Email</ns8:displayValue>                                  <ns8:email>
<ns8:emailAddress>amy@example.com</ns8:emailAddress>                                </ns8:email>
</ns8:type>                        </ns8:contactPoint>                    </ns7:contactPoints>
</ns7:contactPerson>            </ns6:contactPersons>        </customer>        <queue id="1000">
<ns3:name>Chat queue</ns3:name>        </queue>        <attachments>
<ns9:count>0</ns9:count>            <ns9:link rel="attachment"
href="/system/ws/v12/interaction/activity/1017/attachment"/>        </attachments>        <notes>
<count>0</count>        </notes>        <payload>            <chat>                <isConference>
<value>false</value>                </isConference>                <entryPoint id="1000">
<ns11:name>Default Entry Point</ns11:name>                </entryPoint>                <closedBy
id="1002">                    <ns3:name>JennyAnthony</ns3:name>
<ns3:firstName>Jenny</ns3:firstName>                    <ns3:lastName>Anthony</ns3:lastName>
</closedBy>                <clientInfo>                    <clientIp>10.10.16.15</clientIp>
<userAgent>Mozilla/5.0 (Windows NT 6.1; WOW64; Trident/7.0; rv:11.0) like Gecko</userAgent>
<referrerUrl>http://10.10.24.42/system/templates/chat/sunburst/chat.html?entryPointId=1000&amp;te
mplateName=sunburst&amp;languageCode=en&amp;countryCode=US&amp;ver=v11</referrerUrl>
</clientInfo>                <custDisplayName>amy</custDisplayName>
<origDepartment id="999">                    <ns3:name>Service</ns3:name>
</origDepartment>            </chat>        </payload>    </activity></activities>
```

JSON

Request

Method	URL
GET	`ws/v12/interaction/activity/1011,1017,1018,1019,1020,1021,1022?$attribute=payload`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/json
Accept-Language	en-US

Response

HTTP/1.1 200 OK

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json

Response body

```
{    "activity": [        {            "link": {                "rel": "self",
"href": "/system/ws/v12/interaction/activity/1011"            },            "case": {
"link": {                    "rel": "case",                "href":
"/system/ws/v12/interaction/case/1002"                },                "id": 1002            },
"department": {                "name": "Service",                "id": 999            },
"mode": {                "value": "inbound",                "displayValue": "Inbound"
},            "type": {                "value": "email",                "displayValue": "Email",
"subtype": {                    "value": "general",                    "displayValue": "General"
}        },            "isSecure": true,            "sentOnBehalf": true,            "status":
{                "value": "assigned",                "displayValue": "Assigned",
"substatus": {                    "value": "in_progress",                    "displayValue": "In
Progress"                },                "assigned": {                    "user": {
```

```
"name": "JennyAnthony",                          "firstName": "Jenny",
"lastName": "Anthony",                          "id": 1002                    },
"activityFolder": {                        "name": {                              "value":
"activities_current",                            "displayValue": "Current"
},                         "id": 6                      },                    "isPinned": false,
"isLocked": false                }            },            "priority": "2",
"lastModified": {                          "user": {                    "name": "JennyAnthony",
"firstName": "Jenny",                      "lastName": "Anthony",                    "id": 1002
},                "date": "2016-04-08T23:41:41.000Z"            },            "dueDate":
"2016-04-06T07:00:00.000Z",           "subject": "Issue with laptop configuration",
"customer": {                "link": {                    "rel": "customer",
"href": "/system/ws/v12/interaction/customer/1002"                },
"customerName": "John Davis",                "contactPersons": {
"contactPerson": [                          {                              "isSystemCreated": false,
"firstName": "John",                              "lastName": "Davis",
"contactPoints": {                                 "contactPoint": [
{                                  "type": {
"value": "email",                                              "displayValue": "Email",
"email": {                                             "emailAddress": "johndavis@example.com"
}                                  },                                              "id": 1004
}                                ]                                },                                "id":
1002                          }                          ]                },                "id": 1002
},            "queue": {                "name": "Email queue",                "id": 1001
},            "attachments": {                     "count": 0,                "link": {
"rel": "attachment",                "href":
"/system/ws/v12/interaction/activity/1011/attachment"                }            },
"notes": {                "count": 1            },            "payload": {                "email":
{                "hasDraft": false,                    "leaveOpen": false,
"isEscalated": false,                    "isOutboundFailed": false,                    "alias": {
"name": "alias",                         "value": "support@business.com",
"id": 1000                  },                    "date": {                          "date":
"2016-03-29T18:18:10.000Z"                    },                                  "sentBy": {
"customer": {                              "link": {                                  "rel":
"customer",                                  "href": "/system/ws/v12/interaction/customer/1017"
},                         "customerName": "Steven Taylor",
"contactPersons": {                                    "contactPerson": [
{                                  "firstName": "Steven",
"lastName": "Taylor",                                          "id": 1017
}                                ]                                },                                "id":
1017                          }                  },                    "emailAddresses": {
"from": "johndavis@example.com",                          "to": {
"address": [                                "johndavis@example.com"                                ]
},                         "replyTo": {                                  "address": [
"support@business.com"                                ]                                },
"receiver": "support@business.com"                                }                }            },
"id": 1011        },        {            "link": {                "rel": "self",
"href": "/system/ws/v12/interaction/activity/1017"            },            "case": {
"link": {                      "rel": "case",                      "href":
"/system/ws/v12/interaction/case/1003"                },                "id": 1003            },
"department": {                "name": "Service",                "id": 999            },
"mode": {                "value": "inbound",                "displayValue": "Inbound"
},            "type": {                "value": "chat",                "displayValue": "Chat",
"subtype": {                    "value": "general",                    "displayValue": "General"
}            },            "isSecure": false,            "sentOnBehalf": false,
"status": {                "value": "completed",                "displayValue": "Completed",
"substatus": {                      "value": "done",                      "displayValue": "Done"
},                "assigned": {                    "user": {                          "name":
"JennyAnthony",                          "firstName": "Jenny",                          "lastName":
"Anthony",                       "id": 1002                    },
"activityFolder": {                          "name": {                              "value":
"activities_completed",                              "displayValue": "Completed"
},                         "id": 7                      },                    "isPinned": false,
"isLocked": false                }            },            "lastModified": {
       "user": {                    "name": "JennyAnthony",                    "firstName":
"Jenny",                  "lastName": "Anthony",                    "id": 1002                },
"date": "2016-04-01T21:43:13.000Z"            },            "subject": "I am looking for a new
laptop.",            "customer": {                "link": {                    "rel": "customer",
"href": "/system/ws/v12/interaction/customer/1003"                },
"customerName": "amy  ",                "contactPersons": {                    "contactPerson": [
{                          "isSystemCreated": false,                          "firstName":
"amy",                          "contactPoints": {
```

```
"contactPoint": [                                    {
"type": {                                            "value": "email",
"displayValue": "Email",                                          "email": {
"emailAddress": "amy@example.com"                                          }
},                                        "id": 1008                                  }
]                            },                              "id": 1003                        }
]                },                "id": 1003            },            "queue": {
"name": "Chat queue",                "id": 1000            },            "attachments": {
"count": 0,                "link": {                    "rel": "attachment",
"href": "/system/ws/v12/interaction/activity/1017/attachment"                }            },
"notes": {                "count": 0            },            "payload": {                "chat": {
"isConference": {                        "value": false                    },
"entryPoint": {                        "name": "Default Entry Point",                        "id":
1000                    },                    "closedBy": {                        "name":
"JennyAnthony",                        "firstName": "Jenny",                        "lastName":
"Anthony",                        "id": 1002                    },
"clientInfo": {                        "clientIp": "10.10.16.15",
"userAgent": "Mozilla/5.0 (Windows NT 6.1; WOW64; Trident/7.0; rv:11.0) like Gecko",
"referrerUrl":
"http://10.10.24.42/system/templates/chat/sunburst/chat.html?entryPointId=1000&templateName=sunbu
rst&languageCode=en&countryCode=US&ver=v11"                    },
"custDisplayName": "amy",                    "origDepartment": {                        "name":
"Service",                        "id": 999                    }                }            },
"id": 1017        }    ]}
```

ActivityChangeCaseExamples Class Reference

Detailed Description

Examples for changing case of activities

Example 1 - Change case of an activity to a new case without optional attributes

This example demonstrates the following:

- Changing the case of a single activity to a new case. The new case is created without any optional attributes. Since all attributes of a case are optional, the case is created without providing any attributes.

XML

Request

Method	URL
PUT	`/ws/v12/interaction/activity/1005/changecase`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Content-Type	application/xml
Accept-Language	en-US

Request body:

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?><case
xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/case"xmlns:ns2="http://bindings.egain.com/ws/model/v12/gen/common" />
```

Response:

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml
Location	/system/ws/v12/interaction/case/1019

JSON

Request

Method	URL
PUT	`/ws/v12/interaction/activity/1005/changecase`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/json
Content-Type	application/json
Accept-Language	en-US

Request body:

```
{}
```

Response:

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json
Location	/system/ws/v12/interaction/case/1019

Example 2 - Change case of an activity to an existing case

This example demonstrates the following:

- Changing the case of an activity to an existing case.

XML

Request

Method	URL
PUT	`/ws/v12/interaction/activity/1005/changecase`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Content-Type	application/xml
Accept-Language	en-US

Request body:

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?><case
id="1011"xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/case"xmlns:ns2="http://bin
dings.egain.com/ws/model/v12/gen/common" />
```

Response:

HTTP/1.1 204 No Content

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml

JSON

Request

Method	URL
PUT	`/ws/v12/interaction/activity/1005/changecase`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/json
Content-Type	application/json
Accept-Language	en-US

Request body:

```
{  "id": 1011}
```

Response:

HTTP/1.1 204 No Content

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json

Example 3 - Change case of multiple activities to an existing case

This example demonstrates the following:

- Changing the case of a mulitple activities to an existing case.

XML

Request

Method	URL
PUT	`/ws/v12/interaction/activity/10`

	05,1006/changecase

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Content-Type	application/xml
Accept-Language	en-US

Request body:

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?><case
id="1011"xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/case"xmlns:ns2="http://bin
dings.egain.com/ws/model/v12/gen/common" />
```

Response:

HTTP/1.1 204 No Content

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml

JSON

Request

Method	URL
PUT	/ws/v12/interaction/activity/1005,1006/changecase

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/json
Content-Type	application/json
Accept-Language	en-US

Request body:

```
{  "id": 1011}
```

Response:

HTTP/1.1 204 No Content

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json

Example 4 - Change case of multiple activities to a new case by providing all case attributes

This example demonstrates the following:

- Changing the case of multiple activities to a new case.
- Creating the new case with all attributes, including custom attributes.

XML

Request

Method	URL
PUT	/ws/v12/interaction/activity/1005,1006/changecase

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Content-Type	application/xml
Accept-Language	en-US

Request body:

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?><case
xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/case"
xmlns:ns2="http://bindings.egain.com/ws/model/v12/gen/common">
<dueDate>2020-11-30T18:30:00.000Z</dueDate>      <severity>         <ns2:value>medium</ns2:value>
</severity>      <subject>Issue with phone</subject>      <description>Phone issue</description>
<solution>Replace phone</solution>      <customAttributes>            <ns2:customAttribute>
<ns2:attribName>customer_rating</ns2:attribName>                  <ns2:attribValues>
<ns2:attribValue>                              <ns2:value>1</ns2:value>
</ns2:attribValue>                  </ns2:attribValues>            </ns2:customAttribute>
</customAttributes></case>
```

Response:

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml
Location	/system/ws/v12/interaction/case/1019

JSON

Request

Method	URL
PUT	/ws/v12/interaction/activity/1005,1006/changecase

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/json
Content-Type	application/json
Accept-Language	en-US

Request body:

```
{  "dueDate": "2020-11-30T18:30:00.000Z",  "severity": {    "value": "medium"  },  "subject":
"Issue with phone",  "description": "Phone issue",  "solution": "Replace phone",
"customAttributes": {    "customAttribute": {      "attribName": "customer_rating",
"attribValues": {        "attribValue": {          "value": "1"        }      }    }  }}
```

Response:

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json
Location	/system/ws/v12/interaction/case/1019

ActivityChangeCustomerExamples Class Reference

Detailed Description

Examples for changing customer of activities

Example 1 - Change customer of an activity

This example demonstrates the following:

- Changing the customer of a single activity.

XML

Request

Method	URL
PUT	`/ws/v12/interaction/activity/changecustomer`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Content-Type	application/xml
Accept-Language	en-US

Request body:

```
<?xml version="1.0" encoding="UTF-8"?><activities
xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/activity"xmlns:ns2="http://bindings
.egain.com/ws/model/v12/gen/interaction/customer"xmlns:ns3="http://bindings.egain.com/ws/model/v1
2/gen/interaction/contactperson"xmlns:ns4="http://bindings.egain.com/ws/model/v12/gen/interaction
/contactpoint"><activity id="1000">    <customer>        <ns2:contactPersons>
<ns3:contactPerson>               <ns3:contactPoints>                    <ns4:contactPoint
id="1000">                   </ns4:contactPoint>               </ns3:contactPoints>
</ns3:contactPerson>        </ns2:contactPersons>    </customer></activity></activities>
```

Response:

HTTP/1.1 204 No Content

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml

JSON

Request

Method	URL
PUT	`/ws/v12/interaction/activity/changecustomer`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/json
Content-Type	application/json
Accept-Language	en-US

Request body:

```
{  "activity": [    {      "id": "1000",      "customer": {        "contactPersons": {
"contactPerson": [            {              "contactPoints": {                "contactPoint": [
{                    "id": "1000"                  }                ]              }            }
]        }      }    }  ]}
```

Response:

HTTP/1.1 204 No Content

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json

Example 2 - Change customer of multiple activities using different contact points

This example demonstrates the following:

- Changing customer of multiple activities.
- Associating activities with different contact points.

XML

Request

Method	URL
PUT	`/ws/v12/interaction/activity/changecustomer`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Content-Type	application/xml

Accept-Language	en-US

Request body:

```
<?xml version="1.0" encoding="UTF-8"?><activities
xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/activity"xmlns:ns2="http://bindings
.egain.com/ws/model/v12/gen/interaction/customer"xmlns:ns3="http://bindings.egain.com/ws/model/v1
2/gen/interaction/contactperson"xmlns:ns4="http://bindings.egain.com/ws/model/v12/gen/interaction
/contactpoint"><activity id="1000">    <customer>        <ns2:contactPersons>
<ns3:contactPerson>               <ns3:contactPoints>                  <ns4:contactPoint
id="1000">                    </ns4:contactPoint>               </ns3:contactPoints>
</ns3:contactPerson>        </ns2:contactPersons>    </customer></activity><activity id="1001">
<customer>        <ns2:contactPersons>            <ns3:contactPerson>
<ns3:contactPoints>                    <ns4:contactPoint id="1001">
</ns4:contactPoint>               </ns3:contactPoints>           </ns3:contactPerson>
</ns2:contactPersons>    </customer></activity></activities>
```

Response:

HTTP/1.1 204 No Content

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml

JSON

Request

Method	URL
PUT	`/ws/v12/interaction/activity/changecustomer`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/json
Content-Type	application/json
Accept-Language	en-US

Request body:

```
{  "activity": [    {      "id": "1000",      "customer": {        "contactPersons": {
"contactPerson": [           {              "contactPoints": {                "contactPoint": [
{                    "id": "1000"                    }               ]              }           }
]        }      }    },    {      "id": "1001",      "customer": {        "contactPersons": {
"contactPerson": [           {              "contactPoints": {                "contactPoint": [
{                    "id": "1001"                    }               ]              }           }
]        }      }    }  ]}
```

Response:

HTTP/1.1 204 No Content

Response headers

Name	Value
X-egain-session	current session ID

Content-Type	application/json

Example 3 - Change customer of multiple activities

This example demonstrates the folowing:

- Changing customer of multiple activities.
- Associating the activities with the same contact point.

XML

Request

Method	URL
PUT	`/ws/v12/interaction/activity/changecustomer`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Content-Type	application/xml
Accept-Language	en-US

Request body:

```
<?xml version="1.0" encoding="UTF-8"?><activities
xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/activity"xmlns:ns2="http://bindings
.egain.com/ws/model/v12/gen/interaction/customer"xmlns:ns3="http://bindings.egain.com/ws/model/v1
2/gen/interaction/contactperson"xmlns:ns4="http://bindings.egain.com/ws/model/v12/gen/interaction
/contactpoint"><activity id="1000">    <customer>        <ns2:contactPersons>
<ns3:contactPerson>               <ns3:contactPoints>                   <ns4:contactPoint
id="1000">                    </ns4:contactPoint>               </ns3:contactPoints>
</ns3:contactPerson>        </ns2:contactPersons>    </customer></activity><activity id="1001">
<customer>        <ns2:contactPersons>            <ns3:contactPerson>
<ns3:contactPoints>                   <ns4:contactPoint id="1000">
</ns4:contactPoint>               </ns3:contactPoints>           </ns3:contactPerson>
</ns2:contactPersons>    </customer></activity></activities>
```

Response:

HTTP/1.1 204 No Content

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml

JSON

Request

Method	URL

PUT	/ws/v12/interaction/activity/changecustomer

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/json
Content-Type	application/json
Accept-Language	en-US

Request body:

```
{  "activity": [    {      "id": "1000",      "customer": {        "contactPersons": {
"contactPerson": [          {              "contactPoints": {                "contactPoint": [
{                    "id": "1000"                  }                ]            }          }
]        }      }    },    {      "id": "1001",      "customer": {        "contactPersons": {
"contactPerson": [          {              "contactPoints": {                "contactPoint": [
{                    "id": "1000"                  }                ]            }          }
]        }      }    }  ]}
```

Response:

HTTP/1.1 204 No Content

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json

ActivityCommonInfoPage Class Reference

Detailed Description

Supported values of some Common Query Parameters that appear in Activity Resource APIs

NOTE: each *common parameter* described below is not necessarily supported by all Activity APIs. Therefore, first refer to specific API documentation to see which *common parameters* that API supports.

Values of $attribute common parameter supported by Activity Resource

Use `$attribute` to request additional attributes/elements of resource representation, beyond those always returned by server. The value of $attribute must be a comma separated list of attribute names. For example,

```
GET .../context/interaction/activity/1000?$attribute=payload
```

```
GET .../context/interaction/activity/1000?$attribute=created,custom.abc
```

```
GET .../context/interaction/activity/1000?$attribute=all
```

Name	Description	Schema/type returned by server
all	This is a special keyword that prompts server to return all available resource attributes	N/A
created	Activity creation date and information about who created the activity. Activity can be created by either a user or a contact. If created by a user, created.user.firstName and created.user.lastName will be returned. If created by a contact, created.contact.firstName and created.contact.lastName will be returned.	Created Schema
payload	Type-specific details of this activity, e.g. mail, chat etc. **NOTE:** payload.email.contents, payload.chat.transcript nodes will only be returned by server when a single activity is requested by ID through	Payload Schema

	"Get Activity by ID" API.	
custom.<name>	Name of a custom attribute configured for activity object	CustomAttributes Schema

Values of $sort common parameter supported by Activity Resource

Activities returned in server response are sorted based on the attribute supplied under `$sort` . See *Description* column below for specifics.

Name	Description
id	Results are sorted on activity IDs
case	Results are sorted on case ID of each activity

Summary attributes of Activity Resource

Activity Resource always returns `<activities>` representation, that contains one or more `<activity>` representations and `<paginationInfo>` element if applicable.

Activity summary

Name	Description	Schema/type
id	Activity ID	Long
link	Self link that can be used to retrieve this activity	Link Schema
case	The case to which this activity belongs (ID and self-link)	Case Schema
mode	Activity mode	L10NString Schema
type	Activity type (email, chat etc.)	Type Schema
isSecure	Indicates whether activity is marked secure	Boolean
status	Activity status	Status Schema
isRead	Indicates whether activity has been read by the customer	Boolean
lastModified	Last modified user details (firstName, lastName)	DateAndUser
subject	Activity subject	String
customer	The customer associated with this activity	Customer Schema
attachments	Field holding the count and a link that can be used to retrieve all attachments of this activity	countAndLink Schema

ActivityCommonInfoPage Class Reference

Detailed Description

Supported values of some Common Query Parameters that appear in Activity Resource APIs

NOTE: each *common parameter* described below is not necessarily supported by all Activity APIs. Therefore, first refer to specific API documentation to see which *common parameters* that API supports.

Values of $attribute common parameter supported by Activity Resource

Use `$attribute` to request additional attributes/elements of resource representation, beyond those always returned by server. The value of $attribute must be a comma separated list of attribute names. For example,

```
GET .../interaction/activity/1000?$attribute=payload
```

```
GET .../interaction/activity/1000?$attribute=created,userLastWorked,custom.abc
```

```
GET .../interaction/activity/1000?$attribute=all
```

Name	Description	Schema/type returned by server
all	This is a special keyword that prompts server to return all available resource attributes	N/A
lastDepartment	The last department this activity belonged to	Department Schema
created	Activity creation details (user and date)	Created Schema
contactPointData	Activity contact point data	String
payload	Type-specific details of this activity, e.g. mail, chat etc. **NOTE:** payload.email.contents, payload.chat.transcript nodes will only be returned by server when a single activity is requested by ID through "Get Activities by IDs" API.	Payload Schema
userLastWorked	Information about the last user who worked on this activity	User Schema
classifications	Information about classifications for this activity	Classifications Schema
custom.<name>	Name of a custom attribute	CustomAttributes Schema

	configured for activity object	

Values of $sort common parameter supported by Activity Resource

Activities returned in server response are sorted based on the attribute supplied under `$sort` . See *Description* column below for specifics.

Name	Description
id	Results are sorted on activity IDs
department	Results are sorted on department name of each activity
case	Results are sorted on case ID of each activity
dueDate	Results are sorted on due date of each activity
createdDate	Results are sorted on created date of each activity
lastModifiedDate	Results are sorted on last modified date of each activity
custom.<name>	Results are sorted on supplied name of custom attribute of activity object

Summary attributes of Activity Resource

Activity Resource always returns `<activities>` representation, that contains one or more `<activity>` representations and `<paginationInfo>` element if applicable.

Activity summary

Name	Description	Schema/type
id	Activity ID	Long
link	Self link that can be used to retrieve this activity	Link Schema
case	The case to which this activity belongs (ID and self-link)	Case Schema
department	Department of the activity (ID and name)	Department Schema
mode	Activity mode	L10NString Schema
type	Activity type (email, chat etc.)	Type Schema
isSecure	Indicates whether the activity is a secure activity or not	Boolean
sentOnBehalf	Indicates whether the activity was sent by a customer on behalf of another customer	Boolean
status	Activity status	Status Schema

priority	The priority level of this activity	Int
lastModified	Details of the last modification of the activity (date and user info)	Created Schema
dueDate	The due date of the activity	DateTime
subject	Activity subject	String
customer	The customer associated with this activity	Customer Schema
queue	The queue this activity belongs to (ID and name)	Queue Schema
attachments	Field holding the count and a link that can be used to retrieve all attachments of this activity	countAndLink Schema
notes	Field holding the count and a link that can be used to retrieve all notes of this activity	countAndLink Schema

ActivityExampleHeadersPostSection Class Reference

Detailed Description

Request

Method	URL
POST	`/ws/v12/interaction/activity`

Request headers

Name	Value
X-egain-session	Valid session ID
Content-Type	application/xml
Accept-Language	en-US

ActivitySearchExamples Class Reference

Detailed Description

Examples for Activity Search

Example 1 - Search for activities by customer

This example demonstrates the following:

- Search for activities based on customer ID.
- Requesting all attributes to be returned in the response.
- Representation of all supported attributes in the response.
- Default sorting (on activity ID in ascending order)

XML

Request

Method	URL
GET	`/ws/v12/interaction/activity?customer=1002&$attribute=all`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Accept-Language	en-US

Response

HTTP/1.1 200 OK

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml

Response body

```
<?xml version="1.0" encoding="UTF-8" standalone="yes" ?><activities
xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/activity"xmlns:ns2="http://bindings
.egain.com/ws/model/v12/gen/interaction/case"xmlns:ns3="http://bindings.egain.com/ws/model/v12/ge
n/platform"xmlns:ns4="http://bindings.egain.com/ws/model/v12/gen/common"xmlns:ns5="http://binding
s.egain.com/ws/model/v12/gen/interaction/folder"xmlns:ns6="http://bindings.egain.com/ws/model/v12
/gen/interaction/customer"xmlns:ns7="http://bindings.egain.com/ws/model/v12/gen/interaction/conta
ctperson"xmlns:ns8="http://bindings.egain.com/ws/model/v12/gen/interaction/contactpoint"xmlns:ns9
="http://bindings.egain.com/ws/model/v12/gen/interaction/attachment"xmlns:ns10="http://bindings.e
gain.com/ws/model/v12/gen/mail/alias"xmlns:ns11="http://bindings.egain.com/ws/model/v12/gen/live/
entrypoint">    <activity id="1011">        <link rel="self"
```

```
href="/system/ws/v12/interaction/activity/1011"/>        <case id="1001">           <ns2:link
rel="case" href="/system/ws/v12/interaction/case/1001"/>        </case>        <department
id="999">           <ns3:name>Service</ns3:name>        </department>        <mode>
<ns4:value>inbound</ns4:value>            <ns4:displayValue>Inbound</ns4:displayValue>
</mode>        <type>            <value>email</value>
<displayValue>Email</displayValue>            <subtype>
<ns4:value>general</ns4:value>              <ns4:displayValue>General</ns4:displayValue>
</subtype>        </type>        <isSecure>false</isSecure>
<sentOnBehalf>false</sentOnBehalf>        <status>            <value>assigned</value>
<displayValue>Assigned</displayValue>           <substatus>
<ns4:value>in_progress</ns4:value>              <ns4:displayValue>In
Progress</ns4:displayValue>           </substatus>           <assigned>                <user
id="1002">                    <ns3:name>JennyAnthony</ns3:name>
<ns3:firstName>Jenny</ns3:firstName>                    <ns3:lastName>Anthony</ns3:lastName>
</user>                <activityFolder id="6">                    <ns5:name>
<ns4:value>activities_current</ns4:value>
<ns4:displayValue>Current</ns4:displayValue>                    </ns5:name>
</activityFolder>                <isPinned>false</isPinned>
<isLocked>false</isLocked>           </assigned>        </status>        <priority>2</priority>
<created date="2016-03-29T18:18:10.000Z">           <ns4:user id="12">
<ns3:name>system</ns3:name>              <ns3:firstName>System</ns3:firstName>
<ns3:lastName>Services</ns3:lastName>           </ns4:user>        </created>
<lastModified date="2016-03-29T18:40:32.000Z">                <ns4:user id="1002">
<ns3:name>JennyAnthony</ns3:name>               <ns3:firstName>Jenny</ns3:firstName>
<ns3:lastName>Anthony</ns3:lastName>           </ns4:user>        </lastModified>
<dueDate>2016-04-06T07:00:00.000Z</dueDate>        <subject>Issue with laptop
configuration</subject>        <customer id="1002">           <ns6:link rel="customer"
href="/system/ws/v12/interaction/customer/1002"/>           <ns6:customerName>John
Davis</ns6:customerName>           <ns6:contactPersons>               <ns7:contactPerson
id="1002">                    <ns7:isSystemCreated>false</ns7:isSystemCreated>
<ns7:firstName>John</ns7:firstName>                    <ns7:lastName>Davis</ns7:lastName>
<ns7:contactPoints>                        <ns8:contactPoint id="1004">
<ns8:type>                        <ns8:value>email</ns8:value>
<ns8:displayValue>Email</ns8:displayValue>                                <ns8:email>
<ns8:emailAddress>johndavis@example.com</ns8:emailAddress>
</ns8:email>                            </ns8:type>                         </ns8:contactPoint>
</ns7:contactPoints>               </ns7:contactPerson>           </ns6:contactPersons>
</customer>        <classifications>           <ns3:category id="456700000001000">
<ns3:name>Laptop Configuration</ns3:name>               <ns3:isComplaint>false</ns3:isComplaint>
</ns3:category>           <ns3:resolutionCode id="456700000001001">
<ns3:name>Share Documentation</ns3:name>           </ns3:resolutionCode>
</classifications>        <queue id="1001">           <ns3:name>Email queue</ns3:name>
</queue>        <attachments>           <ns9:count>0</ns9:count>           <ns9:link
rel="attachment" href="/system/ws/v12/interaction/activity/1011/attachment"/>
</attachments>        <notes>           <count>1</count>        </notes>
<contactPointData>johndavis@example.com</contactPointData>        <payload>           <email>
<hasDraft>false</hasDraft>               <leaveOpen>false</leaveOpen>
<isEscalated>false</isEscalated>               <isOutboundFailed>false</isOutboundFailed>
<alias id="1000">                    <ns10:name>alias</ns10:name>
<ns10:value>support@business.com</ns10:value>               </alias>               <date
date="2016-03-29T18:18:10.000Z"/>               <emailAddresses>
<from>johndavis@example.com</from>                    <to>
<address>johndavis@example.com</address>                    </to>                    <replyTo>
<address>support@business.com</address>                   </replyTo>
<receiver>support@business.com</receiver>               </emailAddresses>           </email>
</payload>        <customAttributes>           <ns4:customAttribute>
<ns4:attribName>complainttype</ns4:attribName>               <ns4:attribValues>
<ns4:attribValue>                        <ns4:value>incorrect_order</ns4:value>
<ns4:displayValue>Incorrect Order</ns4:displayValue>                    </ns4:attribValue>
</ns4:attribValues>           </ns4:customAttribute>       </customAttributes>    </activity>
<activity id="1022">        <link rel="self" href="/system/ws/v12/interaction/activity/1022"/>
<case id="1008">           <ns2:link rel="case" href="/system/ws/v12/interaction/case/1008"/>
</case>        <department id="999">           <ns3:name>Service</ns3:name>        </department>
<mode>           <ns4:value>none</ns4:value>
<ns4:displayValue>None</ns4:displayValue>        </mode>        <type>
<value>reorder</value>           <displayValue>reorder</displayValue>           <subtype>
<ns4:value>general</ns4:value>              <ns4:displayValue>General</ns4:displayValue>
</subtype>        </type>        <isSecure>false</isSecure>
<sentOnBehalf>false</sentOnBehalf>        <status>           <value>assignment</value>
<displayValue>Awaiting Assignment</displayValue>           <substatus>
<ns4:value>ready_for_internal_assignment</ns4:value>               <ns4:displayValue>Ready for
```

```
assignment</ns4:displayValue>           </substatus>           <assigned>
<activityFolder id="6">                   <ns5:name>
<ns4:value>activities_current</ns4:value>
<ns4:displayValue>Current</ns4:displayValue>                    </ns5:name>
</activityFolder>               <isPinned>false</isPinned>
<isLocked>false</isLocked>           </assigned>        </status>        <created
date="2016-04-01T22:33:37.000Z">           <ns4:user id="1002">
<ns3:name>JennyAnthony</ns3:name>               <ns3:firstName>Jenny</ns3:firstName>
<ns3:lastName>Anthony</ns3:lastName>           </ns4:user>        </created>
<lastModified date="2016-04-01T22:36:17.000Z">           <ns4:user id="1002">
<ns3:name>JennyAnthony</ns3:name>               <ns3:firstName>Jenny</ns3:firstName>
<ns3:lastName>Anthony</ns3:lastName>           </ns4:user>        </lastModified>
<subject>No Subject [#1008]</subject>        <userLastWorked id="1002">
<ns3:name>JennyAnthony</ns3:name>           <ns3:firstName>Jenny</ns3:firstName>
<ns3:lastName>Anthony</ns3:lastName>       </userLastWorked>        <customer id="1002">
<ns6:link rel="customer" href="/system/ws/v12/interaction/customer/1002"/>
<ns6:customerName>John Davis</ns6:customerName>           <ns6:contactPersons>
<ns7:contactPerson id="1002">                   <ns7:isSystemCreated>false</ns7:isSystemCreated>
<ns7:firstName>John</ns7:firstName>                   <ns7:lastName>Davis</ns7:lastName>
<ns7:contactPoints>                       <ns8:contactPoint id="1004">
<ns8:type>                               <ns8:value>email</ns8:value>
<ns8:displayValue>Email</ns8:displayValue>                                   <ns8:email>
<ns8:emailAddress>johndavis@example.com</ns8:emailAddress>
</ns8:email>                           </ns8:type>                        </ns8:contactPoint>
</ns7:contactPoints>               </ns7:contactPerson>           </ns6:contactPersons>
</customer>        <classifications>           <ns3:category id="456700000001000">
<ns3:name>Laptop Configuration</ns3:name>               <ns3:isComplaint>false</ns3:isComplaint>
</ns3:category>           <ns3:resolutionCode id="456700000001001">
<ns3:name>Share Documentation</ns3:name>           </ns3:resolutionCode>
</classifications>        <queue id="1001">           <ns3:name>Email queue</ns3:name>
</queue>        <attachments>           <ns9:count>0</ns9:count>           <ns9:link
rel="attachment" href="/system/ws/v12/interaction/activity/1022/attachment"/>
</attachments>        <notes>           <count>0</count>        </notes>
<contactPointData>johndavis@example.com</contactPointData>    </activity>    <paginationInfo>
<ns4:count>2</ns4:count>        <ns4:pagenum>1</ns4:pagenum>
<ns4:pagesize>25</ns4:pagesize>    </paginationInfo></activities>
```

JSON

Request

Method	URL
GET	`/ws/v12/interaction/activity?customer=1002&$attribute=all`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/json
Accept-Language	en-US

Response

HTTP/1.1 200 OK

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json

Response body

```
{    "activity": [        {            "link": {                "rel": "self",
"href": "/system/ws/v12/interaction/activity/1011"            },            "case": {
"link": {                    "rel": "case",                "href":
"/system/ws/v12/interaction/case/1001"                },                "id": 1001            },
"department": {                "name": "Service",                "id": 999            },
"mode": {                "value": "inbound",                "displayValue": "Inbound"
},            "type": {                "value": "email",                "displayValue": "Email",
"subtype": {                    "value": "general",                    "displayValue": "General"
}            },            "isSecure": false,            "sentOnBehalf": false,
"status": {                "value": "assigned",                "displayValue": "Assigned",
"substatus": {                    "value": "in_progress",                    "displayValue": "In
Progress"                },                "assigned": {                    "user": {
"name": "JennyAnthony",                    "firstName": "Jenny",
"lastName": "Anthony",                    "id": 1002                    },
"activityFolder": {                    "name": {                        "value":
"activities_current",                        "displayValue": "Current"
},                "id": 6                    },                "isPinned": false,
"isLocked": false                }            },            "priority": "2",            "created":
{                "user": {                    "name": "system",                    "firstName":
"System",                    "lastName": "Services",                    "id": 12                },
"date": "2016-03-29T18:18:10.000Z"            },            "lastModified": {
"user": {                    "name": "JennyAnthony",                    "firstName": "Jenny",
"lastName": "Anthony",                    "id": 1002                },                "date":
"2016-03-29T18:40:32.000Z"            },            "dueDate": "2016-04-06T07:00:00.000Z",
"subject": "Issue with laptop configuration",            "customer": {                "link": {
"rel": "customer",                    "href": "/system/ws/v12/interaction/customer/1002"
},                "customerName": "John Davis",                "contactPersons": {
"contactPerson": [                    {                        "isSystemCreated": false,
"firstName": "John",                        "lastName": "Davis",
"contactPoints": {                        "contactPoint": [
{                                    "type": {
"value": "email",                                        "displayValue": "Email",
"email": {                                        "emailAddress": "johndavis@example.com"
}                                    },                                        "id": 1004
}                                ]                            },                            "id":
1002                        }                    ]                },                "id": 1002
},            "classifications": {                "category": [                    {
"name": "Laptop Configuration",                        "isComplaint": false,
"id": 456700000001000                    }                ],                "resolutionCode": [
{                    "name": "Share Documentation",                        "id":
456700000001001                    }                ]            },            "queue": {
"name": "Email queue",                "id": 1001            },            "attachments": {
"count": 0,                "link": {                    "rel": "attachment",
"href": "/system/ws/v12/interaction/activity/1011/attachment"                }            },
"notes": {                "count": 1            },            "contactPointData":
"johndavis@example.com",            "payload": {                "email": {
"hasDraft": false,                    "leaveOpen": false,                    "isEscalated": false,
"isOutboundFailed": false,                    "alias": {                        "name": "alias",
"value": "support@business.com",                    "id": 1000                    },
"date": {                    "date": "2016-03-29T18:18:10.000Z"                    },
"emailAddresses": {                        "from": "johndavis@example.com",
"to": {                            "address": [
"johndavis@example.com"                        ]                        },
"replyTo": {                        "address": [
"support@business.com"                        ]                    },
"receiver": "support@business.com"                }                }            },
"customAttributes": {                "customAttribute": [                    {
"attribName": "complainttype",                        "attribValues": {
"attribValue": [                        {                            "value":
"incorrect_order",                            "displayValue": "Incorrect Order"
}                    ]                }                }                ]
},            "id": 1011        },        {            "link": {                "rel": "self",
"href": "/system/ws/v12/interaction/activity/1022"            },            "case": {
"link": {                    "rel": "case",                "href":
"/system/ws/v12/interaction/case/1008"                },                "id": 1008            },
"department": {                "name": "Service",                "id": 999            },
"mode": {                "value": "none",                "displayValue": "None"            },
"type": {                "value": "reorder",                "displayValue": "reorder",
"subtype": {                    "value": "general",                    "displayValue": "General"
```

```
}            },            "isSecure": false,            "sentOnBehalf": false,
"status": {                "value": "assignment",                "displayValue": "Awaiting
Assignment",                "substatus": {                    "value":
"ready_for_internal_assignment",                    "displayValue": "Ready for assignment"
},                "assigned": {                    "activityFolder": {
"name": {                        "value": "activities_current",
"displayValue": "Current"                        },                        "id": 6
},                    "isPinned": false,                    "isLocked": false                }
},            "created": {                "user": {                    "name": "JennyAnthony",
"firstName": "Jenny",                "lastName": "Anthony",                    "id": 1002
},                "date": "2016-04-01T22:33:37.000Z"            },            "lastModified": {
"user": {                    "name": "JennyAnthony",                    "firstName": "Jenny",
"lastName": "Anthony",                    "id": 1002                },                "date":
"2016-04-01T22:36:17.000Z"            },            "subject": "No Subject [#1008]",
"userLastWorked": {                "name": "JennyAnthony",                "firstName": "Jenny",
"lastName": "Anthony",                "id": 1002            },            "customer": {
"link": {                    "rel": "customer",                    "href":
"/system/ws/v12/interaction/customer/1002"                },                "customerName": "John
Davis",                "contactPersons": {                    "contactPerson": [
{                        "isSystemCreated": false,                        "firstName":
"John",                        "lastName": "Davis",
"contactPoints": {                        "contactPoint": [
{                        "type": {
"value": "email",                        "displayValue": "Email",
"email": {                        "emailAddress": "johndavis@example.com"
}                        },                        "id": 1004
}                    ]                    },                    "id":
1002                }                ]                },                "id": 1002
},            "classifications": {                "category": [                {
"name": "Laptop Configuration",                    "isComplaint": false,
"id": 456700000001000                }                ],                "resolutionCode": [
{                    "name": "Share Documentation",                    "id":
456700000001001                }                ]            },            "queue": {
"name": "Reorder queue",                "id": 1006            },            "attachments": {
"count": 0,                "link": {                "rel": "attachment",
"href": "/system/ws/v12/interaction/activity/1022/attachment"                }            },
"notes": {                "count": 0            },            "contactPointData":
"johndavis@example.com",            "id": 1022        }    ],    "paginationInfo": {
"count": 2,        "pagenum": 1,        "pagesize": 25    }}
```

Example 2 - Search for activities by case with pagination parameters

This example demonstrates the following:

- Search for activities based on case ID.
- Getting summary attributes along with payload for the activities.
- Provide pagination parameters in the request ($pagenum and $pagesize). The paginationInfo element in the response shows the links to the previous and next pages.
- Default sorting (on activity ID in ascending order)

XML

Request

Method	URL
GET	`/ws/v12/interaction/activity?case=1002&$attribute=payload&$pagenum=2&$pagesize=2`

Request headers

Name	Value

X-egain-session	Valid session ID
Accept	application/xml
Accept-Language	en-US

Response

HTTP/1.1 200 OK

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml

Response body


```
<?xml version="1.0" encoding="UTF-8" standalone="yes" ?><activities
xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/activity"xmlns:ns2="http://bindings
.egain.com/ws/model/v12/gen/interaction/case"xmlns:ns3="http://bindings.egain.com/ws/model/v12/ge
n/platform"xmlns:ns4="http://bindings.egain.com/ws/model/v12/gen/common"xmlns:ns5="http://binding
s.egain.com/ws/model/v12/gen/interaction/folder"xmlns:ns6="http://bindings.egain.com/ws/model/v12
/gen/interaction/customer"xmlns:ns7="http://bindings.egain.com/ws/model/v12/gen/interaction/conta
ctperson"xmlns:ns8="http://bindings.egain.com/ws/model/v12/gen/interaction/contactpoint"xmlns:ns9
="http://bindings.egain.com/ws/model/v12/gen/interaction/attachment"xmlns:ns10="http://bindings.e
gain.com/ws/model/v12/gen/mail/alias"xmlns:ns11="http://bindings.egain.com/ws/model/v12/gen/live/
entrypoint">    <activity id="1015">        <link rel="self"
href="/system/ws/v12/interaction/activity/1015"/>        <case id="1002">            <ns2:link
rel="case" href="/system/ws/v12/interaction/case/1002"/>        </case>        <department
id="999">            <ns3:name>Service</ns3:name>        </department>        <mode>
<ns4:value>inbound</ns4:value>            <ns4:displayValue>Inbound</ns4:displayValue>
</mode>        <type>            <value>email</value>
<displayValue>Email</displayValue>            <subtype>
<ns4:value>general</ns4:value>                <ns4:displayValue>General</ns4:displayValue>
</subtype>        </type>        <isSecure>false</isSecure>
<sentOnBehalf>false</sentOnBehalf>        <status>            <value>completed</value>
<displayValue>Completed</displayValue>            <substatus>
<ns4:value>done</ns4:value>                <ns4:displayValue>Done</ns4:displayValue>
</substatus>            <assigned>                <user id="1002">
<ns3:name>JennyAnthony</ns3:name>                    <ns3:firstName>Jenny</ns3:firstName>
<ns3:lastName>Anthony</ns3:lastName>                </user>                <activityFolder
id="7">                    <ns5:name>
<ns4:value>activities_completed</ns4:value>
<ns4:displayValue>Completed</ns4:displayValue>                    </ns5:name>
</activityFolder>                <isPinned>false</isPinned>
<isLocked>false</isLocked>            </assigned>        </status>        <lastModified
date="2016-04-01T21:32:25.000Z">            <ns4:user id="1002">
<ns3:name>JennyAnthony</ns3:name>                <ns3:firstName>Jenny</ns3:firstName>
<ns3:lastName>Anthony</ns3:lastName>            </ns4:user>        </lastModified>
<subject>offers [#1002]</subject>        <customer id="1002">            <ns6:link rel="customer"
href="/system/ws/v12/interaction/customer/1002"/>            <ns6:customerName>John
Davis</ns6:customerName>            <ns6:contactPersons>                <ns7:contactPerson
id="1002">                    <ns7:isSystemCreated>false</ns7:isSystemCreated>
<ns7:firstName>John</ns7:firstName>                    <ns7:lastName>Davis</ns7:lastName>
<ns7:contactPoints>                        <ns8:contactPoint id="1004">
<ns8:type>                        <ns8:value>email</ns8:value>
<ns8:displayValue>Email</ns8:displayValue>                            <ns8:email>
<ns8:emailAddress>johndavis@example.com</ns8:emailAddress>
</ns8:email>                        </ns8:type>                        </ns8:contactPoint>
</ns7:contactPoints>                </ns7:contactPerson>            </ns6:contactPersons>
</customer>        <queue id="1001">            <ns3:name>Email queue</ns3:name>        </queue>
<attachments>            <ns9:count>0</ns9:count>            <ns9:link rel="attachment"
href="/system/ws/v12/interaction/activity/1015/attachment"/>        </attachments>        <notes>
<count>1</count>        </notes>        <payload>            <email>                <lastAction>
<value>I18N_CASEMGMT_ACTION_REPLIED</value>                    <displayValue>Sent</displayValue>
</lastAction>                <hasDraft>false</hasDraft>
<leaveOpen>false</leaveOpen>                <isEscalated>true</isEscalated>
<isOutboundFailed>false</isOutboundFailed>                <alias id="1000">
```

```
<ns10:name>alias</ns10:name>                    <ns10:value>support@business.com</ns10:value>
</alias>                <date date="2016-04-01T21:00:42.000Z"/>                <emailAddresses>
<from>johndavis@example.com</from>                    <to>
<address>support@business.com</address>                    </to>                    <replyTo>
<address>johndavis@example.com</address>                    </replyTo>
<receiver>support@business.com</receiver>                </emailAddresses>            </email>
</payload>    </activity>    <activity id="1016">        <link rel="self"
href="/system/ws/v12/interaction/activity/1016"/>        <case id="1002">            <ns2:link
rel="case" href="/system/ws/v12/interaction/case/1002"/>        </case>        <department
id="999">            <ns3:name>Service</ns3:name>        </department>        <mode>
<ns4:value>outbound</ns4:value>            <ns4:displayValue>Outbound</ns4:displayValue>
</mode>        <type>            <value>email</value>
<displayValue>Email</displayValue>            <subtype>
<ns4:value>reply</ns4:value>                <ns4:displayValue>Reply</ns4:displayValue>
</subtype>        </type>        <isSecure>false</isSecure>
<sentOnBehalf>false</sentOnBehalf>        <status>            <value>completed</value>
<displayValue>Completed</displayValue>            <substatus>
<ns4:value>done</ns4:value>                <ns4:displayValue>Done</ns4:displayValue>
</substatus>            <assigned>                <user id="1002">
<ns3:name>JennyAnthony</ns3:name>                    <ns3:firstName>Jenny</ns3:firstName>
<ns3:lastName>Anthony</ns3:lastName>                </user>                <activityFolder
id="7">                    <ns5:name>
<ns4:value>activities_completed</ns4:value>
<ns4:displayValue>Completed</ns4:displayValue>                    </ns5:name>
</activityFolder>                <isPinned>false</isPinned>
<isLocked>false</isLocked>            </assigned>        </status>        <lastModified
date="2016-04-01T21:32:44.000Z">            <ns4:user id="1002">
<ns3:name>JennyAnthony</ns3:name>                <ns3:firstName>Jenny</ns3:firstName>
<ns3:lastName>Anthony</ns3:lastName>            </ns4:user>        </lastModified>
<subject>Re: offers [#1002]</subject>        <customer id="1002">            <ns6:link
rel="customer" href="/system/ws/v12/interaction/customer/1002"/>
<ns6:customerName>John Davis</ns6:customerName>                <ns6:contactPersons>
<ns7:contactPerson id="1002">                    <ns7:isSystemCreated>false</ns7:isSystemCreated>
<ns7:firstName>John</ns7:firstName>                    <ns7:lastName>Davis</ns7:lastName>
<ns7:contactPoints>                        <ns8:contactPoint id="1004">
<ns8:type>                        <ns8:value>email</ns8:value>
<ns8:displayValue>Email</ns8:displayValue>                        <ns8:email>
<ns8:emailAddress>johndavis@example.com</ns8:emailAddress>
</ns8:email>                        </ns8:type>                    </ns8:contactPoint>
</ns7:contactPoints>                </ns7:contactPerson>            </ns6:contactPersons>
</customer>        <queue id="1001">            <ns3:name>Email queue</ns3:name>        </queue>
<attachments>            <ns9:count>0</ns9:count>            <ns9:link rel="attachment"
href="/system/ws/v12/interaction/activity/1016/attachment"/>        </attachments>        <notes>
<count>0</count>        </notes>        <payload>            <email>                <lastAction>
<displayValue/>                </lastAction>                <hasDraft>false</hasDraft>
<leaveOpen>false</leaveOpen>                <isEscalated>false</isEscalated>
<isOutboundFailed>false</isOutboundFailed>                <alias id="1000">
<ns10:name>alias</ns10:name>                    <ns10:value>support@business.com</ns10:value>
</alias>                <date date="2016-04-01T21:32:25.000Z"/>                <emailAddresses>
<from>support@business.com</from>                    <to>
<address>johndavis@example.com</address>                    </to>                    <replyTo>
<address>support@business.com</address>                    </replyTo>
<receiver>support@business.com</receiver>                </emailAddresses>            </email>
</payload>    </activity>    <paginationInfo>        <ns4:count>5</ns4:count>
<ns4:pagenum>2</ns4:pagenum>        <ns4:pagesize>2</ns4:pagesize>        <ns4:link rel="prev"
href="/system/ws/v12/interaction/activity?case=1002&$attribute=payload&$pagenum=1&$pagesize=2"/>
<ns4:link rel="next"
href="/system/ws/v12/interaction/activity?case=1002&$attribute=payload&$pagenum=3&$pagesize=2"/>
</paginationInfo></activities>
```

JSON

Request

Method	URL
GET	/ws/v12/interaction/activity?case=1002&$attribute=payload&$pagenum=2&$pagesize=2

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/json
Accept-Language	en-US

Response

HTTP/1.1 200 OK

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json

Response body


```
{    "activity": [        {            "link": {                "rel": "self",
"href": "/system/ws/v12/interaction/activity/1015"            },            "case": {
"link": {                    "rel": "case",                    "href":
"/system/ws/v12/interaction/case/1002"                },                "id": 1002            },
"department": {                "name": "Service",                "id": 999            },
"mode": {                "value": "inbound",                "displayValue": "Inbound"
},            "type": {                "value": "email",                "displayValue": "Email",
"subtype": {                    "value": "general",                    "displayValue": "General"
}            },            "isSecure": false,            "sentOnBehalf": false,
"status": {                "value": "completed",                "displayValue": "Completed",
"substatus": {                    "value": "done",                    "displayValue": "Done"
},                "assigned": {                    "user": {                        "name":
"JennyAnthony",                    "firstName": "Jenny",                        "lastName":
"Anthony",                    "id": 1002                },
"activityFolder": {                        "name": {                            "value":
"activities_completed",                            "displayValue": "Completed"
},                    "id": 7                    },                    "isPinned": false,
"isLocked": false                }            },            "lastModified": {
"user": {                    "name": "JennyAnthony",                    "firstName": "Jenny",
"lastName": "Anthony",                    "id": 1002                },                "date":
"2016-04-01T21:32:25.000Z"            },            "subject": "offers [#1002]",
"customer": {                "link": {                    "rel": "customer",
"href": "/system/ws/v12/interaction/customer/1002"                },
"customerName": "John Davis",                "contactPersons": {
"contactPerson": [                    {                        "isSystemCreated": false,
"firstName": "John",                        "lastName": "Davis",
"contactPoints": {                            "contactPoint": [
{                            "type": {
"value": "email",                                "displayValue": "Email",
"email": {                                "emailAddress": "johndavis@example.com"
}                            },                                "id": 1004
}                        ]                    },                    "id":
1002                }                ]                },                "id": 1002
},            "queue": {                "name": "Email queue",                "id": 1001
},            "attachments": {                "count": 0,                "link": {
"rel": "attachment",                "href":
"/system/ws/v12/interaction/activity/1015/attachment"                }            },
"notes": {                "count": 1            },            "payload": {                "email":
{                "lastAction": {                    "value":
"I18N_CASEMGMT_ACTION_REPLIED",                    "displayValue": "Sent"
},                "hasDraft": false,                    "leaveOpen": false,
"isEscalated": true,                "isOutboundFailed": false,                "alias": {
"name": "alias",                "value": "support@business.com",
"id": 1000                },                "date": {                    "date":
"2016-04-01T21:00:42.000Z"                },                "emailAddresses": {
"from": "johndavis@example.com",                    "to": {
```

```
"address": [                                "support@business.com"                          ]
},                        "replyTo": {                              "address": [
"johndavis@example.com"                          ]                          },
"receiver": "support@business.com"                     }                    }            },
"id": 1015        },        {            "link": {                 "rel": "self",
"href": "/system/ws/v12/interaction/activity/1016"            },            "case": {
"link": {                    "rel": "case",                     "href":
"/system/ws/v12/interaction/case/1002"                },                "id": 1002            },
"department": {                "name": "Service",                "id": 999            },
"mode": {               "value": "outbound",                "displayValue": "Outbound"
},            "type": {                 "value": "email",                 "displayValue": "Email",
"subtype": {                   "value": "reply",                    "displayValue": "Reply"
}            },            "isSecure": false,            "sentOnBehalf": false,
"status": {                "value": "completed",                "displayValue": "Completed",
"substatus": {                      "value": "done",                      "displayValue": "Done"
},                "assigned": {                     "user": {                          "name":
"JennyAnthony",                        "firstName": "Jenny",                          "lastName":
"Anthony",                        "id": 1002                    },
"activityFolder": {                          "name": {                                "value":
"activities_completed",                                "displayValue": "Completed"
},                        "id": 7                      },                    "isPinned": false,
"isLocked": false                }            },            "lastModified": {
"user": {                    "name": "JennyAnthony",                    "firstName": "Jenny",
"lastName": "Anthony",                    "id": 1002                },                "date":
"2016-04-01T21:32:44.000Z"            },            "subject": "Re: offers [#1002]",
"customer": {                "link": {                     "rel": "customer",
"href": "/system/ws/v12/interaction/customer/1002"                },
"customerName": "John Davis",                "contactPersons": {
"contactPerson": [                        {                              "isSystemCreated": false,
"firstName": "John",                             "lastName": "Davis",
"contactPoints": {                               "contactPoint": [
{                                  "type": {
"value": "email",                                        "displayValue": "Email",
"email": {                                              "emailAddress": "johndavis@example.com"
}                                  },                                          "id": 1004
}                              ]                            },                                "id":
1002                        }                        ]                    },                "id": 1002
},            "queue": {                "name": "Email queue",                "id": 1001
},            "attachments": {                "count": 0,                "link": {
"rel": "attachment",                    "href":
"/system/ws/v12/interaction/activity/1016/attachment"                }            },
"notes": {                "count": 0            },            "payload": {                "email":
{                                  "hasDraft": false,                    "leaveOpen": false,
"isEscalated": false,                    "isOutboundFailed": false,                    "alias": {
"name": "alias",                         "value": "support@business.com",
"id": 1000                    },                        "date": {                          "date":
"2016-04-01T21:32:25.000Z"                    },                    "emailAddresses": {
"from": "support@business.com",                           "to": {
"address": [                                "johndavis@example.com"                          ]
},                        "replyTo": {                              "address": [
"support@business.com"                        ]                          },
"receiver": "support@business.com"                     }                    }            },
"id": 1016        }    ],    "paginationInfo": {        "count": 5,        "pagenum": 2,
"pagesize": 2,        "link": [          {              "rel": "prev",                "href":
"/system/ws/v12/interaction/activity?case=1002&$attribute=payload&$pagenum=1&$pagesize=2"
},            {                "rel": "next",                "href":
"/system/ws/v12/interaction/activity?case=1002&$attribute=payload&$pagenum=3&$pagesize=2"
}        ]    }}
```


Example 3 - Search for activities by custom attribute with range parameters

This example demonstrates the following:

- Search for activities based on custom attribute.
- Specifying a custom attribute to be returned in the response.

- Using range parameters ($rangestart and $rangesize) in the request. Note that paginationInfo node is not returned for range parameters.
- Default sorting (on activity ID in ascending order)

XML

Request

Method	URL
GET	`/ws/v12/interaction/activity?custom.ordertype=2,3&$rangestart=5&$rangesize=2&$attribute=custom.ordertype`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Accept-Language	en-US

Response

HTTP/1.1 200 OK

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml

Response body

```
<?xml version="1.0" encoding="UTF-8" standalone="yes" ?><activities
xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/activity"xmlns:ns2="http://bindings
.egain.com/ws/model/v12/gen/interaction/case"xmlns:ns3="http://bindings.egain.com/ws/model/v12/ge
n/platform"xmlns:ns4="http://bindings.egain.com/ws/model/v12/gen/common"xmlns:ns5="http://binding
s.egain.com/ws/model/v12/gen/interaction/folder"xmlns:ns6="http://bindings.egain.com/ws/model/v12
/gen/interaction/customer"xmlns:ns7="http://bindings.egain.com/ws/model/v12/gen/interaction/conta
ctperson"xmlns:ns8="http://bindings.egain.com/ws/model/v12/gen/interaction/contactpoint"xmlns:ns9
="http://bindings.egain.com/ws/model/v12/gen/interaction/attachment"xmlns:ns10="http://bindings.e
gain.com/ws/model/v12/gen/mail/alias"xmlns:ns11="http://bindings.egain.com/ws/model/v12/gen/live/
entrypoint">    <activity id="1020">        <link rel="self"
href="/system/ws/v12/interaction/activity/1020"/>        <case id="1006">            <ns2:link
rel="case" href="/system/ws/v12/interaction/case/1006"/>        </case>        <department
id="999">            <ns3:name>Service</ns3:name>        </department>        <mode>
<ns4:value>none</ns4:value>            <ns4:displayValue>None</ns4:displayValue>        </mode>
<type>            <value>email</value>            <displayValue>Email</displayValue>
<subtype>                <ns4:value>general</ns4:value>
<ns4:displayValue>General</ns4:displayValue>            </subtype>        </type>
<isSecure>false</isSecure>        <sentOnBehalf>false</sentOnBehalf>        <status>
<value>assigned</value>            <displayValue>Assigned</displayValue>            <substatus>
<ns4:value>in_progress</ns4:value>                <ns4:displayValue>In
Progress</ns4:displayValue>            </substatus>            <assigned>                <user
id="1002">                    <ns3:name>JennyAnthony</ns3:name>
<ns3:firstName>Jenny</ns3:firstName>                    <ns3:lastName>Anthony</ns3:lastName>
</user>                <activityFolder id="6">                    <ns5:name>
<ns4:value>activities_current</ns4:value>
<ns4:displayValue>Current</ns4:displayValue>                    </ns5:name>
</activityFolder>                <isPinned>false</isPinned>
<isLocked>false</isLocked>            </assigned>        </status>        <priority>3</priority>
<lastModified date="2016-04-01T22:03:13.000Z">            <ns4:user id="1002">
<ns3:name>JennyAnthony</ns3:name>                <ns3:firstName>Jenny</ns3:firstName>
```

```
<ns3:lastName>Anthony</ns3:lastName>            </ns4:user>        </lastModified>
<dueDate>2016-04-14T07:00:00.000Z</dueDate>        <subject>Answer Oliver's question
[#1006]</subject>        <attachments>            <ns9:count>0</ns9:count>            <ns9:link
rel="attachment" href="/system/ws/v12/interaction/activity/1020/attachment"/>
</attachments>        <notes>            <count>1</count>        </notes>
<customAttributes>            <ns4:customAttribute>
<ns4:attribName>ordertype</ns4:attribName>                <ns4:attribValues>
<ns4:attribValue>                        <ns4:value>2</ns4:value>
<ns4:displayValue>2</ns4:displayValue>                    </ns4:attribValue>
<ns4:attribValue>                        <ns4:value>3</ns4:value>
<ns4:displayValue>3</ns4:displayValue>                    </ns4:attribValue>
</ns4:attribValues>            </ns4:customAttribute>        </customAttributes>
</activity></activities>
```

JSON

Request

Method	URL
GET	`/ws/v12/interaction/activity?custom.ordertype=2,3&$rangestart=5&$rangesize=2&$attribute=custom.ordertype`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/json
Accept-Language	en-US

Response

HTTP/1.1 200 OK

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json

Response body

```
{    "activity": [        {            "link": {                "rel": "self",
"href": "/system/ws/v12/interaction/activity/1020"            },            "case": {
"link": {                    "rel": "case",                    "href":
"/system/ws/v12/interaction/case/1006"                },                "id": 1006            },
"department": {                "name": "Service",                "id": 999            },
"mode": {                "value": "none",                "displayValue": "None"            },
"type": {                "value": "email",                "displayValue": "Email",
"subtype": {                    "value": "general",                    "displayValue": "General"
}            },            "isSecure": false,            "sentOnBehalf": false,
"status": {                "value": "assigned",                "displayValue": "Assigned",
"substatus": {                    "value": "in_progress",                    "displayValue": "In
Progress"                },                "assigned": {                    "user": {
"name": "JennyAnthony",                    "firstName": "Jenny",
"lastName": "Anthony",                    "id": 1002                },
"activityFolder": {                    "name": {                        "value":
"activities_current",                        "displayValue": "Current"
},                    "id": 6                },                    "isPinned": false,
"isLocked": false                }            },            "priority": "3",
"lastModified": {                    "user": {                    "name": "JennyAnthony",
```

```
"firstName": "Jenny",                    "lastName": "Anthony",                    "id": 1002
},              "date": "2016-04-01T22:03:13.000Z"           },           "dueDate":
"2016-04-14T07:00:00.000Z",           "subject": "Answer Oliver's question [#1006]",
"attachments": {               "count": 0,               "link": {                    "rel":
"attachment",                  "href": "/system/ws/v12/interaction/activity/1020/attachment"
}           },           "notes": {               "count": 1           },
"customAttributes": {              "customAttribute": [                  {
"attribName": "ordertype",                         "attribValues": {
"attribValue": [                                {                                    "value": "2",
"displayValue": "2"                                },                                   {
"value": "3",                                   "displayValue": "3"
}                           ]                        }                   }               ]
},           "id": 1020        }    ]}
```

Example 4 - Search for activities by status and last modified date

This example demonstrates the following:

- Search for activities that are in status "assigned" and substatus "in_progress" that were modified on or after a given date.
- Default sorting (on activity ID in ascending order).

XML

Request

Method	URL
GET	`/ws/v12/interaction/activity?status=assigned:in_progress&lastModifiedDate=[2016-04-08T23:41:41.000Z,]`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Accept-Language	en-US

Response

HTTP/1.1 200 OK

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml

Response body


```
<?xml version="1.0" encoding="UTF-8" standalone="yes" ?><activities
xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/activity"xmlns:ns2="http://bindings
.egain.com/ws/model/v12/gen/interaction/case"xmlns:ns3="http://bindings.egain.com/ws/model/v12/ge
n/platform"xmlns:ns4="http://bindings.egain.com/ws/model/v12/gen/common"xmlns:ns5="http://binding
s.egain.com/ws/model/v12/gen/interaction/folder"xmlns:ns6="http://bindings.egain.com/ws/model/v12
/gen/interaction/customer"xmlns:ns7="http://bindings.egain.com/ws/model/v12/gen/interaction/conta
ctperson"xmlns:ns8="http://bindings.egain.com/ws/model/v12/gen/interaction/contactpoint"xmlns:ns9
="http://bindings.egain.com/ws/model/v12/gen/interaction/attachment"xmlns:ns10="http://bindings.e
```

```
gain.com/ws/model/v12/gen/mail/alias"xmlns:ns11="http://bindings.egain.com/ws/model/v12/gen/live/
entrypoint">    <activity id="1011">        <link rel="self"
href="/system/ws/v12/interaction/activity/1011"/>        <case id="1002">            <ns2:link
rel="case" href="/system/ws/v12/interaction/case/1002"/>        </case>        <department
id="999">            <ns3:name>Service</ns3:name>        </department>        <mode>
<ns4:value>inbound</ns4:value>            <ns4:displayValue>Inbound</ns4:displayValue>
</mode>        <type>            <value>email</value>
<displayValue>Email</displayValue>            <subtype>
<ns4:value>general</ns4:value>                <ns4:displayValue>General</ns4:displayValue>
</subtype>        </type>        <isSecure>false</isSecure>
<sentOnBehalf>false</sentOnBehalf>        <status>            <value>assigned</value>
<displayValue>Assigned</displayValue>            <substatus>
<ns4:value>in_progress</ns4:value>                <ns4:displayValue>In
Progress</ns4:displayValue>            </substatus>            <assigned>                <user
id="1002">                    <ns3:name>JennyAnthony</ns3:name>
<ns3:firstName>Jenny</ns3:firstName>                    <ns3:lastName>Anthony</ns3:lastName>
</user>                <activityFolder id="6">                    <ns5:name>
<ns4:value>activities_current</ns4:value>
<ns4:displayValue>Current</ns4:displayValue>                    </ns5:name>
</activityFolder>                <isPinned>false</isPinned>
<isLocked>false</isLocked>            </assigned>        </status>        <priority>2</priority>
<lastModified date="2016-04-08T23:41:41.000Z">            <ns4:user id="1002">
<ns3:name>JennyAnthony</ns3:name>                <ns3:firstName>Jenny</ns3:firstName>
<ns3:lastName>Anthony</ns3:lastName>            </ns4:user>        </lastModified>
<dueDate>2016-04-06T07:00:00.000Z</dueDate>        <subject>Issue with laptop
configuration</subject>        <customer id="1002">            <ns6:link rel="customer"
href="/system/ws/v12/interaction/customer/1002"/>            <ns6:customerName>John
Davis</ns6:customerName>            <ns6:contactPersons>                <ns7:contactPerson
id="1002">                    <ns7:isSystemCreated>false</ns7:isSystemCreated>
<ns7:firstName>John</ns7:firstName>                    <ns7:lastName>Davis</ns7:lastName>
<ns7:contactPoints>                        <ns8:contactPoint id="1004">
<ns8:type>                        <ns8:value>email</ns8:value>
<ns8:displayValue>Email</ns8:displayValue>                            <ns8:email>
<ns8:emailAddress>johndavis@example.com</ns8:emailAddress>
</ns8:email>                            </ns8:type>                        </ns8:contactPoint>
</ns7:contactPoints>                </ns7:contactPerson>            </ns6:contactPersons>
</customer>        <queue id="1001">            <ns3:name>Email queue</ns3:name>        </queue>
<attachments>            <ns9:count>0</ns9:count>            <ns9:link rel="attachment"
href="/system/ws/v12/interaction/activity/1011/attachment"/>        </attachments>        <notes>
<count>1</count>        </notes>    </activity>    <paginationInfo>
<ns4:count>1</ns4:count>        <ns4:pagenum>1</ns4:pagenum>
<ns4:pagesize>25</ns4:pagesize>    </paginationInfo></activities>
```


JSON

Request

Method	URL
GET	`/ws/v12/interaction/activity?status=assigned:in_progress&lastModifiedDate=[2016-04-08T23:41:41.000Z,]`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/json
Accept-Language	en-US

Response

HTTP/1.1 200 OK

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json

Response body


```
 {    "activity": [        {            "link": {                "rel": "self",
"href": "/system/ws/v12/interaction/activity/1011"            },            "case": {
"link": {                    "rel": "case",                    "href":
"/system/ws/v12/interaction/case/1002"                },                "id": 1002            },
"department": {                "name": "Service",                "id": 999            },
"mode": {                "value": "inbound",                "displayValue": "Inbound"
},            "type": {                "value": "email",                "displayValue": "Email",
"subtype": {                    "value": "general",                    "displayValue": "General"
}            },            "isSecure": false,            "sentOnBehalf": false,
"status": {                "value": "assigned",                "displayValue": "Assigned",
"substatus": {                    "value": "in_progress",                    "displayValue": "In
Progress"                },                "assigned": {                    "user": {
"name": "JennyAnthony",                    "firstName": "Jenny",
"lastName": "Anthony",                    "id": 1002                    },
"activityFolder": {                    "name": {                        "value":
"activities_current",                        "displayValue": "Current"
},                    "id": 6                    },                    "isPinned": false,
"isLocked": false                }            },            "priority": "2",
"lastModified": {                    "user": {                    "name": "JennyAnthony",
"firstName": "Jenny",                    "lastName": "Anthony",                    "id": 1002
},            "date": "2016-04-08T23:41:41.000Z"            },            "dueDate":
"2016-04-06T07:00:00.000Z",            "subject": "Issue with laptop configuration",
"customer": {                "link": {                    "rel": "customer",
"href": "/system/ws/v12/interaction/customer/1002"                },
"customerName": "John Davis",                "contactPersons": {
"contactPerson": [                    {                        "isSystemCreated": false,
"firstName": "John",                        "lastName": "Davis",
"contactPoints": {                        "contactPoint": [
{                        "type": {
"value": "email",                            "displayValue": "Email",
"email": {                            "emailAddress": "johndavis@example.com"
}                        },                            "id": 1004
}                    ]                        },                        "id":
1002                }                ]                },                "id": 1002
},            "queue": {                "name": "Email queue",                "id": 1001
},            "attachments": {                "count": 0,                "link": {
"rel": "attachment",                "href":
"/system/ws/v12/interaction/activity/1011/attachment"                }            },
"notes": {                "count": 1            },            "id": 1011        }    ],
"paginationInfo": {        "count": 1,        "pagenum": 1,        "pagesize": 25    }}
```

Example 5 - Search for activities by assigned user with sorting on last modified date

This example demonstrates the following:

- Search for activities that are assigned to a user.
- Sorting on last modified date of the activity in descending order.

XML

Request

Method	URL
GET	/ws/v12/interaction/activity?as

	signedTo=1002&$sort=lastModifiedDate&$order=desc

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Accept-Language	en-US

Response

HTTP/1.1 200 OK

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml

Response body

```
<?xml version="1.0" encoding="UTF-8" standalone="yes" ?><activities
xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/activity"xmlns:ns2="http://bindings
.egain.com/ws/model/v12/gen/interaction/case"xmlns:ns3="http://bindings.egain.com/ws/model/v12/ge
n/platform"xmlns:ns4="http://bindings.egain.com/ws/model/v12/gen/common"xmlns:ns5="http://binding
s.egain.com/ws/model/v12/gen/interaction/folder"xmlns:ns6="http://bindings.egain.com/ws/model/v12
/gen/interaction/customer"xmlns:ns7="http://bindings.egain.com/ws/model/v12/gen/interaction/conta
ctperson"xmlns:ns8="http://bindings.egain.com/ws/model/v12/gen/interaction/contactpoint"xmlns:ns9
="http://bindings.egain.com/ws/model/v12/gen/interaction/attachment"xmlns:ns10="http://bindings.e
gain.com/ws/model/v12/gen/mail/alias"xmlns:ns11="http://bindings.egain.com/ws/model/v12/gen/live/
entrypoint">    <activity id="1011">        <link rel="self"
href="/system/ws/v12/interaction/activity/1011"/>        <case id="1002">            <ns2:link
rel="case" href="/system/ws/v12/interaction/case/1002"/>        </case>        <department
id="999">            <ns3:name>Service</ns3:name>        </department>        <mode>
<ns4:value>inbound</ns4:value>            <ns4:displayValue>Inbound</ns4:displayValue>
</mode>        <type>            <value>email</value>
<displayValue>Email</displayValue>            <subtype>
<ns4:value>general</ns4:value>                <ns4:displayValue>General</ns4:displayValue>
</subtype>        </type>        <isSecure>false</isSecure>
<sentOnBehalf>false</sentOnBehalf>        <status>            <value>assigned</value>
<displayValue>Assigned</displayValue>            <substatus>
<ns4:value>in_progress</ns4:value>                <ns4:displayValue>In
Progress</ns4:displayValue>            </substatus>            <assigned>                <user
id="1002">                    <ns3:name>JennyAnthony</ns3:name>
<ns3:firstName>Jenny</ns3:firstName>                    <ns3:lastName>Anthony</ns3:lastName>
</user>                <activityFolder id="6">                    <ns5:name>
<ns4:value>activities_current</ns4:value>
<ns4:displayValue>Current</ns4:displayValue>                    </ns5:name>
</activityFolder>                <isPinned>false</isPinned>
<isLocked>false</isLocked>            </assigned>        </status>        <priority>2</priority>
<lastModified date="2016-04-08T23:41:41.000Z">            <ns4:user id="1002">
<ns3:name>JennyAnthony</ns3:name>                <ns3:firstName>Jenny</ns3:firstName>
<ns3:lastName>Anthony</ns3:lastName>            </ns4:user>        </lastModified>
<dueDate>2016-04-06T07:00:00.000Z</dueDate>        <subject>Issue with laptop
configuration</subject>        <customer id="1002">            <ns6:link rel="customer"
href="/system/ws/v12/interaction/customer/1002"/>            <ns6:customerName>John
Davis</ns6:customerName>            <ns6:contactPersons>                <ns7:contactPerson
id="1002">                    <ns7:isSystemCreated>false</ns7:isSystemCreated>
<ns7:firstName>John</ns7:firstName>                    <ns7:lastName>Davis</ns7:lastName>
<ns7:contactPoints>                    <ns8:contactPoint id="1004">
<ns8:type>                        <ns8:value>email</ns8:value>
<ns8:displayValue>Email</ns8:displayValue>                        <ns8:email>
<ns8:emailAddress>johndavis@example.com</ns8:emailAddress>
</ns8:email>                        </ns8:type>                    </ns8:contactPoint>
```

```
</ns7:contactPoints>                </ns7:contactPerson>           </ns6:contactPersons>
</customer>        <queue id="1001">            <ns3:name>Email queue</ns3:name>        </queue>
<attachments>            <ns9:count>0</ns9:count>            <ns9:link rel="attachment"
href="/system/ws/v12/interaction/activity/1011/attachment"/>        </attachments>        <notes>
<count>1</count>        </notes>    </activity>    <activity id="1016">        <link rel="self"
href="/system/ws/v12/interaction/activity/1016"/>        <case id="1002">            <ns2:link
rel="case" href="/system/ws/v12/interaction/case/1002"/>        </case>        <department
id="999">            <ns3:name>Service</ns3:name>        </department>        <mode>
<ns4:value>outbound</ns4:value>            <ns4:displayValue>Outbound</ns4:displayValue>
</mode>        <type>            <value>email</value>
<displayValue>Email</displayValue>            <subtype>
<ns4:value>reply</ns4:value>                <ns4:displayValue>Reply</ns4:displayValue>
</subtype>        </type>        <isSecure>false</isSecure>
<sentOnBehalf>false</sentOnBehalf>        <status>            <value>completed</value>
<displayValue>Completed</displayValue>            <substatus>
<ns4:value>done</ns4:value>                <ns4:displayValue>Done</ns4:displayValue>
</substatus>            <assigned>                <user id="1002">
<ns3:name>JennyAnthony</ns3:name>                    <ns3:firstName>Jenny</ns3:firstName>
<ns3:lastName>Anthony</ns3:lastName>                </user>                <activityFolder
id="7">                    <ns5:name>
<ns4:value>activities_completed</ns4:value>
<ns4:displayValue>Completed</ns4:displayValue>                    </ns5:name>
</activityFolder>                <isPinned>false</isPinned>
<isLocked>false</isLocked>            </assigned>        </status>        <lastModified
date="2016-04-01T21:32:44.000Z">            <ns4:user id="1002">
<ns3:name>JennyAnthony</ns3:name>                <ns3:firstName>Jenny</ns3:firstName>
<ns3:lastName>Anthony</ns3:lastName>            </ns4:user>        </lastModified>
<subject>Re: offers [#1002]</subject>        <customer id="1002">            <ns6:link
rel="customer" href="/system/ws/v12/interaction/customer/1002"/>
<ns6:customerName>John Davis</ns6:customerName>            <ns6:contactPersons>
<ns7:contactPerson id="1002">                    <ns7:isSystemCreated>false</ns7:isSystemCreated>
<ns7:firstName>John</ns7:firstName>                <ns7:lastName>Davis</ns7:lastName>
<ns7:contactPoints>                        <ns8:contactPoint id="1004">
<ns8:type>                            <ns8:value>email</ns8:value>
<ns8:displayValue>Email</ns8:displayValue>                            <ns8:email>
<ns8:emailAddress>johndavis@example.com</ns8:emailAddress>
</ns8:email>                        </ns8:type>                        </ns8:contactPoint>
</ns7:contactPoints>                </ns7:contactPerson>           </ns6:contactPersons>
</customer>        <queue id="1001">            <ns3:name>Email queue</ns3:name>        </queue>
<attachments>            <ns9:count>0</ns9:count>            <ns9:link rel="attachment"
href="/system/ws/v12/interaction/activity/1016/attachment"/>        </attachments>        <notes>
<count>0</count>        </notes>    </activity>    <activity id="1015">        <link rel="self"
href="/system/ws/v12/interaction/activity/1015"/>        <case id="1002">            <ns2:link
rel="case" href="/system/ws/v12/interaction/case/1002"/>        </case>        <department
id="999">            <ns3:name>Service</ns3:name>        </department>        <mode>
<ns4:value>inbound</ns4:value>            <ns4:displayValue>Inbound</ns4:displayValue>
</mode>        <type>            <value>email</value>
<displayValue>Email</displayValue>            <subtype>
<ns4:value>general</ns4:value>                <ns4:displayValue>General</ns4:displayValue>
</subtype>        </type>        <isSecure>false</isSecure>
<sentOnBehalf>false</sentOnBehalf>        <status>            <value>completed</value>
<displayValue>Completed</displayValue>            <substatus>
<ns4:value>done</ns4:value>                <ns4:displayValue>Done</ns4:displayValue>
</substatus>            <assigned>                <user id="1002">
<ns3:name>JennyAnthony</ns3:name>                    <ns3:firstName>Jenny</ns3:firstName>
<ns3:lastName>Anthony</ns3:lastName>                </user>                <activityFolder
id="7">                    <ns5:name>
<ns4:value>activities_completed</ns4:value>
<ns4:displayValue>Completed</ns4:displayValue>                    </ns5:name>
</activityFolder>                <isPinned>false</isPinned>
<isLocked>false</isLocked>            </assigned>        </status>        <lastModified
date="2016-04-01T21:32:25.000Z">            <ns4:user id="1002">
<ns3:name>JennyAnthony</ns3:name>                <ns3:firstName>Jenny</ns3:firstName>
<ns3:lastName>Anthony</ns3:lastName>            </ns4:user>        </lastModified>
<subject>offers [#1002]</subject>        <customer id="1002">            <ns6:link rel="customer"
href="/system/ws/v12/interaction/customer/1002"/>            <ns6:customerName>John
Davis</ns6:customerName>            <ns6:contactPersons>                <ns7:contactPerson
id="1002">                    <ns7:isSystemCreated>false</ns7:isSystemCreated>
<ns7:firstName>John</ns7:firstName>                    <ns7:lastName>Davis</ns7:lastName>
<ns7:contactPoints>                        <ns8:contactPoint id="1004">
<ns8:type>                            <ns8:value>email</ns8:value>
```

```
<ns8:displayValue>Email</ns8:displayValue>                                    <ns8:email>
<ns8:emailAddress>johndavis@example.com</ns8:emailAddress>
</ns8:email>                              </ns8:type>                          </ns8:contactPoint>
</ns7:contactPoints>                  </ns7:contactPerson>              </ns6:contactPersons>
</customer>        <queue id="1001">              <ns3:name>Email queue</ns3:name>        </queue>
<attachments>             <ns9:count>0</ns9:count>             <ns9:link rel="attachment"
href="/system/ws/v12/interaction/activity/1015/attachment"/>        </attachments>        <notes>
<count>1</count>        </notes>    </activity>    <paginationInfo>
<ns4:count>3</ns4:count>        <ns4:pagenum>1</ns4:pagenum>
<ns4:pagesize>25</ns4:pagesize>    </paginationInfo></activities>
```

JSON

Request

Method	URL
GET	/ws/v12/interaction/activity?assignedTo=1002&$sort=lastModifiedDate&$order=desc

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/json
Accept-Language	en-US

Response

HTTP/1.1 200 OK

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json

Response body

```
{    "activity": [        {            "link": {                "rel": "self",
"href": "/system/ws/v12/interaction/activity/1011"            },            "case": {
"link": {                    "rel": "case",                    "href":
"/system/ws/v12/interaction/case/1002"                },                "id": 1002            },
"department": {                "name": "Service",                "id": 999            },
"mode": {                "value": "inbound",                "displayValue": "Inbound"
},            "type": {                "value": "email",                "displayValue": "Email",
"subtype": {                    "value": "general",                    "displayValue": "General"
}            },            "isSecure": false,            "sentOnBehalf": false,
"status": {                "value": "assigned",                "displayValue": "Assigned",
"substatus": {                    "value": "in_progress",                    "displayValue": "In
Progress"                },                "assigned": {                    "user": {
"name": "JennyAnthony",                    "firstName": "Jenny",
"lastName": "Anthony",                    "id": 1002                },
"activityFolder": {                    "name": {                        "value":
"activities_current",                        "displayValue": "Current"
},                    "id": 6                    },                    "isPinned": false,
"isLocked": false                }            },            "priority": "2",
"lastModified": {                    "user": {                    "name": "JennyAnthony",
"firstName": "Jenny",                    "lastName": "Anthony",                    "id": 1002
},                "date": "2016-04-08T23:41:41.000Z"            },            "dueDate":
"2016-04-06T07:00:00.000Z",            "subject": "Issue with laptop configuration",
"customer": {                "link": {                    "rel": "customer",
"href": "/system/ws/v12/interaction/customer/1002"                },
```

```
"customerName": "John Davis",                "contactPersons": {
"contactPerson": [                        {                        "isSystemCreated": false,
"firstName": "John",                            "lastName": "Davis",
"contactPoints": {                              "contactPoint": [
{                                      "type": {
"value": "email",                                                  "displayValue": "Email",
"email": {                                                      "emailAddress": "johndavis@example.com"
}                                      },                                                  "id": 1004
}                                   ]                           },                                  "id":
1002                          }                      ]                  },                 "id": 1002
},            "queue": {                "name": "Email queue",                "id": 1001
},            "attachments": {                "count": 0,                "link": {
"rel": "attachment",                      "href":
"/system/ws/v12/interaction/activity/1011/attachment"                }            },
"notes": {                "count": 1            },            "id": 1011        },        {
"link": {                "rel": "self",                "href":
"/system/ws/v12/interaction/activity/1016"            },            "case": {
"link": {                    "rel": "case",                    "href":
"/system/ws/v12/interaction/case/1002"                },                "id": 1002            },
"department": {                "name": "Service",                "id": 999            },
"mode": {                "value": "outbound",                "displayValue": "Outbound"
},            "type": {                "value": "email",                "displayValue": "Email",
"subtype": {                    "value": "reply",                    "displayValue": "Reply"
}            },            "isSecure": false,            "sentOnBehalf": false,
"status": {                "value": "completed",                "displayValue": "Completed",
"substatus": {                    "value": "done",                    "displayValue": "Done"
},                "assigned": {                    "user": {                        "name":
"JennyAnthony",                        "firstName": "Jenny",                        "lastName":
"Anthony",                    "id": 1002                },
"activityFolder": {                        "name": {                        "value":
"activities_completed",                        "displayValue": "Completed"
},                    "id": 7                  },                    "isPinned": false,
"isLocked": false                }            },            "lastModified": {
"user": {                    "name": "JennyAnthony",                    "firstName": "Jenny",
"lastName": "Anthony",                    "id": 1002                },                "date":
"2016-04-01T21:32:44.000Z"            },            "subject": "Re: offers [#1002]",
"customer": {                "link": {                    "rel": "customer",
"href": "/system/ws/v12/interaction/customer/1002"                },
"customerName": "John Davis",                "contactPersons": {
"contactPerson": [                        {                        "isSystemCreated": false,
"firstName": "John",                            "lastName": "Davis",
"contactPoints": {                              "contactPoint": [
{                                      "type": {
"value": "email",                                                  "displayValue": "Email",
"email": {                                                      "emailAddress": "johndavis@example.com"
}                                      },                                                  "id": 1004
}                                   ]                           },                                  "id":
1002                          }                      ]                  },                 "id": 1002
},            "queue": {                "name": "Email queue",                "id": 1001
},            "attachments": {                "count": 0,                "link": {
"rel": "attachment",                      "href":
"/system/ws/v12/interaction/activity/1016/attachment"                }            },
"notes": {                "count": 0            },            "id": 1016        },        {
"link": {                "rel": "self",                "href":
"/system/ws/v12/interaction/activity/1015"            },            "case": {
"link": {                    "rel": "case",                    "href":
"/system/ws/v12/interaction/case/1002"                },                "id": 1002            },
"department": {                "name": "Service",                "id": 999            },
"mode": {                "value": "inbound",                "displayValue": "Inbound"
},            "type": {                "value": "email",                "displayValue": "Email",
"subtype": {                    "value": "general",                    "displayValue": "General"
}            },            "isSecure": false,            "sentOnBehalf": false,
"status": {                "value": "completed",                "displayValue": "Completed",
"substatus": {                    "value": "done",                    "displayValue": "Done"
},                "assigned": {                    "user": {                        "name":
"JennyAnthony",                        "firstName": "Jenny",                        "lastName":
"Anthony",                    "id": 1002                },
"activityFolder": {                        "name": {                        "value":
"activities_completed",                        "displayValue": "Completed"
},                    "id": 7                  },                    "isPinned": false,
"isLocked": false                }            },            "lastModified": {
```

```
"user": {                    "name": "JennyAnthony",                    "firstName": "Jenny",
"lastName": "Anthony",                    "id": 1002                },                "date":
"2016-04-01T21:32:25.000Z"            },            "subject": "offers [#1002]",
"customer": {                "link": {                    "rel": "customer",
"href": "/system/ws/v12/interaction/customer/1002"                },
"customerName": "John Davis",                "contactPersons": {
"contactPerson": [                        {                        "isSystemCreated": false,
"firstName": "John",                            "lastName": "Davis",
"contactPoints": {                                "contactPoint": [
{                                        "type": {
"value": "email",                                        "displayValue": "Email",
"email": {                                            "emailAddress": "johndavis@example.com"
}                                        },                                        "id": 1004
}                                ]                            },                        "id":
1002                        }                    ]                },                "id": 1002
},            "queue": {                "name": "Email queue",                "id": 1001
},            "attachments": {                "count": 0,                "link": {
"rel": "attachment",                    "href":
"/system/ws/v12/interaction/activity/1015/attachment"                }            },
"notes": {                "count": 1            },            "id": 1015        }    ],
"paginationInfo": {        "count": 3,        "pagenum": 1,        "pagesize": 25    }}
```

Example 6 - Search for activities by queue and when created date

This example demonstrates the following:

- Search for activities that are in a queue and created within a date range.
- Sorting on created date of the activity in ascending order.
- Specifying to get an additional attribute "created" in the response.

XML

Request

Method	URL
GET	`/ws/v12/interaction/activity?queue=1001&createdDate=[2016-04-01T21:00:42.000Z,2016-04-01T22:33:37.000Z]&$sort=createdDate&$attribute=created`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Accept-Language	en-US

Response

HTTP/1.1 200 OK

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml

Response body


```
<?xml version="1.0" encoding="UTF-8" standalone="yes" ?><activities
xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/activity"xmlns:ns2="http://bindings
.egain.com/ws/model/v12/gen/interaction/case"xmlns:ns3="http://bindings.egain.com/ws/model/v12/ge
n/platform"xmlns:ns4="http://bindings.egain.com/ws/model/v12/gen/common"xmlns:ns5="http://binding
s.egain.com/ws/model/v12/gen/interaction/folder"xmlns:ns6="http://bindings.egain.com/ws/model/v12
/gen/interaction/customer"xmlns:ns7="http://bindings.egain.com/ws/model/v12/gen/interaction/conta
ctperson"xmlns:ns8="http://bindings.egain.com/ws/model/v12/gen/interaction/contactpoint"xmlns:ns9
="http://bindings.egain.com/ws/model/v12/gen/interaction/attachment"xmlns:ns10="http://bindings.e
gain.com/ws/model/v12/gen/mail/alias"xmlns:ns11="http://bindings.egain.com/ws/model/v12/gen/live/
entrypoint">    <activity id="1015">        <link rel="self"
href="/system/ws/v12/interaction/activity/1015"/>        <case id="1002">            <ns2:link
rel="case" href="/system/ws/v12/interaction/case/1002"/>        </case>        <department
id="999">            <ns3:name>Service</ns3:name>        </department>        <mode>
<ns4:value>inbound</ns4:value>            <ns4:displayValue>Inbound</ns4:displayValue>
</mode>        <type>            <value>email</value>
<displayValue>Email</displayValue>            <subtype>
<ns4:value>general</ns4:value>              <ns4:displayValue>General</ns4:displayValue>
</subtype>        </type>        <isSecure>false</isSecure>
<sentOnBehalf>false</sentOnBehalf>        <status>            <value>completed</value>
<displayValue>Completed</displayValue>            <substatus>
<ns4:value>done</ns4:value>               <ns4:displayValue>Done</ns4:displayValue>
</substatus>            <assigned>                <user id="1002">
<ns3:name>JennyAnthony</ns3:name>                   <ns3:firstName>Jenny</ns3:firstName>
<ns3:lastName>Anthony</ns3:lastName>                </user>                <activityFolder
id="7">                    <ns5:name>
<ns4:value>activities_completed</ns4:value>
<ns4:displayValue>Completed</ns4:displayValue>                    </ns5:name>
</activityFolder>                <isPinned>false</isPinned>
<isLocked>false</isLocked>            </assigned>        </status>        <created
date="2016-04-01T21:00:42.000Z">            <ns4:user id="17">
<ns3:name>sscustomer</ns3:name>               <ns3:firstName>SS Customer</ns3:firstName>
<ns3:lastName>SS Customer</ns3:lastName>            </ns4:user>        </created>
<lastModified date="2016-04-01T21:32:25.000Z">            <ns4:user id="1002">
<ns3:name>JennyAnthony</ns3:name>               <ns3:firstName>Jenny</ns3:firstName>
<ns3:lastName>Anthony</ns3:lastName>            </ns4:user>        </lastModified>
<subject>offers [#1002]</subject>        <customer id="1002">            <ns6:link rel="customer"
href="/system/ws/v12/interaction/customer/1002"/>            <ns6:customerName>John
Davis</ns6:customerName>            <ns6:contactPersons>                <ns7:contactPerson
id="1002">                    <ns7:isSystemCreated>false</ns7:isSystemCreated>
<ns7:firstName>John</ns7:firstName>                    <ns7:lastName>Davis</ns7:lastName>
<ns7:contactPoints>                        <ns8:contactPoint id="1004">
<ns8:type>                            <ns8:value>email</ns8:value>
<ns8:displayValue>Email</ns8:displayValue>                                <ns8:email>
<ns8:emailAddress>johndavis@example.com</ns8:emailAddress>
</ns8:email>                            </ns8:type>                        </ns8:contactPoint>
</ns7:contactPoints>                </ns7:contactPerson>            </ns6:contactPersons>
</customer>        <queue id="1001">            <ns3:name>Email queue</ns3:name>        </queue>
<attachments>            <ns9:count>0</ns9:count>            <ns9:link rel="attachment"
href="/system/ws/v12/interaction/activity/1015/attachment"/>        </attachments>        <notes>
<count>1</count>        </notes>    </activity>    <activity id="1016">        <link rel="self"
href="/system/ws/v12/interaction/activity/1016"/>        <case id="1002">            <ns2:link
rel="case" href="/system/ws/v12/interaction/case/1002"/>        </case>        <department
id="999">            <ns3:name>Service</ns3:name>        </department>        <mode>
<ns4:value>outbound</ns4:value>            <ns4:displayValue>Outbound</ns4:displayValue>
</mode>        <type>            <value>email</value>
<displayValue>Email</displayValue>            <subtype>
<ns4:value>reply</ns4:value>               <ns4:displayValue>Reply</ns4:displayValue>
</subtype>        </type>        <isSecure>false</isSecure>
<sentOnBehalf>false</sentOnBehalf>        <status>            <value>completed</value>
<displayValue>Completed</displayValue>            <substatus>
<ns4:value>done</ns4:value>               <ns4:displayValue>Done</ns4:displayValue>
</substatus>            <assigned>                <user id="1002">
<ns3:name>JennyAnthony</ns3:name>                   <ns3:firstName>Jenny</ns3:firstName>
<ns3:lastName>Anthony</ns3:lastName>                </user>                <activityFolder
id="7">                    <ns5:name>
<ns4:value>activities_completed</ns4:value>
```

```
<ns4:displayValue>Completed</ns4:displayValue>                    </ns5:name>
</activityFolder>                <isPinned>false</isPinned>
<isLocked>false</isLocked>            </assigned>        </status>        <created
date="2016-04-01T21:32:25.000Z">            <ns4:user id="1002">
<ns3:name>JennyAnthony</ns3:name>                <ns3:firstName>Jenny</ns3:firstName>
<ns3:lastName>Anthony</ns3:lastName>            </ns4:user>        </created>
<lastModified date="2016-04-01T21:32:44.000Z">            <ns4:user id="1002">
<ns3:name>JennyAnthony</ns3:name>                <ns3:firstName>Jenny</ns3:firstName>
<ns3:lastName>Anthony</ns3:lastName>            </ns4:user>        </lastModified>
<subject>Re: offers [#1002]</subject>        <customer id="1002">            <ns6:link
rel="customer" href="/system/ws/v12/interaction/customer/1002"/>
<ns6:customerName>John Davis</ns6:customerName>            <ns6:contactPersons>
<ns7:contactPerson id="1002">                    <ns7:isSystemCreated>false</ns7:isSystemCreated>
<ns7:firstName>John</ns7:firstName>                    <ns7:lastName>Davis</ns7:lastName>
<ns7:contactPoints>                        <ns8:contactPoint id="1004">
<ns8:type>                                <ns8:value>email</ns8:value>
<ns8:displayValue>Email</ns8:displayValue>                                <ns8:email>
<ns8:emailAddress>johndavis@example.com</ns8:emailAddress>
</ns8:email>                            </ns8:type>                        </ns8:contactPoint>
</ns7:contactPoints>                </ns7:contactPerson>            </ns6:contactPersons>
</customer>        <queue id="1001">            <ns3:name>Email queue</ns3:name>        </queue>
<attachments>            <ns9:count>0</ns9:count>            <ns9:link rel="attachment"
href="/system/ws/v12/interaction/activity/1016/attachment"/>        </attachments>        <notes>
<count>0</count>        </notes>    </activity>    <paginationInfo>
<ns4:count>2</ns4:count>        <ns4:pagenum>1</ns4:pagenum>
<ns4:pagesize>25</ns4:pagesize>    </paginationInfo></activities>
```

JSON

Request

Method	URL
GET	`/ws/v12/interaction/activity?queue=1001&createdDate=[2016-04-01T21:00:42.000Z,2016-04-01T22:33:37.000Z]&$sort=createdDate&$attribute=created`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/json
Accept-Language	en-US

Response

HTTP/1.1 200 OK

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json

Response body

```
 {    "activity": [        {            "link": {                "rel": "self",
"href": "/system/ws/v12/interaction/activity/1015"            },            "case": {
"link": {                    "rel": "case",                "href":
"/system/ws/v12/interaction/case/1002"                },                "id": 1002            },
"department": {                "name": "Service",                "id": 999            },
```

```
"mode": {                "value": "inbound",                "displayValue": "Inbound"
},           "type": {                "value": "email",                "displayValue": "Email",
"subtype": {                "value": "general",                "displayValue": "General"
}           },           "isSecure": false,           "sentOnBehalf": false,
"status": {                "value": "completed",                "displayValue": "Completed",
"substatus": {                "value": "done",                "displayValue": "Done"
},                "assigned": {                "user": {                "name":
"JennyAnthony",                "firstName": "Jenny",                "lastName":
"Anthony",                "id": 1002                },
"activityFolder": {                "name": {                "value":
"activities_completed",                "displayValue": "Completed"
},                "id": 7                },                "isPinned": false,
"isLocked": false                }           },           "created": {                "user": {
"name": "sscustomer",                "firstName": "SS Customer",
"lastName": "SS Customer",                "id": 17                },                "date":
"2016-04-01T21:00:42.000Z"           },           "lastModified": {
"user": {                "name": "JennyAnthony",                "firstName": "Jenny",
"lastName": "Anthony",                "id": 1002                },                "date":
"2016-04-01T21:32:25.000Z"           },           "subject": "offers [#1002]",
"customer": {                "link": {                "rel": "customer",
"href": "/system/ws/v12/interaction/customer/1002"                },
"customerName": "John Davis",                "contactPersons": {
"contactPerson": [                {                "isSystemCreated": false,
"firstName": "John",                "lastName": "Davis",
"contactPoints": {                "contactPoint": [
{                "type": {
"value": "email",                "displayValue": "Email",
"email": {                "emailAddress": "johndavis@example.com"
}                },                "id": 1004
}                ]                },                "id":
1002                }                ]                },                "id": 1002
},           "queue": {                "name": "Email queue",                "id": 1001
},           "attachments": {                "count": 0,                "link": {
"rel": "attachment",                "href":
"/system/ws/v12/interaction/activity/1015/attachment"                }           },
"notes": {                "count": 1           },           "id": 1015        },        {
"link": {                "rel": "self",                "href":
"/system/ws/v12/interaction/activity/1016"           },           "case": {
"link": {                "rel": "case",                "href":
"/system/ws/v12/interaction/case/1002"                },                "id": 1002           },
"department": {                "name": "Service",                "id": 999           },
"mode": {                "value": "outbound",                "displayValue": "Outbound"
},           "type": {                "value": "email",                "displayValue": "Email",
"subtype": {                "value": "reply",                "displayValue": "Reply"
}           },           "isSecure": false,           "sentOnBehalf": false,
"status": {                "value": "completed",                "displayValue": "Completed",
"substatus": {                "value": "done",                "displayValue": "Done"
},                "assigned": {                "user": {                "name":
"JennyAnthony",                "firstName": "Jenny",                "lastName":
"Anthony",                "id": 1002                },
"activityFolder": {                "name": {                "value":
"activities_completed",                "displayValue": "Completed"
},                "id": 7                },                "isPinned": false,
"isLocked": false                }           },           "created": {                "user": {
"name": "JennyAnthony",                "firstName": "Jenny",                "lastName":
"Anthony",                "id": 1002                },                "date":
"2016-04-01T21:32:25.000Z"           },           "lastModified": {
"user": {                "name": "JennyAnthony",                "firstName": "Jenny",
"lastName": "Anthony",                "id": 1002                },                "date":
"2016-04-01T21:32:44.000Z"           },           "subject": "Re: offers [#1002]",
"customer": {                "link": {                "rel": "customer",
"href": "/system/ws/v12/interaction/customer/1002"                },
"customerName": "John Davis",                "contactPersons": {
"contactPerson": [                {                "isSystemCreated": false,
"firstName": "John",                "lastName": "Davis",
"contactPoints": {                "contactPoint": [
{                "type": {
"value": "email",                "displayValue": "Email",
"email": {                "emailAddress": "johndavis@example.com"
}                },                "id": 1004
}                ]                },                "id":
```

```
1002                        }                    ]                },                "id": 1002
},            "queue": {                "name": "Email queue",                "id": 1001
},            "attachments": {                "count": 0,                "link": {
"rel": "attachment",                    "href":
"/system/ws/v12/interaction/activity/1016/attachment"                }            },
"notes": {                "count": 0            },            "id": 1016        }    ],
"paginationInfo": {        "count": 2,        "pagenum": 1,        "pagesize": 25    }}
```

Example 7 - Search for activities by mode and last modified date

This example demonstrates the following:

- Search for activities with mode "inbound" and modified on or before a given date.
- Default sorting (on activity ID in ascending order).

XML

Request

Method	URL
GET	`/ws/v12/interaction/activity?mode=inbound&lastModifiedDate=[,2016-04-01T22:33:37.000Z]`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Accept-Language	en-US

Response

HTTP/1.1 200 OK

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml

Response body


```
<?xml version="1.0" encoding="UTF-8" standalone="yes" ?><activities
xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/activity"xmlns:ns2="http://bindings
.egain.com/ws/model/v12/gen/interaction/case"xmlns:ns3="http://bindings.egain.com/ws/model/v12/ge
n/platform"xmlns:ns4="http://bindings.egain.com/ws/model/v12/gen/common"xmlns:ns5="http://binding
s.egain.com/ws/model/v12/gen/interaction/folder"xmlns:ns6="http://bindings.egain.com/ws/model/v12
/gen/interaction/customer"xmlns:ns7="http://bindings.egain.com/ws/model/v12/gen/interaction/conta
ctperson"xmlns:ns8="http://bindings.egain.com/ws/model/v12/gen/interaction/contactpoint"xmlns:ns9
="http://bindings.egain.com/ws/model/v12/gen/interaction/attachment"xmlns:ns10="http://bindings.e
gain.com/ws/model/v12/gen/mail/alias"xmlns:ns11="http://bindings.egain.com/ws/model/v12/gen/live/
entrypoint">    <activity id="1015">        <link rel="self"
href="/system/ws/v12/interaction/activity/1015"/>        <case id="1002">            <ns2:link
rel="case" href="/system/ws/v12/interaction/case/1002"/>        </case>        <department
id="999">            <ns3:name>Service</ns3:name>        </department>        <mode>
<ns4:value>inbound</ns4:value>            <ns4:displayValue>Inbound</ns4:displayValue>
</mode>        <type>            <value>email</value>
<displayValue>Email</displayValue>            <subtype>
```

```
<ns4:value>general</ns4:value>                <ns4:displayValue>General</ns4:displayValue>
</subtype>        </type>        <isSecure>false</isSecure>
<sentOnBehalf>false</sentOnBehalf>        <status>           <value>completed</value>
<displayValue>Completed</displayValue>            <substatus>
<ns4:value>done</ns4:value>                <ns4:displayValue>Done</ns4:displayValue>
</substatus>            <assigned>                <user id="1002">
<ns3:name>JennyAnthony</ns3:name>                   <ns3:firstName>Jenny</ns3:firstName>
<ns3:lastName>Anthony</ns3:lastName>                </user>                <activityFolder
id="7">                    <ns5:name>
<ns4:value>activities_completed</ns4:value>
<ns4:displayValue>Completed</ns4:displayValue>                    </ns5:name>
</activityFolder>                <isPinned>false</isPinned>
<isLocked>false</isLocked>            </assigned>        </status>        <lastModified
date="2016-04-01T21:32:25.000Z">            <ns4:user id="1002">
<ns3:name>JennyAnthony</ns3:name>                <ns3:firstName>Jenny</ns3:firstName>
<ns3:lastName>Anthony</ns3:lastName>            </ns4:user>        </lastModified>
<subject>offers [#1002]</subject>        <customer id="1002">            <ns6:link rel="customer"
href="/system/ws/v12/interaction/customer/1002"/>            <ns6:customerName>John
Davis</ns6:customerName>            <ns6:contactPersons>                <ns7:contactPerson
id="1002">                    <ns7:isSystemCreated>false</ns7:isSystemCreated>
<ns7:firstName>John</ns7:firstName>                    <ns7:lastName>Davis</ns7:lastName>
<ns7:contactPoints>                        <ns8:contactPoint id="1004">
<ns8:type>                        <ns8:value>email</ns8:value>
<ns8:displayValue>Email</ns8:displayValue>                                <ns8:email>
<ns8:emailAddress>johndavis@example.com</ns8:emailAddress>
</ns8:email>                            </ns8:type>                        </ns8:contactPoint>
</ns7:contactPoints>                </ns7:contactPerson>            </ns6:contactPersons>
</customer>        <queue id="1001">            <ns3:name>Email queue</ns3:name>        </queue>
<attachments>            <ns9:count>0</ns9:count>            <ns9:link rel="attachment"
href="/system/ws/v12/interaction/activity/1015/attachment"/>        </attachments>        <notes>
<count>1</count>        </notes>    </activity>    <activity id="1017">        <link rel="self"
href="/system/ws/v12/interaction/activity/1017"/>        <case id="1003">            <ns2:link
rel="case" href="/system/ws/v12/interaction/case/1003"/>        </case>        <department
id="999">            <ns3:name>Service</ns3:name>        </department>        <mode>
<ns4:value>inbound</ns4:value>            <ns4:displayValue>Inbound</ns4:displayValue>
</mode>        <type>            <value>chat</value>            <displayValue>Chat</displayValue>
<subtype>                <ns4:value>general</ns4:value>
<ns4:displayValue>General</ns4:displayValue>            </subtype>        </type>
<isSecure>false</isSecure>        <sentOnBehalf>false</sentOnBehalf>        <status>
<value>completed</value>            <displayValue>Completed</displayValue>            <substatus>
<ns4:value>done</ns4:value>                <ns4:displayValue>Done</ns4:displayValue>
</substatus>            <assigned>                <user id="1002">
<ns3:name>JennyAnthony</ns3:name>                   <ns3:firstName>Jenny</ns3:firstName>
<ns3:lastName>Anthony</ns3:lastName>                </user>                <activityFolder
id="7">                    <ns5:name>
<ns4:value>activities_completed</ns4:value>
<ns4:displayValue>Completed</ns4:displayValue>                    </ns5:name>
</activityFolder>                <isPinned>false</isPinned>
<isLocked>false</isLocked>            </assigned>        </status>        <lastModified
date="2016-04-01T21:43:13.000Z">            <ns4:user id="1002">
<ns3:name>JennyAnthony</ns3:name>                <ns3:firstName>Jenny</ns3:firstName>
<ns3:lastName>Anthony</ns3:lastName>            </ns4:user>        </lastModified>
<subject>I am looking for a new laptop.</subject>        <customer id="1003">            <ns6:link
rel="customer" href="/system/ws/v12/interaction/customer/1003"/>
<ns6:customerName>amy</ns6:customerName>            <ns6:contactPersons>
<ns7:contactPerson id="1003">                    <ns7:isSystemCreated>false</ns7:isSystemCreated>
<ns7:firstName>amy</ns7:firstName>                    <ns7:contactPoints>
<ns8:contactPoint id="1008">                        <ns8:type>
<ns8:value>email</ns8:value>
<ns8:displayValue>Email</ns8:displayValue>                                <ns8:email>
<ns8:emailAddress>amy@example.com</ns8:emailAddress>                                </ns8:email>
</ns8:type>                        </ns8:contactPoint>                    </ns7:contactPoints>
</ns7:contactPerson>            </ns6:contactPersons>        </customer>        <queue id="1000">
<ns3:name>Chat queue</ns3:name>        </queue>        <attachments>
<ns9:count>0</ns9:count>            <ns9:link rel="attachment"
href="/system/ws/v12/interaction/activity/1017/attachment"/>        </attachments>        <notes>
<count>0</count>        </notes>    </activity>    <activity id="1018">        <link rel="self"
href="/system/ws/v12/interaction/activity/1018"/>        <case id="1004">            <ns2:link
rel="case" href="/system/ws/v12/interaction/case/1004"/>        </case>        <department
id="999">            <ns3:name>Service</ns3:name>        </department>        <mode>
<ns4:value>inbound</ns4:value>            <ns4:displayValue>Inbound</ns4:displayValue>
```

```
</mode>        <type>            <value>chat</value>           <displayValue>Chat</displayValue>
<subtype>               <ns4:value>general</ns4:value>
<ns4:displayValue>General</ns4:displayValue>            </subtype>        </type>
<isSecure>false</isSecure>        <sentOnBehalf>false</sentOnBehalf>        <status>
<value>completed</value>            <displayValue>Completed</displayValue>            <substatus>
<ns4:value>done</ns4:value>                <ns4:displayValue>Done</ns4:displayValue>
</substatus>            <assigned>                <user id="1002">
<ns3:name>JennyAnthony</ns3:name>                   <ns3:firstName>Jenny</ns3:firstName>
<ns3:lastName>Anthony</ns3:lastName>                </user>                <activityFolder
id="7">                  <ns5:name>
<ns4:value>activities_completed</ns4:value>
<ns4:displayValue>Completed</ns4:displayValue>                    </ns5:name>
</activityFolder>                <isPinned>false</isPinned>
<isLocked>false</isLocked>            </assigned>        </status>        <lastModified
date="2016-04-01T22:00:44.000Z">            <ns4:user id="1002">
<ns3:name>JennyAnthony</ns3:name>                <ns3:firstName>Jenny</ns3:firstName>
<ns3:lastName>Anthony</ns3:lastName>            </ns4:user>        </lastModified>
<subject>hi</subject>        <customer id="1003">            <ns6:link rel="customer"
href="/system/ws/v12/interaction/customer/1003"/>
<ns6:customerName>amy</ns6:customerName>            <ns6:contactPersons>
<ns7:contactPerson id="1003">                    <ns7:isSystemCreated>false</ns7:isSystemCreated>
<ns7:firstName>amy</ns7:firstName>                    <ns7:contactPoints>
<ns8:contactPoint id="1008">                        <ns8:type>
<ns8:value>email</ns8:value>
<ns8:displayValue>Email</ns8:displayValue>                                <ns8:email>
<ns8:emailAddress>amy@example.com</ns8:emailAddress>                                </ns8:email>
</ns8:type>                        </ns8:contactPoint>                    </ns7:contactPoints>
</ns7:contactPerson>            </ns6:contactPersons>        </customer>        <queue id="1000">
<ns3:name>Chat queue</ns3:name>        </queue>        <attachments>
<ns9:count>0</ns9:count>            <ns9:link rel="attachment"
href="/system/ws/v12/interaction/activity/1018/attachment"/>        </attachments>        <notes>
<count>0</count>        </notes>    </activity>    <paginationInfo>
<ns4:count>3</ns4:count>        <ns4:pagenum>1</ns4:pagenum>
<ns4:pagesize>25</ns4:pagesize>    </paginationInfo></activities>
```

JSON

Request

Method	URL
GET	`/ws/v12/interaction/activity?mode=inbound&lastModifiedDate=[,2016-04-01T22:33:37.000Z]`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/json
Accept-Language	en-US

Response

HTTP/1.1 200 OK

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json

Response body

```
{    "activity": [        {            "link": {                "rel": "self",
"href": "/system/ws/v12/interaction/activity/1015"            },            "case": {
"link": {                    "rel": "case",                    "href":
"/system/ws/v12/interaction/case/1002"                },                "id": 1002            },
"department": {                "name": "Service",                "id": 999            },
"mode": {                "value": "inbound",                "displayValue": "Inbound"
},            "type": {                "value": "email",                "displayValue": "Email",
"subtype": {                    "value": "general",                    "displayValue": "General"
}            },            "isSecure": false,            "sentOnBehalf": false,
"status": {                "value": "completed",                "displayValue": "Completed",
"substatus": {                    "value": "done",                    "displayValue": "Done"
},                "assigned": {                    "user": {                        "name":
"JennyAnthony",                    "firstName": "Jenny",                        "lastName":
"Anthony",                    "id": 1002                    },
"activityFolder": {                        "name": {                            "value":
"activities_completed",                            "displayValue": "Completed"
},                    "id": 7                    },                    "isPinned": false,
"isLocked": false                }            },            "lastModified": {
"user": {                    "name": "JennyAnthony",                    "firstName": "Jenny",
"lastName": "Anthony",                    "id": 1002                },                "date":
"2016-04-01T21:32:25.000Z"            },            "subject": "offers [#1002]",
"customer": {                "link": {                    "rel": "customer",
"href": "/system/ws/v12/interaction/customer/1002"                },
"customerName": "John Davis",                "contactPersons": {
"contactPerson": [                        {                            "isSystemCreated": false,
"firstName": "John",                            "lastName": "Davis",
"contactPoints": {                            "contactPoint": [
{                                "type": {
"value": "email",                                    "displayValue": "Email",
"email": {                                    "emailAddress": "johndavis@example.com"
}                                },                                    "id": 1004
}                            ]                        },                            "id":
1002                        }                    ]                },                "id": 1002
},            "queue": {                "name": "Email queue",                "id": 1001
},            "attachments": {                "count": 0,                "link": {
"rel": "attachment",                    "href":
"/system/ws/v12/interaction/activity/1015/attachment"                }            },
"notes": {                "count": 1            },            "id": 1015        },        {
"link": {                "rel": "self",                "href":
"/system/ws/v12/interaction/activity/1017"            },            "case": {
"link": {                    "rel": "case",                    "href":
"/system/ws/v12/interaction/case/1003"                },                "id": 1003            },
"department": {                "name": "Service",                "id": 999            },
"mode": {                "value": "inbound",                "displayValue": "Inbound"
},            "type": {                "value": "chat",                "displayValue": "Chat",
"subtype": {                    "value": "general",                    "displayValue": "General"
}            },            "isSecure": false,            "sentOnBehalf": false,
"status": {                "value": "completed",                "displayValue": "Completed",
"substatus": {                    "value": "done",                    "displayValue": "Done"
},                "assigned": {                    "user": {                        "name":
"JennyAnthony",                    "firstName": "Jenny",                        "lastName":
"Anthony",                    "id": 1002                    },
"activityFolder": {                        "name": {                            "value":
"activities_completed",                            "displayValue": "Completed"
},                    "id": 7                    },                    "isPinned": false,
"isLocked": false                }            },            "lastModified": {
"user": {                    "name": "JennyAnthony",                    "firstName": "Jenny",
"lastName": "Anthony",                    "id": 1002                },                "date":
"2016-04-01T21:43:13.000Z"            },            "subject": "I am looking for a new laptop.",
"customer": {                "link": {                    "rel": "customer",
"href": "/system/ws/v12/interaction/customer/1003"                },
"customerName": "amy  ",                "contactPersons": {                    "contactPerson": [
{                    "isSystemCreated": false,                        "firstName":
"amy",                    "contactPoints": {
"contactPoint": [                            {
"type": {                                "value": "email",
"displayValue": "Email",                                "email": {
"emailAddress": "amy@example.com"                                }
},                                "id": 1008                            }
```

```
]                          },                          "id": 1003                        }
]                },                "id": 1003            },            "queue": {
"name": "Chat queue",                "id": 1000            },            "attachments": {
"count": 0,                "link": {                    "rel": "attachment",
"href": "/system/ws/v12/interaction/activity/1017/attachment"                }            },
"notes": {                "count": 0            },            "id": 1017        },        {
"link": {                "rel": "self",                "href":
"/system/ws/v12/interaction/activity/1018"            },            "case": {
"link": {                    "rel": "case",                    "href":
"/system/ws/v12/interaction/case/1004"                },                "id": 1004            },
"department": {                "name": "Service",                "id": 999            },
"mode": {                "value": "inbound",                "displayValue": "Inbound"
},            "type": {                "value": "chat",                "displayValue": "Chat",
"subtype": {                    "value": "general",                    "displayValue": "General"
}            },            "isSecure": false,            "sentOnBehalf": false,
"status": {                "value": "completed",                "displayValue": "Completed",
"substatus": {                    "value": "done",                    "displayValue": "Done"
},                "assigned": {                    "user": {                        "name":
"JennyAnthony",                        "firstName": "Jenny",                        "lastName":
"Anthony",                        "id": 1002                    },
"activityFolder": {                        "name": {                        "value":
"activities_completed",                        "displayValue": "Completed"
},                        "id": 7                    },                    "isPinned": false,
"isLocked": false                }            },            "lastModified": {
"user": {                    "name": "JennyAnthony",                    "firstName": "Jenny",
"lastName": "Anthony",                    "id": 1002                },                "date":
"2016-04-01T22:00:44.000Z"            },            "subject": "hi",            "customer": {
"link": {                    "rel": "customer",                    "href":
"/system/ws/v12/interaction/customer/1003"                },                "customerName": "amy
",                "contactPersons": {                    "contactPerson": [
{                            "isSystemCreated": false,                        "firstName":
"amy",                            "contactPoints": {
"contactPoint": [                                    {
"type": {                                            "value": "email",
"displayValue": "Email",                                            "email": {
"emailAddress": "amy@example.com"                                            }
},                                        "id": 1008                                    }
]                          },                          "id": 1003                        }
]                },                "id": 1003            },            "queue": {
"name": "Chat queue",                "id": 1000            },            "attachments": {
"count": 0,                "link": {                    "rel": "attachment",
"href": "/system/ws/v12/interaction/activity/1018/attachment"                }            },
"notes": {                "count": 0            },            "id": 1018        }    ],
"paginationInfo": {        "count": 3,        "pagenum": 1,        "pagesize": 25    }}
```

Example 8 - Search for activities by status, assigned user name and last modified date

This example demonstrates the following:

- Search for open activities that were last modified within a date range and are assigned to a particular user.
- Default sorting (on activity ID in ascending order).

XML

Request

Method	URL
GET	`/ws/v12/interaction/activity?status=open&assignedUserName=JennyAnthony&lastModifiedDate=[2016-04-01T22:00:00.000Z,2016-04-01T22:30:00.000Z]`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Accept-Language	en-US

Response

HTTP/1.1 200 OK

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml

Response body

```
<?xml version="1.0" encoding="UTF-8" standalone="yes" ?><activities
xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/activity"xmlns:ns2="http://bindings
.egain.com/ws/model/v12/gen/interaction/case"xmlns:ns3="http://bindings.egain.com/ws/model/v12/ge
n/platform"xmlns:ns4="http://bindings.egain.com/ws/model/v12/gen/common"xmlns:ns5="http://binding
s.egain.com/ws/model/v12/gen/interaction/folder"xmlns:ns6="http://bindings.egain.com/ws/model/v12
/gen/interaction/customer"xmlns:ns7="http://bindings.egain.com/ws/model/v12/gen/interaction/conta
ctperson"xmlns:ns8="http://bindings.egain.com/ws/model/v12/gen/interaction/contactpoint"xmlns:ns9
="http://bindings.egain.com/ws/model/v12/gen/interaction/attachment"xmlns:ns10="http://bindings.e
gain.com/ws/model/v12/gen/mail/alias"xmlns:ns11="http://bindings.egain.com/ws/model/v12/gen/live/
entrypoint">    <activity id="1020">        <link rel="self"
href="/system/ws/v12/interaction/activity/1020"/>        <case id="1006">            <ns2:link
rel="case" href="/system/ws/v12/interaction/case/1006"/>        </case>        <department
id="999">            <ns3:name>Service</ns3:name>        </department>        <mode>
<ns4:value>none</ns4:value>            <ns4:displayValue>None</ns4:displayValue>        </mode>
<type>            <value>email</value>            <displayValue>Email</displayValue>
<subtype>                <ns4:value>general</ns4:value>
<ns4:displayValue>General</ns4:displayValue>            </subtype>        </type>
<isSecure>false</isSecure>        <sentOnBehalf>false</sentOnBehalf>        <status>
<value>assigned</value>            <displayValue>Assigned</displayValue>            <substatus>
<ns4:value>in_progress</ns4:value>                <ns4:displayValue>In
Progress</ns4:displayValue>            </substatus>            <assigned>                <user
id="1002">                    <ns3:name>JennyAnthony</ns3:name>
<ns3:firstName>Jenny</ns3:firstName>                    <ns3:lastName>Anthony</ns3:lastName>
</user>                <activityFolder id="6">                    <ns5:name>
<ns4:value>activities_current</ns4:value>
<ns4:displayValue>Current</ns4:displayValue>                    </ns5:name>
</activityFolder>                <isPinned>false</isPinned>
<isLocked>false</isLocked>            </assigned>        </status>        <priority>3</priority>
<lastModified date="2016-04-01T22:03:13.000Z">            <ns4:user id="1002">
<ns3:name>JennyAnthony</ns3:name>                <ns3:firstName>Jenny</ns3:firstName>
<ns3:lastName>Anthony</ns3:lastName>            </ns4:user>        </lastModified>
<dueDate>2016-04-14T07:00:00.000Z</dueDate>        <subject>Answer Oliver's question
[#1006]</subject>        <attachments>            <ns9:count>0</ns9:count>            <ns9:link
rel="attachment" href="/system/ws/v12/interaction/activity/1020/attachment"/>
</attachments>        <notes>            <count>1</count>        </notes>    </activity>
<paginationInfo>        <ns4:count>1</ns4:count>        <ns4:pagenum>1</ns4:pagenum>
<ns4:pagesize>25</ns4:pagesize>    </paginationInfo></activities>
```

JSON

Request

Method	URL
GET	/ws/v12/interaction/activity

	?status=open&assignedUserName=JennyAnthony&lastModifiedDate=[2016-04-01T22:00:00.000Z,2016-04-01T22:30:00.000Z]

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/json
Accept-Language	en-US

Response

HTTP/1.1 200 OK

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json

Response body


```
{    "activity": [        {            "link": {                "rel": "self",
"href": "/system/ws/v12/interaction/activity/1020"            },            "case": {
"link": {                    "rel": "case",                    "href":
"/system/ws/v12/interaction/case/1006"                },                "id": 1006            },
"department": {                "name": "Service",                "id": 999            },
"mode": {                "value": "none",                "displayValue": "None"            },
"type": {                "value": "email",                "displayValue": "Email",
"subtype": {                    "value": "general",                    "displayValue": "General"
}            },            "isSecure": false,            "sentOnBehalf": false,
"status": {                "value": "assigned",                "displayValue": "Assigned",
"substatus": {                    "value": "in_progress",                    "displayValue": "In
Progress"                },                "assigned": {                    "user": {
"name": "JennyAnthony",                        "firstName": "Jenny",
"lastName": "Anthony",                        "id": 1002                    },
"activityFolder": {                        "name": {                            "value":
"activities_current",                            "displayValue": "Current"
},                        "id": 6                    },                    "isPinned": false,
"isLocked": false                }            },            "priority": "3",
"lastModified": {                        "user": {                    "name": "JennyAnthony",
"firstName": "Jenny",                    "lastName": "Anthony",                    "id": 1002
},                "date": "2016-04-01T22:03:13.000Z"            },            "dueDate":
"2016-04-14T07:00:00.000Z",            "subject": "Answer Oliver's question [#1006]",
"attachments": {                "count": 0,                "link": {                    "rel":
"attachment",                    "href": "/system/ws/v12/interaction/activity/1020/attachment"
}            },            "notes": {                "count": 1            },            "id":
1020        }    ],    "paginationInfo": {        "count": 1,        "pagenum": 1,
"pagesize": 25    }}
```

ActivitySearchPage Class Reference

Detailed Description

Activity Search

Overview

This API allows users to search for activities based on various criteria. If no activities match the search criteria, the server will respond with 204 success code and an empty body. This API only supports exact match searches; partial matches are not supported. For example, if a client searches for activities where customer ID is 1080, then only activities with customer ID 1080 will be returned. Activities associated with customer ID 10801 will not be returned.

Since:

11.6

APIs

Method	URL	Description
GET	`/ws/v12/interaction/activity?customer={ID}`	Retrieve activities for one customer ID: {ID}
GET	`/ws/v12/interaction/activity?case={ID}`	Retrieve activities for one case ID: {ID}
GET	`/ws/v12/interaction/activity?status={VAL}`	Retrieve activities having status <name> with value: {VAL}
GET	`/ws/v12/interaction/activity?mode={VAL}`	Retrieve activities having mode with value: {VAL}
GET	`/ws/v12/interaction/activity?assignedTo={ID}`	Retrieve activities assigned to a user with ID: {ID}
GET	`/ws/v12/interaction/activity?queue={ID}`	Retrieve activities for one queue ID: {ID}
GET	`/ws/v12/interaction/activity?createdDate={RANGE}`	Retrieve activities for a range of creation dates with value : {RANGE}
GET	`/ws/v12/interaction/activity?lastModifiedDate={RANGE}`	Retrieve activities for a range of last modification date with value: {RANGE}
GET	`/ws/v12/interaction/activity?custom.<name>={VAL}`	Retrieve activities having custom attribute <name> with value: {VAL}
GET	`/ws/v12/interaction/activity?assignedUse`	Retrieve activities assigned to a user with name: {VAL}

	rName={VAL}	

NOTE: You can mix and match one or more filter criteria listed above in any order. If more than one filter criteria are used, then response will only contain activities that satisfy all filter criteria.

Authentication

Authentication is required. The client must be logged in to call this API. Each API request must contain X-egain-session request header returned by Login API.

Permissions

All of the following are required:

- 'View Agent Console' action.
- Only activities that satisfy one of the below conditions will be returned by server:
  - activity belongs to user's home department;
  - activity belongs to a department where the user is a foreign user;
  - the department of the activity is shared with the department of the user, and as part of this sharing, activity sharing is enabled as well.

Licenses

The logged in user must have the following licenses:

- ECE CIH Platform

Request

Request headers

Name	Description	Allowed values	Default value
X-egain-session	Session ID obtained from Login API response header	N/A	N/A
Accept	Content type accepted by client	`application/xml` or `application/json`	N/A
Accept-Language	Language locale accepted by client (used for locale specific fields in resource representation and in error responses)	Supported 'Accept-Language' header codes	`default system language`

Supported API specific query parameters

One or more query parameters listed below can be supplied per API call:

- **case:** case ID to be used in activity search.
- **customer:** customer ID to be used in activity search.
- **custom** .<name>: custom attribute value for custom attribute <name> of an activity to be used in case search.
- **status:** status value of an activity. If activities are to be searched based on status and substatus both, the status value must be sent in the format: <status_value>:<substatus_value>. that substatus is optional, and if omitted, the filtering will happen on just the status. Some valid examples of status that can be used in filtering are: assigned:new, assigned:in-progress, assigned, awaiting_assignment. Refer this page for list of all supported out of the box activity status and substatus values., status can have a special-meaning value "open". If this value is specified, the filter will return all activities that are not in "completed" status.
- **mode:** mode value of an activity. Valid values for mode are: "inbound", "outbound", and "none". This returns the activities in specified mode.
- **assignedTo:** user ID to whom the activity is assigned. This returns the activities assigned to this user.
- **queue:** queue ID to be used in activity search. This returns the activities associated with this queue.
- **createdDate:** date of creation of activity to be used in activity search. This is a range query parameter. Range query parameter representation can be found here.
- **lastModifiedDate:** date of last modification of an activity to be used in activity search. This is a range query parameter. Range query parameter representation can be found here.
- **assignedUserName:** login name of the user to whom the activity is assigned. This returns the activities assigned to this user regardless of the activity status.

Supported common query parameters

Refer to Supported Common Query Parameters in ECE REST API page for detailed description of each common parameter listed below.

- $attribute - Values of $attribute common parameter supported by Activity Resource
- $sort - Values of $sort common parameter supported by Activity Resource
- $order
- $pagenum
- $pagesize
- $rangestart
- $rangesize

Response

Response headers

Name	Description	Possible values
X-egain-session	Session ID of the current user session	N/A
Content-Type	Media type of response body	`application/xml` or `application/json`

Response body xml schemas:

- Activities Schema - used in case of success
- Error - used in case of error

Summary attributes

Summary attributes of Activity Resource

Additional attributes returned in server response if explicitly requested by client

Server can be prompted to return additional attributes of resource representation using `$attribute` common query parameter. Values of $attribute common parameter supported by Activity Resource for the list of allowed attribute names.

HTTP status codes

Success Status codes

200 - OK

- Matches are found for this search and returned in the response body.

204 - No Content

- No matches were found for given search criteria.
- Matches found for this search, however the requested page or range doesn't contain any results.

Failure Status codes

400 - Bad Request

- Unsupported query parameter is sent in the request.
- Unsupported value for query parameter is sent in the request.
- None of the API specific query parameter is provided (since at least one search criterion is required).
- Unsupported combination of common query parameters ($order provided without $sort, mixing of pagination and range parameters etc.).

401 - Unauthorized

- X-egain-session request header is missing.
- Session is invalid or expired.

403 - Forbidden

- The user does not have sufficient permissions. Refer the "Permissions" section for details.

406 - Not Acceptable

- Invalid 'Accept-Language' header value.

500 - Internal server error

Examples:

Example 1 - Search for activities by customer
Example 2 - Search for activities by case with pagination parameters
Example 3 - Search for activities by custom attribute with range parameters
Example 4 - Search for activities by status and last modified date
Example 5 - Search for activities by assigned user with sorting on last modified date
Example 6 - Search for activities by queue and when created date
Example 7 - Search for activities by mode and last modified date
Example 8 - Search for activities by status, assigned user name and last modified date

---

ActivitySearchSupportedStatusAndSubstatus Class Reference

Detailed Description

Supported Activity status and substatus values

Following out of the box activity status and substatus values are supported in ECE application:

Status Value	Substatus Value	Description
in_workflow		Activities picked up for processing by a workflow.
	ready_for_inbound_workflow	Activities ready to be processed by an inbound workflow.
	ready_for_outbound_workflow	Activities ready to be processed by an outbound workflow.
	ready_for_general_workflow	Activities ready to be processed by a general workflow.
	ready_for_transfer_workflow	Activities ready to be processed by a transfer workflow.
	error	Activities that could not be processed by a workflow and are in error state.
awaiting_assignment		Activities in a queue that are awaiting assignment to user.
	ready_for_assignment	Activities ready for assignment.
	ucce_awaiting_assignment	Activities awaiting assignment by Cisco Unified Contact Center Enterprise.
assigned		Activities assigned to a user.
	new	Activities that are assigned to the user but the user has not started to work on them.
	in_progress	Activities being worked on by the user.
in_precompletion		Activities being dispatched by the system.
completed		Completed activities.
	done	Activities completed successfully.
	abandoned_chat	Chat activities abandoned by a customer.

Actor Class Reference

Public Member Functions

- ContactPerson getContactPerson ()
- java.lang.String getType ()
- User getUser ()
- void setContactPerson (ContactPerson value)
- void setType (java.lang.String value)
- void setUser (User value)

Detailed Description

Actor Schema

This schema has the definition of Actor of a web activity.

XML Schema File

`model/v12/xsd/interaction/activity.xsd`

Name	Description	Type
`type`	This indicates the type of the actor. Possible value are anonymous user, authenticated customer, identified customer, authenticated agent and identified agent. The localized value of one of these string would be returned in this element.	String
`user`	At most, one of user or contact_person can be present. If the type is identified agent or authenticated agent, user node will be present, which will have information about the agent whose actions resulted in the web activity.	User
`contact_person`	At most, one of user or contact_person can be present. If the type is identified customer or authenticated customer, contact_person node will be present, which will have information about the customer whose actions resulted in the web activity.	ContactPerson

Member Function Documentation

ContactPerson getContactPerson ()

Gets the value of the contactPerson property.

Returns:

possible object is ContactPerson

java.lang.String getType ()

Gets the value of the type property.

Returns:

possible object is java.lang.String

User getUser ()

Gets the value of the user property.

Returns:

possible object is User

void setContactPerson (ContactPerson *value*)

Sets the value of the contactPerson property.

Parameters:

value	allowed object is ContactPerson

void setType (java.lang.String *value*)

Sets the value of the type property.

Parameters:

value	allowed object is java.lang.String

void setUser (User *value*)

Sets the value of the user property.

Parameters:

value	allowed object is User

Actor Class Reference

Public Member Functions

- ContactPerson getContactPerson ()
- java.lang.String getType ()
- User getUser ()
- void setContactPerson (ContactPerson value)
- void setType (java.lang.String value)
- void setUser (User value)

Detailed Description

Actor Schema

This schema has the definition of Actor of a web activity.

XML Schema File

`model/v15/xsd/interaction/activity.xsd`

Name	Description	Type
`type`	This indicates the type of the actor. Possible value are anonymous user, authenticated customer, identified customer, authenticated agent and identified agent. The localized value of one of these string would be returned in this element.	String
`user`	At most, one of user or contact_person can be present. If the type is identified agent or authenticated agent, user node will be present, which will have information about the agent whose actions resulted in the web activity.	User
`contact_person`	At most, one of user or contact_person can be present. If the type is identified customer or authenticated customer, contact_person node will be present, which will have information about the customer whose actions resulted in the web activity.	ContactPerson

Member Function Documentation

ContactPerson getContactPerson ()

Gets the value of the contactPerson property.

Returns:

possible object is ContactPerson

java.lang.String getType ()

Gets the value of the type property.

Returns:

possible object is java.lang.String

User getUser ()

Gets the value of the user property.

Returns:

possible object is User

void setContactPerson (ContactPerson *value*)

Sets the value of the contactPerson property.

Parameters:

value	allowed object is ContactPerson

void setType (java.lang.String *value*)

Sets the value of the type property.

Parameters:

value	allowed object is java.lang.String

void setUser (User *value*)

Sets the value of the user property.

Parameters:

value	allowed object is User

Adapter Class Reference

Public Member Functions

- Long getId ()
- java.lang.String getName ()
- AdapterType getType ()
- void setId (Long value)
- void setName (java.lang.String value)
- void setType (AdapterType value)

Detailed Description

Adapter Schema

This schema contains Adapter details of a social activity.

XML Schema File

`model/v12/xsd/interaction/activity.xsd`

Name	Description	Type
`id`	Unique ID given to each adapter type. This ID is unique across all departments	Long
`name`	Name of the adapter	String
`type`	The type of adapter. Number of adapter's can be created for same type	AdapterType

---

Member Function Documentation

Long getId ()

Gets the value of the id property.

Returns:

possible object is Long

java.lang.String getName ()

Gets the value of the name property.

Returns:

possible object is java.lang.String

AdapterType getType ()

Gets the value of the type property.

Returns:

possible object is AdapterType

void setId (Long *value*)

Sets the value of the id property.

Parameters:

value	allowed object is Long

void setName (java.lang.String *value*)

Sets the value of the name property.

Parameters:

value	allowed object is java.lang.String

void setType (AdapterType *value*)

Sets the value of the type property.

Parameters:

value	allowed object is AdapterType

Adapter Class Reference

Public Member Functions

- Long getId ()
- java.lang.String getName ()
- AdapterType getType ()
- void setId (Long value)
- void setName (java.lang.String value)
- void setType (AdapterType value)

Detailed Description

Adapter Schema

This schema contains Adapter details of a social activity.

XML Schema File

`model/v15/xsd/interaction/activity.xsd`

Name	Description	Type
`id`	Unique ID given to each adapter type. This ID is unique across all departments	Long
`name`	Name of the adapter	String
`type`	The type of adapter. Number of adapter's can be created for same type	AdapterType

---

Member Function Documentation

Long getId ()

Gets the value of the id property.

Returns:

possible object is Long

java.lang.String getName ()

Gets the value of the name property.

Returns:

possible object is java.lang.String

AdapterType getType ()

Gets the value of the type property.

Returns:

possible object is AdapterType

void setId (Long *value*)

Sets the value of the id property.

Parameters:

value	allowed object is Long

void setName (java.lang.String *value*)

Sets the value of the name property.

Parameters:

value	allowed object is java.lang.String

void setType (AdapterType *value*)

Sets the value of the type property.

Parameters:

value	allowed object is AdapterType

AdapterType Class Reference

Public Member Functions

- Long getId ()
- java.lang.String getName ()
- java.lang.String getSource ()
- void setId (Long value)
- void setName (java.lang.String value)
- void setSource (java.lang.String value)

Detailed Description

AdapterType Schema

This schema contains AdapterType details of a social activity.

XML Schema File

`model/v12/xsd/interaction/activity.xsd`

Name	Description	Type
`id`	Adpter type id	Long
`name`	Name of the adapter type	String
`source`	Network name	String

Member Function Documentation

Long getId ()

Gets the value of the id property.

Returns:

possible object is Long

java.lang.String getName ()

Gets the value of the name property.

Returns:

possible object is java.lang.String

java.lang.String getSource ()

Gets the value of the source property.

Returns:

possible object is java.lang.String

void setId (Long *value*)

Sets the value of the id property.

Parameters:

value	allowed object is Long

void setName (java.lang.String *value*)

Sets the value of the name property.

Parameters:

value	allowed object is java.lang.String

void setSource (java.lang.String *value*)

Sets the value of the source property.

Parameters:

value	allowed object is java.lang.String

AdapterType Class Reference

Public Member Functions

- Long getId ()
- java.lang.String getName ()
- java.lang.String getSource ()
- void setId (Long value)
- void setName (java.lang.String value)
- void setSource (java.lang.String value)

Detailed Description

AdapterType Schema

This schema contains AdapterType details of a social activity.

XML Schema File

`model/v15/xsd/interaction/activity.xsd`

Name	Description	Type
`id`	Adpter type id	Long
`name`	Name of the adapter type	String
`source`	Network name	String

Member Function Documentation

Long getId ()

Gets the value of the id property.

Returns:

possible object is Long

java.lang.String getName ()

Gets the value of the name property.

Returns:

possible object is java.lang.String

java.lang.String getSource ()

Gets the value of the source property.

Returns:

possible object is java.lang.String

void setId (Long *value*)

Sets the value of the id property.

Parameters:

value	allowed object is Long

void setName (java.lang.String *value*)

Sets the value of the name property.

Parameters:

value	allowed object is java.lang.String

void setSource (java.lang.String *value*)

Sets the value of the source property.

Parameters:

value	allowed object is java.lang.String

Address Class Reference

Public Member Functions

- java.util.List< java.lang.String > getAddress ()

Detailed Description

Address Schema

This schema contains the definition of the Address type.

XML Schema File

`model/v12/xsd/interaction/activity.xsd`

Name	Description	Type
`address`	Contains an email address.	String

Member Function Documentation

java.util.List<java.lang.String> getAddress ()

Gets the value of the address property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the address property.

For example, to add a new item, do as follows:

```
getAddress().add(newItem);
```

Objects of the following type(s) are allowed in the list java.lang.String

Address Class Reference

Public Member Functions

- java.util.List< java.lang.String > getAddress ()

Detailed Description

Address Schema

This schema contains the definition of the Address type.

XML Schema File

`model/v15/xsd/interaction/activity.xsd`

Name	Description	Type
`address`	Contains an email address.	String

Member Function Documentation

java.util.List<java.lang.String> getAddress ()

Gets the value of the address property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the address property.

For example, to add a new item, do as follows:

```
getAddress().add(newItem);
```

Objects of the following type(s) are allowed in the list java.lang.String

Alias Class Reference

Public Member Functions

- long getId ()
- Link getLink ()
- java.lang.String getName ()
- java.lang.String getValue ()
- void setId (long value)
- void setLink (Link value)
- void setName (java.lang.String value)
- void setValue (java.lang.String value)

Detailed Description

Alias Schema

This schema contains the definition of an email Alias.

XML Schema File

`model/v15/xsd/mail/alias.xsd`

Name	Description	Type
`id`	ID of the Alias.	Long
`name`	Name of the Alias	String
`value`	The email address that is configured for this Alias	String
`link`	Link to the Alias	Link

Member Function Documentation

long getId ()

Gets the value of the id property.

Returns:

possible object is Long

Link getLink ()

Gets the value of the link property.

Returns:

possible object is Link

java.lang.String getName ()

Gets the value of the name property.

Returns:

possible object is java.lang.String

java.lang.String getValue ()

Gets the value of the value property.

Returns:

possible object is java.lang.String

void setId (long *value*)

Sets the value of the id property.

Parameters:

value	allowed object is Long

void setLink (Link *value*)

Sets the value of the link property.

Parameters:

value	allowed object is Link

void setName (java.lang.String *value*)

Sets the value of the name property.

Parameters:

value	allowed object is java.lang.String

void setValue (java.lang.String *value*)

Sets the value of the value property.

Parameters:

value	allowed object is java.lang.String

Alias Class Reference

Public Member Functions

- long getId ()
- Link getLink ()
- java.lang.String getName ()
- java.lang.String getValue ()
- void setId (long value)
- void setLink (Link value)
- void setName (java.lang.String value)
- void setValue (java.lang.String value)

Detailed Description

Alias Schema

This schema contains the definition of an email Alias.

XML Schema File

`model/v12/xsd/mail/alias.xsd`

Name	Description	Type
`id`	ID of the Alias.	Long
`name`	Name of the Alias	String
`value`	The email address that is configured for this Alias	String
`link`	Link to the Alias	Link

Member Function Documentation

long getId ()

Gets the value of the id property.

Returns:

possible object is Long

Link getLink ()

Gets the value of the link property.

Returns:

possible object is Link

java.lang.String getName ()

Gets the value of the name property.

Returns:

possible object is java.lang.String

java.lang.String getValue ()

Gets the value of the value property.

Returns:

possible object is java.lang.String

void setId (long *value*)

Sets the value of the id property.

Parameters:

value	allowed object is Long

void setLink (Link *value*)

Sets the value of the link property.

Parameters:

value	allowed object is Link

void setName (java.lang.String *value*)

Sets the value of the name property.

Parameters:

value	allowed object is java.lang.String

void setValue (java.lang.String *value*)

Sets the value of the value property.

Parameters:

value	allowed object is java.lang.String

AllEmailAddresses Class Reference

Public Member Functions

- Address getBcc ()
- Address getCc ()
- java.lang.String getFrom ()
- java.lang.String getReceiver ()
- Address getReplyTo ()
- Address getTo ()
- void setBcc (Address value)
- void setCc (Address value)
- void setFrom (java.lang.String value)
- void setReceiver (java.lang.String value)
- void setReplyTo (Address value)
- void setTo (Address value)

Detailed Description

AllEmailAddresses Schema

This schema contains the definition of the AllEmailAddresses node of an email activity.

XML Schema File

`model/v12/xsd/interaction/activity.xsd`

Name	Description	Type
`from`	Email address of the sender of the email.	String
`to`	This contains a list of email addresses to which the email was sent.	Address
`cc`	This contains a list of email addresses which were copied on the email.	Address
`bcc`	This contains a list of email addresses which were blind-copied on the email.	Address
`replyTo`	This contains a list of email addresses to which the response to this email should be sent to.	Address
`receiver`	Email address of the receiver of the email.	String

Member Function Documentation

Address getBcc ()

Gets the value of the bcc property.

Returns:

possible object is Address

Address getCc ()

Gets the value of the cc property.

Returns:

possible object is Address

java.lang.String getFrom ()

Gets the value of the from property.

Returns:

possible object is java.lang.String

java.lang.String getReceiver ()

Gets the value of the receiver property.

Returns:

possible object is java.lang.String

Address getReplyTo ()

Gets the value of the replyTo property.

Returns:

possible object is Address

Address getTo ()

Gets the value of the to property.

Returns:

possible object is Address

void setBcc (Address *value*)

Sets the value of the bcc property.

Parameters:

value	allowed object is Address

void setCc (Address *value*)

Sets the value of the cc property.

Parameters:

value	allowed object is Address

void setFrom (java.lang.String *value*)

Sets the value of the from property.

Parameters:

value	allowed object is java.lang.String

void setReceiver (java.lang.String *value*)

Sets the value of the receiver property.

Parameters:

value	allowed object is java.lang.String

void setReplyTo (Address *value*)

Sets the value of the replyTo property.

Parameters:

value	allowed object is Address

void setTo (Address *value*)

Sets the value of the to property.

Parameters:

value	allowed object is Address

AllEmailAddresses Class Reference

Public Member Functions

- Address getBcc ()
- Address getCc ()
- java.lang.String getFrom ()
- java.lang.String getReceiver ()
- Address getReplyTo ()
- Address getTo ()
- void setBcc (Address value)
- void setCc (Address value)
- void setFrom (java.lang.String value)
- void setReceiver (java.lang.String value)
- void setReplyTo (Address value)
- void setTo (Address value)

Detailed Description

AllEmailAddresses Schema

This schema contains the definition of the AllEmailAddresses node of an email activity.

XML Schema File

`model/v15/xsd/interaction/activity.xsd`

Name	Description	Type
`from`	Email address of the sender of the email.	String
`to`	This contains a list of email addresses to which the email was sent.	Address
`cc`	This contains a list of email addresses which were copied on the email.	Address
`bcc`	This contains a list of email addresses which were blind-copied on the email.	Address
`replyTo`	This contains a list of email addresses to which the response to this email should be sent to.	Address
`receiver`	Email address of the receiver of the email.	String

Member Function Documentation

Address getBcc ()

Gets the value of the bcc property.

Returns:

possible object is Address

Address getCc ()

Gets the value of the cc property.

Returns:

possible object is Address

java.lang.String getFrom ()

Gets the value of the from property.

Returns:

possible object is java.lang.String

java.lang.String getReceiver ()

Gets the value of the receiver property.

Returns:

possible object is java.lang.String

Address getReplyTo ()

Gets the value of the replyTo property.

Returns:

possible object is Address

Address getTo ()

Gets the value of the to property.

Returns:

possible object is Address

void setBcc (Address *value*)

Sets the value of the bcc property.

Parameters:

value	allowed object is Address

void setCc (Address *value*)

Sets the value of the cc property.

Parameters:

value	allowed object is Address

void setFrom (java.lang.String *value*)

Sets the value of the from property.

Parameters:

value	allowed object is java.lang.String

void setReceiver (java.lang.String *value*)

Sets the value of the receiver property.

Parameters:

value	allowed object is java.lang.String

void setReplyTo (Address *value*)

Sets the value of the replyTo property.

Parameters:

value	allowed object is Address

void setTo (Address *value*)

Sets the value of the to property.

Parameters:

value	allowed object is Address

ApiScope Class Reference

Detailed Description

The API currently covers the following areas:

Login and Logout APIs:

- Login
- Logout
- Login Customer
- Logout Customer

- Login Customer using Single Sign-On:
  - Single Sign-On using SAML
  - Single Sign-On using SAML bearer token
-

Interaction:

- Cases:
  - Get custom attributes for case resource
  - Get cases by IDs
  - Search for cases
  - Edit case
  - Change customer for case
  - Close case
-
- Activities:
  - Get activities by IDs
  - Search for activities
  - Get attachments of an activity
  - Download an activity attachment
  - Change Customer of Activities
  - Compose and Save Email Activity
  - Create Incoming Email Activity
  - Compose and send email activity
  - Compose and send-complete email activity
  - Edit Activity
  - Pull activities from queues
  - Pick Activities from users and queues
  - Transfer Activities to User
  - Transfer Activities to Queue
  - Transfer Activities to Department
  - Change Case of Activities
  - Complete Activities
-
- Customers:

- Get attributes for customer resource
- Get customers by IDs
- Search for customers
- Create Individual Customer
- Create Group Customer
- Create Corporate Customer
- Edit Individual Customer
- Edit Group Customer
- Edit Corporate Customer
- Create customer grants
- Get customer grants
- Delete customer grants

Customer Portal APIs:

- Cases:
  - Get case by ID
  - Search for cases
- Activities:
  - Get activity by ID
  - Search for activities
  - Get details for all attachments of an activity
  - Get attachment details
  - Create incoming email activity
  - Create an email response
  - Mark activities as read
  - Mark activities as unread
  - Hide activities
  - Get issue types for a message center
- Customers:
  - Get customer profile
  - Edit customer profile
  - Get customer grants

Article Class Reference

Public Member Functions

- java.lang.String getAlternateId ()
- DateAndTime getCreated ()
- CustomAttributes getCustomAttributes ()
- Department getDepartment ()
- Folder getFolder ()
- long getId ()
- Language getLanguage ()
- DateAndTime getLastModified ()
- java.util.List< Link > getLink ()
- java.lang.String getLinkAlias ()
- Lock getLock ()
- Macro getMacro ()
- Notes getNotes ()
- RelatedQuestions getRelatedQuestions ()
- ReviewStage getReviewStage ()
- java.lang.String getSuggestionState ()
- java.util.List< Link > getUnlink ()
- Versions getVersions ()
- void setAlternateId (java.lang.String value)
- void setCreated (DateAndTime value)
- void setCustomAttributes (CustomAttributes value)
- void setDepartment (Department value)
- void setFolder (Folder value)
- void setId (long value)
- void setLanguage (Language value)
- void setLastModified (DateAndTime value)
- void setLinkAlias (java.lang.String value)
- void setLock (Lock value)
- void setMacro (Macro value)
- void setNotes (Notes value)
- void setRelatedQuestions (RelatedQuestions value)
- void setReviewStage (ReviewStage value)
- void setSuggestionState (java.lang.String value)
- void setVersions (Versions value)

Detailed Description

Article Schema

This schema contains Article type details.

XML Schema File

`model/v12/xsd/kb/article.xsd`

Name	Description	Type
`id`	Article ID of the requested	Long

	article	
alternateId	Readable Article Id of requested article	String
link	Relational links self, topics, classifications, related articles, cases, questions	Link
unlink	Relational links to remove related articles	Link
lastModified	Last modification details	Created
created	Creation detials of the article	Created
suggestionState	State of suggested article	String
reviewStage	Review Stage details of the article	ReviewStage
folder	ID, name and self link of the parent folder	Folder
lock	User details of locked article	Lock
language	ID, code, label of language	Language
department	ID, name and link of the department	Department
macro	Name, description, defaultarticle and defaultvalue of macro	Macro
relatedQuestions	Count and link of related questions	RelatedQuestions
linkAlias	Link alias of the article	String
notes	Notes details related to article	Notes
versions	Count and details of the Versions	Versions
customAttributes	Custom attributes of the article	CustomAttributes

---

Member Function Documentation

java.lang.String getAlternateId ()

Gets the value of the alternateId property.

Returns:

possible object is java.lang.String

DateAndTime getCreated ()

Gets the value of the created property.

Returns:

possible object is DateAndTime

CustomAttributes getCustomAttributes ()

Gets the value of the customAttributes property.

Returns:
possible object is CustomAttributes

Department getDepartment ()

Gets the value of the department property.

Returns:
possible object is Department

Folder getFolder ()

Gets the value of the folder property.

Returns:
possible object is Folder

long getId ()

Gets the value of the id property.

Returns:
possible object is Long

Language getLanguage ()

Gets the value of the language property.

Returns:
possible object is Language

DateAndTime getLastModified ()

Gets the value of the lastModified property.

Returns:
possible object is DateAndTime

java.util.List<Link> getLink ()

Gets the value of the link property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the link property.

For example, to add a new item, do as follows:

```
   getLink().add(newItem);
```

Objects of the following type(s) are allowed in the list Link

java.lang.String getLinkAlias ()

Gets the value of the linkAlias property.

Returns:
possible object is java.lang.String

Lock getLock ()

Gets the value of the lock property.

Returns:
possible object is Lock

Macro getMacro ()

Gets the value of the macro property.

Returns:
possible object is Macro

Notes getNotes ()

Gets the value of the notes property.

Returns:
possible object is Notes

RelatedQuestions getRelatedQuestions ()

Gets the value of the relatedQuestions property.

Returns:
possible object is RelatedQuestions

ReviewStage getReviewStage ()

Gets the value of the reviewStage property.

Returns:
possible object is ReviewStage

java.lang.String getSuggestionState ()

Gets the value of the suggestionState property.

Returns:
possible object is java.lang.String

java.util.List<Link> getUnlink ()

Gets the value of the unlink property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the unlink property.

For example, to add a new item, do as follows:

```
   getUnlink().add(newItem);
```

Objects of the following type(s) are allowed in the list Link

Versions getVersions ()

Gets the value of the versions property.

Returns:
possible object is Versions

void setAlternateId (java.lang.String *value*)

Sets the value of the alternateId property.

Parameters:

value	allowed object is java.lang.String

void setCreated (DateAndTime *value*)

Sets the value of the created property.

Parameters:

value	allowed object is DateAndTime

void setCustomAttributes (CustomAttributes *value*)

Sets the value of the customAttributes property.

Parameters:

value	allowed object is CustomAttributes

void setDepartment (Department *value*)

Sets the value of the department property.

Parameters:

value	allowed object is Department

void setFolder (Folder *value*)

Sets the value of the folder property.

Parameters:

value	allowed object is Folder

void setId (long *value*)

Sets the value of the id property.

Parameters:

value	allowed object is Long

void setLanguage (Language *value*)

Sets the value of the language property.

Parameters:

value	allowed object is Language

void setLastModified (DateAndTime *value*)

Sets the value of the lastModified property.

Parameters:

value	allowed object is DateAndTime

void setLinkAlias (java.lang.String *value*)

Sets the value of the linkAlias property.

Parameters:

value	allowed object is java.lang.String

void setLock (Lock *value*)

Sets the value of the lock property.

Parameters:

value	allowed object is Lock

void setMacro (Macro *value*)

Sets the value of the macro property.

Parameters:

value	allowed object is Macro

void setNotes (Notes *value*)

Sets the value of the notes property.

Parameters:

value	allowed object is Notes

void setRelatedQuestions (RelatedQuestions *value*)

Sets the value of the relatedQuestions property.

Parameters:

value	allowed object is RelatedQuestions

void setReviewStage (ReviewStage *value*)

Sets the value of the reviewStage property.

Parameters:

value	allowed object is ReviewStage

void setSuggestionState (java.lang.String *value*)

Sets the value of the suggestionState property.

Parameters:

value	allowed object is java.lang.String

void setVersions (Versions *value*)

Sets the value of the versions property.

Parameters:

value	allowed object is Versions

ArticleOrder Class Reference

Public Member Functions

- Articles getBottomList ()
- Articles getTopList ()
- void setBottomList (Articles value)
- void setTopList (Articles value)

Detailed Description

ArticleOrder Schema

This schema contains ArticleOrder type details.

XML Schema File

`model/v12/xsd/kb/topic.xsd`

Name	Description	Type
`topList`	contains an ordered list of articles (only `id` and `self link`) that belong to the top of the list of articles in the topic	Articles
`bottomList`	contains an ordered list of articles (only `id` and `self link`) that belong to the bottom of the list of articles in the topic	Articles

---

Member Function Documentation

Articles getBottomList ()

Gets the value of the bottomList property.

Returns:

possible object is Articles

Articles getTopList ()

Gets the value of the topList property.

Returns:

possible object is Articles

void setBottomList (Articles *value*)

Sets the value of the bottomList property.

Parameters:

value	allowed object is Articles

void setTopList (Articles *value*)

Sets the value of the topList property.

Parameters:

value	allowed object is Articles

Articles Class Reference

Public Member Functions

- java.util.List< Article > getArticle ()
- int getCount ()
- Link getLink ()
- PaginationInfo getPaginationInfo ()
- void setCount (int value)
- void setLink (Link value)
- void setPaginationInfo (PaginationInfo value)

Detailed Description

Articles Schema

This schema contains Articles type details.

XML Schema File

`model/v12/xsd/kb/article.xsd`

Name	Description	Type
`count`	Count of articles	Int
`link`	`self` link	Link
`paginationInfo`	Pagination details of articles	PaginationInfo
`article`	Article details .	Article

Member Function Documentation

java.util.List<Article> getArticle ()

Gets the value of the article property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the article property.

For example, to add a new item, do as follows:

```
getArticle().add(newItem);
```

Objects of the following type(s) are allowed in the list Article

int getCount ()

Gets the value of the count property.

Returns:

possible object is Integer

Link getLink ()

Gets the value of the link property.

Returns:

possible object is Link

PaginationInfo getPaginationInfo ()

Gets the value of the paginationInfo property.

Returns:

possible object is PaginationInfo

void setCount (int *value*)

Sets the value of the count property.

Parameters:

value	allowed object is Integer

void setLink (Link *value*)

Sets the value of the link property.

Parameters:

value	allowed object is Link

void setPaginationInfo (PaginationInfo *value*)

Sets the value of the paginationInfo property.

Parameters:

value	allowed object is PaginationInfo

ArticleTemplate Class Reference

Public Member Functions

- ArticleType getArticleType ()
- java.lang.String getContent ()
- Department getDepartment ()
- java.lang.String getDescription ()
- long getId ()
- Language getLanguage ()
- Link getLink ()
- java.lang.String getName ()
- void setArticleType (ArticleType value)
- void setContent (java.lang.String value)
- void setDepartment (Department value)
- void setDescription (java.lang.String value)
- void setId (long value)
- void setLanguage (Language value)
- void setLink (Link value)
- void setName (java.lang.String value)

Detailed Description

Article Template Schema

This schema contains Article Template details.

XML Schema File

`model/v12/xsd/kb/article_template.xsd`

Name	Description	Type
`id`	ID of the Article Template	Long
`link`	`self` link	Link
`department`	ID, name and link of the department	Department
`language`	ID, code, label of language	Language
`articleType`	Details of ArticleType	ArticleType
`name`	Name of the Article Template	String
`description`	Description of the article Template	String
`content`	Content of the article Template	String

Member Function Documentation

ArticleType getArticleType ()

Gets the value of the articleType property.

Returns:
possible object is ArticleType

java.lang.String getContent ()

Gets the value of the content property.

Returns:
possible object is java.lang.String

Department getDepartment ()

Gets the value of the department property.

Returns:
possible object is Department

java.lang.String getDescription ()

Gets the value of the description property.

Returns:
possible object is java.lang.String

long getId ()

Gets the value of the id property.

Returns:
possible object is Long

Language getLanguage ()

Gets the value of the language property.

Returns:
possible object is Language

Link getLink ()

Gets the value of the link property.

Returns:
possible object is Link

java.lang.String getName ()

Gets the value of the name property.

Returns:
possible object is java.lang.String

void setArticleType (ArticleType *value*)

Sets the value of the articleType property.

Parameters:

value	allowed object is ArticleType

void setContent (java.lang.String *value*)

Sets the value of the content property.

Parameters:

value	allowed object is java.lang.String

void setDepartment (Department *value*)

Sets the value of the department property.

Parameters:

value	allowed object is Department

void setDescription (java.lang.String *value*)

Sets the value of the description property.

Parameters:

value	allowed object is java.lang.String

void setId (long *value*)

Sets the value of the id property.

Parameters:

value	allowed object is Long

void setLanguage (Language *value*)

Sets the value of the language property.

Parameters:

value	allowed object is Language

void setLink (Link *value*)

Sets the value of the link property.

Parameters:

value	allowed object is Link

void setName (java.lang.String *value*)

Sets the value of the name property.

Parameters:

value	allowed object is java.lang.String

ArticleTemplates Class Reference

Public Member Functions

- java.util.List< ArticleTemplate > getArticleTemplate ()

Detailed Description

Article Templates Schema

This schema contains Article Templates details.

XML Schema File

`model/v12/xsd/kb/article_template.xsd`

Name	Description	Type
`articleTemplate`	A list of one or more ArticleTemplate instances	ArticleTemplate

---

Member Function Documentation

java.util.List<ArticleTemplate> getArticleTemplate ()

Gets the value of the articleTemplate property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the articleTemplate property.

For example, to add a new item, do as follows:

```
getArticleTemplate().add(newItem);
```

Objects of the following type(s) are allowed in the list ArticleTemplate

ArticleType Class Reference

Public Member Functions

- ArticleTemplates getArticleTemplates ()
- Department getDepartment ()
- java.lang.String getDescription ()
- long getId ()
- Language getLanguage ()
- java.lang.String getName ()
- Boolean isDisplayable ()
- Boolean isSearchable ()
- void setArticleTemplates (ArticleTemplates value)
- void setDepartment (Department value)
- void setDescription (java.lang.String value)
- void setDisplayable (Boolean value)
- void setId (long value)
- void setLanguage (Language value)
- void setName (java.lang.String value)
- void setSearchable (Boolean value)

Detailed Description

Article Type Schema

This schema contains Article Type details.

XML Schema File

`model/v12/xsd/kb/article_template.xsd`

Name	Description	Type
`id`	ID of the Article type	Long
`department`	ID, name and link of the department	Department
`language`	ID, code, label of language	Language
`name`	Name of the Article Type	String
`description`	Description of the article type	String
`articleTemplates`	Details of article templates	ArticleTemplates
`searchable`	Flag indicating whether to include articles of this article type in search on portals	Boolean
`displayable`	Flag indicating whether to include articles of this article type in browse on portals	Boolean

---

Member Function Documentation

ArticleTemplates getArticleTemplates ()

Gets the value of the articleTemplates property.

Returns:
possible object is ArticleTemplates

Department getDepartment ()

Gets the value of the department property.

Returns:
possible object is Department

java.lang.String getDescription ()

Gets the value of the description property.

Returns:
possible object is java.lang.String

long getId ()

Gets the value of the id property.

Returns:
possible object is Long

Language getLanguage ()

Gets the value of the language property.

Returns:
possible object is Language

java.lang.String getName ()

Gets the value of the name property.

Returns:
possible object is java.lang.String

Boolean isDisplayable ()

Gets the value of the displayable property.

Returns:
possible object is Boolean

Boolean isSearchable ()

Gets the value of the searchable property.

Returns:
possible object is Boolean

void setArticleTemplates (ArticleTemplates *value*)

Sets the value of the articleTemplates property.

Parameters:

value	allowed object is ArticleTemplates

void setDepartment (Department *value*)

Sets the value of the department property.

Parameters:

value	allowed object is Department

void setDescription (java.lang.String *value*)

Sets the value of the description property.

Parameters:

value	allowed object is java.lang.String

void setDisplayable (Boolean *value*)

Sets the value of the displayable property.

Parameters:

value	allowed object is Boolean

void setId (long *value*)

Sets the value of the id property.

Parameters:

value	allowed object is Long

void setLanguage (Language *value*)

Sets the value of the language property.

Parameters:

value	allowed object is Language

void setName (java.lang.String *value*)

Sets the value of the name property.

Parameters:

value	allowed object is java.lang.String

void setSearchable (Boolean *value*)

Sets the value of the searchable property.

Parameters:

value	allowed object is Boolean

ArticleTypes Class Reference

Public Member Functions

- java.util.List< ArticleType > getArticleType ()
- Department getDepartment ()
- Language getLanguage ()
- Link getLink ()
- void setDepartment (Department value)
- void setLanguage (Language value)
- void setLink (Link value)

Detailed Description

Article Types Schema

This schema contains Article Types details.

XML Schema File

`model/v12/xsd/kb/article_template.xsd`

Name	Description	Type
`link`	`self` link	Link
`department`	ID, name and link of the department	Department
`language`	ID, code, label of language	Language
`articleType`	A list of one or more ArticleType instances	ArticleType

Member Function Documentation

java.util.List<ArticleType> getArticleType ()

Gets the value of the articleType property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the articleType property.

For example, to add a new item, do as follows:

```
getArticleType().add(newItem);
```

Objects of the following type(s) are allowed in the list ArticleType

Department getDepartment ()

Gets the value of the department property.

Returns:

possible object is Department

Language getLanguage ()

Gets the value of the language property.

Returns:

possible object is Language

Link getLink ()

Gets the value of the link property.

Returns:

possible object is Link

void setDepartment (Department *value*)

Sets the value of the department property.

Parameters:

value	allowed object is Department

void setLanguage (Language *value*)

Sets the value of the language property.

Parameters:

value	allowed object is Language

void setLink (Link *value*)

Sets the value of the link property.

Parameters:

value	allowed object is Link

Assigned Class Reference

Public Member Functions

- Folder getActivityFolder ()
- User getUser ()
- Boolean isIsLocked ()
- Boolean isIsPinned ()
- void setActivityFolder (Folder value)
- void setIsLocked (Boolean value)
- void setIsPinned (Boolean value)
- void setUser (User value)

Detailed Description

Assigned Schema

This schema has the definition of Assigned.

XML Schema File

`model/v12/xsd/interaction/activity.xsd`

Name	Description	Type
`user`	Information about the user to whom the activity is assigned.	User
`activityFolder`	Localized value of status of the activity.	Folder
`isPinned`	Indicates whether the activity is pinned.	Boolean
`isLocked`	Indicates whether the activity is locked.	Boolean

Member Function Documentation

Folder getActivityFolder ()

Gets the value of the activityFolder property.

Returns:

possible object is Folder

User getUser ()

Gets the value of the user property.

Returns:

possible object is User

Boolean isIsLocked ()

Gets the value of the isLocked property.

Returns:

possible object is Boolean

Boolean isIsPinned ()

Gets the value of the isPinned property.

Returns:

possible object is Boolean

void setActivityFolder (Folder *value*)

Sets the value of the activityFolder property.

Parameters:

value	allowed object is Folder

void setIsLocked (Boolean *value*)

Sets the value of the isLocked property.

Parameters:

value	allowed object is Boolean

void setIsPinned (Boolean *value*)

Sets the value of the isPinned property.

Parameters:

value	allowed object is Boolean

void setUser (User *value*)

Sets the value of the user property.

Parameters:

value	allowed object is User

Assigned Class Reference

Public Member Functions

- Folder getActivityFolder ()
- User getUser ()
- Boolean isIsLocked ()
- Boolean isIsPinned ()
- void setActivityFolder (Folder value)
- void setIsLocked (Boolean value)
- void setIsPinned (Boolean value)
- void setUser (User value)

Detailed Description

Assigned Schema

This schema has the definition of Assigned.

XML Schema File

`model/v15/xsd/interaction/activity.xsd`

Name	Description	Type
`user`	Information about the user to whom the activity is assigned.	User
`activityFolder`	Localized value of status of the activity.	Folder
`isPinned`	Indicates whether the activity is pinned.	Boolean
`isLocked`	Indicates whether the activity is locked.	Boolean

Member Function Documentation

Folder getActivityFolder ()

Gets the value of the activityFolder property.

Returns:

possible object is Folder

User getUser ()

Gets the value of the user property.

Returns:

possible object is User

Boolean isIsLocked ()

Gets the value of the isLocked property.

Returns:

possible object is Boolean

Boolean isIsPinned ()

Gets the value of the isPinned property.

Returns:

possible object is Boolean

void setActivityFolder (Folder *value*)

Sets the value of the activityFolder property.

Parameters:

value	allowed object is Folder

void setIsLocked (Boolean *value*)

Sets the value of the isLocked property.

Parameters:

value	allowed object is Boolean

void setIsPinned (Boolean *value*)

Sets the value of the isPinned property.

Parameters:

value	allowed object is Boolean

void setUser (User *value*)

Sets the value of the user property.

Parameters:

value	allowed object is User

Attachment Class Reference

Public Member Functions

- java.lang.String getCharset ()
- java.lang.String getContent ()
- java.lang.String getContentId ()
- java.lang.String getContentType ()
- java.lang.String getContentUrl ()
- java.lang.String getEncodingType ()
- java.lang.String getFileName ()
- long getId ()
- Link getLink ()
- Long getSize ()
- Boolean isIsBlocked ()
- Boolean isIsInline ()
- void setCharset (java.lang.String value)
- void setContent (java.lang.String value)
- void setContentId (java.lang.String value)
- void setContentType (java.lang.String value)
- void setContentUrl (java.lang.String value)
- void setEncodingType (java.lang.String value)
- void setFileName (java.lang.String value)
- void setId (long value)
- void setIsBlocked (Boolean value)
- void setIsInline (Boolean value)
- void setLink (Link value)
- void setSize (Long value)

Detailed Description

Attachment Schema

This schema contains Attachment type details.

XML Schema File

`model/v12/xsd/interaction/attachment.xsd`

Name	Description	Type
`id`	ID of the attachment	Long
`link`	`self` link	Link
`fileName`	File name of the attachment	String
`contentType`	Mime-type of the attachment	String
`size`	Attachment size in bytes	Long
`encodingType`	Content-transfer-encoding of the attachment	String
`charset`	character-set encoding of the attachment	String
`isBlocked`	field to convey if the	Boolean

	attachment is blocked	
`isInline`	field to convey if the attachment is an inline attachment	Boolean
`contentId`	Cid of the inline attachment	String
`contentUrl`	Url of the content	String
`content`	content of the attachment	String

Member Function Documentation

java.lang.String getCharset ()

Gets the value of the charset property.

Returns:

possible object is java.lang.String

java.lang.String getContent ()

Gets the value of the content property.

Returns:

possible object is java.lang.String

java.lang.String getContentId ()

Gets the value of the contentId property.

Returns:

possible object is java.lang.String

java.lang.String getContentType ()

Gets the value of the contentType property.

Returns:

possible object is java.lang.String

java.lang.String getContentUrl ()

Gets the value of the contentUrl property.

Returns:

possible object is java.lang.String

java.lang.String getEncodingType ()

Gets the value of the encodingType property.

Returns:

possible object is java.lang.String

java.lang.String getFileName ()

Gets the value of the fileName property.

Returns:

possible object is java.lang.String

long getId ()

Gets the value of the id property.

Returns:

possible object is Long

Link getLink ()

Gets the value of the link property.

Returns:

possible object is Link

Long getSize ()

Gets the value of the size property.

Returns:

possible object is Long

Boolean isIsBlocked ()

Gets the value of the isBlocked property.

Returns:

possible object is Boolean

Boolean isIsInline ()

Gets the value of the isInline property.

Returns:

possible object is Boolean

void setCharset (java.lang.String *value*)

Sets the value of the charset property.

Parameters:

value	allowed object is java.lang.String

void setContent (java.lang.String *value*)

Sets the value of the content property.

Parameters:

value	allowed object is java.lang.String

void setContentId (java.lang.String *value*)

Sets the value of the contentId property.

Parameters:

value	allowed object is java.lang.String

void setContentType (java.lang.String *value*)

Sets the value of the contentType property.

Parameters:

value	allowed object is java.lang.String

void setContentUrl (java.lang.String *value*)

Sets the value of the contentUrl property.

Parameters:

value	allowed object is java.lang.String

void setEncodingType (java.lang.String *value*)

Sets the value of the encodingType property.

Parameters:

value	allowed object is java.lang.String

void setFileName (java.lang.String *value*)

Sets the value of the fileName property.

Parameters:

value	allowed object is java.lang.String

void setId (long *value*)

Sets the value of the id property.

Parameters:

value	allowed object is Long

void setIsBlocked (Boolean *value*)

Sets the value of the isBlocked property.

Parameters:

value	allowed object is Boolean

void setIsInline (Boolean *value*)

Sets the value of the isInline property.

Parameters:

value	allowed object is Boolean

void setLink (Link *value*)

Sets the value of the link property.

Parameters:

value	allowed object is Link

void setSize (Long *value*)

Sets the value of the size property.

Parameters:

value	allowed object is Long

Attachment Class Reference

Public Member Functions

- java.lang.String getContentFetchOption ()
- java.lang.String getContentUrl ()
- DateAndTime getCreated ()
- java.lang.String getFilePath ()
- long getId ()
- Link getLink ()
- java.lang.String getLoginName ()
- java.lang.String getLoginPassword ()
- java.lang.String getName ()
- java.lang.String getType ()
- void setContentFetchOption (java.lang.String value)
- void setContentUrl (java.lang.String value)
- void setCreated (DateAndTime value)
- void setFilePath (java.lang.String value)
- void setId (long value)
- void setLink (Link value)
- void setLoginName (java.lang.String value)
- void setLoginPassword (java.lang.String value)
- void setName (java.lang.String value)
- void setType (java.lang.String value)

Detailed Description

Attachment Schema

This schema contains Attachment type details.

XML Schema File

`model/v12/xsd/kb/attachment.xsd`

Name	Description	Type
`id`	ID of the attachment.	Int
`link`	Self link of attachment.	Link
`name`	Name of the attachment.	String
`type`	Type of the attachment : • external or • internal	String
`created`	Creation details of attachment.	Created
`filePath`	Path of file of attachment.	String
`loginName`	User name	String
`loginPassword`	User password	String
`contentFetchOption`	Content fetch options can be : • always_latest_version	String

	• latest_if_available • local_copy.	
`contentUrl`	Url of the content	String

Member Function Documentation

java.lang.String getContentFetchOption ()

Gets the value of the contentFetchOption property.

Returns:

possible object is java.lang.String

java.lang.String getContentUrl ()

Gets the value of the contentUrl property.

Returns:

possible object is java.lang.String

DateAndTime getCreated ()

Gets the value of the created property.

Returns:

possible object is DateAndTime

java.lang.String getFilePath ()

Gets the value of the filePath property.

Returns:

possible object is java.lang.String

long getId ()

Gets the value of the id property.

Returns:

possible object is Long

Link getLink ()

Gets the value of the link property.

Returns:

possible object is Link

java.lang.String getLoginName ()

Gets the value of the loginName property.

Returns:

possible object is java.lang.String

java.lang.String getLoginPassword ()

Gets the value of the loginPassword property.

Returns:

possible object is java.lang.String

java.lang.String getName ()

Gets the value of the name property.

Returns:

possible object is java.lang.String

java.lang.String getType ()

Gets the value of the type property.

Returns:

possible object is java.lang.String

void setContentFetchOption (java.lang.String *value*)

Sets the value of the contentFetchOption property.

Parameters:

value	allowed object is java.lang.String

void setContentUrl (java.lang.String *value*)

Sets the value of the contentUrl property.

Parameters:

value	allowed object is java.lang.String

void setCreated (DateAndTime *value*)

Sets the value of the created property.

Parameters:

value	allowed object is DateAndTime

void setFilePath (java.lang.String *value*)

Sets the value of the filePath property.

Parameters:

value	allowed object is java.lang.String

void setId (long *value*)

Sets the value of the id property.

Parameters:

value	allowed object is Long

void setLink (Link *value*)

Sets the value of the link property.

Parameters:

value	allowed object is Link

void setLoginName (java.lang.String *value*)

Sets the value of the loginName property.

Parameters:

value	allowed object is java.lang.String

void setLoginPassword (java.lang.String *value*)

Sets the value of the loginPassword property.

Parameters:

value	allowed object is java.lang.String

void setName (java.lang.String *value*)

Sets the value of the name property.

Parameters:

value	allowed object is java.lang.String

void setType (java.lang.String *value*)

Sets the value of the type property.

Parameters:

value	allowed object is java.lang.String

Attachment Class Reference

Public Member Functions

- java.lang.String getCharset ()
- java.lang.String getContent ()
- java.lang.String getContentId ()
- java.lang.String getContentType ()
- java.lang.String getContentUrl ()
- java.lang.String getEncodingType ()
- java.lang.String getFileName ()
- long getId ()
- Link getLink ()
- Long getSize ()
- Boolean isIsBlocked ()
- Boolean isIsInline ()
- void setCharset (java.lang.String value)
- void setContent (java.lang.String value)
- void setContentId (java.lang.String value)
- void setContentType (java.lang.String value)
- void setContentUrl (java.lang.String value)
- void setEncodingType (java.lang.String value)
- void setFileName (java.lang.String value)
- void setId (long value)
- void setIsBlocked (Boolean value)
- void setIsInline (Boolean value)
- void setLink (Link value)
- void setSize (Long value)

Detailed Description

Attachment Schema

This schema contains Attachment type details.

XML Schema File

`model/v15/xsd/interaction/attachment.xsd`

Name	Description	Type
`id`	ID of the attachment	Long
`link`	`self` link	Link
`fileName`	File name of the attachment	String
`contentType`	Mime-type of the attachment	String
`size`	Attachment size in bytes	Long
`encodingType`	Content-transfer-encoding of the attachment	String
`charset`	character-set encoding of the attachment	String
`isBlocked`	field to convey if the	Boolean

	attachment is blocked	
`isInline`	field to convey if the attachment is an inline attachment	Boolean
`contentId`	Cid of the inline attachment	String
`contentUrl`	Url of the content	String
`content`	content of the attachment	String

Member Function Documentation

java.lang.String getCharset ()

Gets the value of the charset property.

Returns:

possible object is java.lang.String

java.lang.String getContent ()

Gets the value of the content property.

Returns:

possible object is java.lang.String

java.lang.String getContentId ()

Gets the value of the contentId property.

Returns:

possible object is java.lang.String

java.lang.String getContentType ()

Gets the value of the contentType property.

Returns:

possible object is java.lang.String

java.lang.String getContentUrl ()

Gets the value of the contentUrl property.

Returns:

possible object is java.lang.String

java.lang.String getEncodingType ()

Gets the value of the encodingType property.

Returns:

possible object is java.lang.String

java.lang.String getFileName ()

Gets the value of the fileName property.

Returns:

possible object is java.lang.String

long getId ()

Gets the value of the id property.

Returns:

possible object is Long

Link getLink ()

Gets the value of the link property.

Returns:

possible object is Link

Long getSize ()

Gets the value of the size property.

Returns:

possible object is Long

Boolean isIsBlocked ()

Gets the value of the isBlocked property.

Returns:

possible object is Boolean

Boolean isIsInline ()

Gets the value of the isInline property.

Returns:

possible object is Boolean

void setCharset (java.lang.String *value*)

Sets the value of the charset property.

Parameters:

value	allowed object is java.lang.String

void setContent (java.lang.String *value*)

Sets the value of the content property.

Parameters:

value	allowed object is java.lang.String

void setContentId (java.lang.String *value*)

Sets the value of the contentId property.

Parameters:

value	allowed object is java.lang.String

void setContentType (java.lang.String *value*)

Sets the value of the contentType property.

Parameters:

value	allowed object is java.lang.String

void setContentUrl (java.lang.String *value*)

Sets the value of the contentUrl property.

Parameters:

value	allowed object is java.lang.String

void setEncodingType (java.lang.String *value*)

Sets the value of the encodingType property.

Parameters:

value	allowed object is java.lang.String

void setFileName (java.lang.String *value*)

Sets the value of the fileName property.

Parameters:

value	allowed object is java.lang.String

void setId (long *value*)

Sets the value of the id property.

Parameters:

value	allowed object is Long

void setIsBlocked (Boolean *value*)

Sets the value of the isBlocked property.

Parameters:

value	allowed object is Boolean

void setIsInline (Boolean *value*)

Sets the value of the isInline property.

Parameters:

value	allowed object is Boolean

void setLink (Link *value*)

Sets the value of the link property.

Parameters:

value	allowed object is Link

void setSize (Long *value*)

Sets the value of the size property.

Parameters:

value	allowed object is Long

Attachments Class Reference

Public Member Functions

- java.util.List< Attachment > getAttachment ()
- Long getCount ()
- Link getLink ()
- void setCount (Long value)
- void setLink (Link value)

Detailed Description

Attachments Schema

This schema contains Attachments type details.

XML Schema File

`model/v12/xsd/interaction/attachment.xsd`

Name	Description	Type
`count`	`count` of the attachments	Long
`link`	`self` link of attachments.	Link
`attachment`	Attachment details.	Attachment

Member Function Documentation

java.util.List<Attachment> getAttachment ()

Gets the value of the attachment property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the attachment property.

For example, to add a new item, do as follows:

```
getAttachment().add(newItem);
```

Objects of the following type(s) are allowed in the list Attachment

Long getCount ()

Gets the value of the count property.

Returns:

possible object is Long

Link getLink ()

Gets the value of the link property.

Returns:

possible object is Link

void setCount (Long *value*)

Sets the value of the count property.

Parameters:

value	allowed object is Long

void setLink (Link *value*)

Sets the value of the link property.

Parameters:

value	allowed object is Link

Attachments Class Reference

Public Member Functions

- java.util.List< Attachment > getAttachment ()
- int getCount ()
- Link getLink ()
- PaginationInfo getPaginationInfo ()
- void setCount (int value)
- void setLink (Link value)
- void setPaginationInfo (PaginationInfo value)

Detailed Description

Attachments Schema

This schema contains Attachments type details.

XML Schema File

`model/v12/xsd/kb/attachment.xsd`

Name	Description	Type
`link`	self link of attachments.	Link
`paginationInfo`	Pagination details of attachments	PaginationInfo
`attachment`	Attachment details.	Attachment
`count`	Count of the attachments	Int

Member Function Documentation

java.util.List<Attachment> getAttachment ()

Gets the value of the attachment property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the attachment property.

For example, to add a new item, do as follows:

```
   getAttachment().add(newItem);
```

Objects of the following type(s) are allowed in the list Attachment

int getCount ()

Gets the value of the count property.

Link getLink ()

Gets the value of the link property.

Returns:

possible object is Link

PaginationInfo getPaginationInfo ()

Gets the value of the paginationInfo property.

Returns:

possible object is PaginationInfo

void setCount (int *value*)

Sets the value of the count property.

void setLink (Link *value*)

Sets the value of the link property.

Parameters:

value	allowed object is Link

void setPaginationInfo (PaginationInfo *value*)

Sets the value of the paginationInfo property.

Parameters:

value	allowed object is PaginationInfo

Attachments Class Reference

Public Member Functions

- java.util.List< Attachment > getAttachment ()
- Long getCount ()
- Link getLink ()
- void setCount (Long value)
- void setLink (Link value)

Detailed Description

Attachments Schema

This schema contains Attachments type details.

XML Schema File

`model/v15/xsd/interaction/attachment.xsd`

Name	Description	Type
`count`	`count` of the attachments	Long
`link`	`self` link of attachments.	Link
`attachment`	Attachment details.	Attachment

Member Function Documentation

java.util.List<Attachment> getAttachment ()

Gets the value of the attachment property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the attachment property.

For example, to add a new item, do as follows:

```
getAttachment().add(newItem);
```

Objects of the following type(s) are allowed in the list Attachment

Long getCount ()

Gets the value of the count property.

Returns:

possible object is Long

Link getLink ()

Gets the value of the link property.

Returns:

possible object is Link

void setCount (Long *value*)

Sets the value of the count property.

Parameters:

value	allowed object is Long

void setLink (Link *value*)

Sets the value of the link property.

Parameters:

value	allowed object is Link

AttachmentsCommonInfoPage Class Reference

Detailed Description

Supported values of some Common Query Parameters in Attachment Resource APIs

NOTE: each *common parameter* described below is not necessarily supported by all Attachment APIs. Therefore, first refer to specific API documentation to see which *common parameters* that API supports.

Values of $attribute common parameter supported by Attachment Resource

Use `$attribute` to request additional attributes/elements of resource representation, beyond those always returned by server. The value of $attribute must be a comma separated list of attribute names. For example,

```
 GET
.../interaction/activity/1000/attachment/1011?$attribute=contentUrl
```

```
    GET .../interaction/activity/1000/attachment/1011?$attribute=all
```

Name	Description	Schema/type returned by server
all	This is a special keyword that prompts server to return all available resource attributes	N/A
contentUrl	URL which can be used to download the content of the attachment will be returned. This only exists temporarily on the server. The customer should immediately download the attachment content if needed. The attachment can be retrieved only once as it is deleted from the server after download.	String

Summary attributes of Attachment Resource

Attachment Resource always returns `<attachments>` representation, that contains one or more `<attachment>` representations.

Attachment summary

Name	Description	Schema/type
id	Attachment ID	Long
link	Self link that can be used to retrieve this attachment	Link Schema
fileName	File name of the attachment	String
contentType	Mime-type of the attachment	String
size	Attachment size in bytes	Long
encodingType	Content-transfer-encoding of the attachment	String
charset	character-set encoding of the attachment	String
isBlocked	flag to indicate if the attachment is blocked	Boolean

AttachmentsCommonInfoPage Class Reference

Detailed Description

Supported values of some Common Query Parameters in Attachment Resource APIs

NOTE: each *common parameter* described below is not necessarily supported by all Attachment APIs. Therefore, first refer to specific API documentation to see which *common parameters* that API supports.

Values of $attribute common parameter supported by Attachment Resource

Use `$attribute` to request additional attributes/elements of resource representation, beyond those always returned by server. The value of $attribute must be a comma separated list of attribute names. For example,

```
GET .../context/interaction/activity/1000/attachment/1006?$attribute=payload
```

```
GET .../context/interaction/activity/1000//attachment/1006?$attribute=contentUrl
```

```
GET .../context/interaction/activity/1000//attachment/1006?$attribute=all
```

Name	Description	Schema/type returned by server
all	This is a special keyword that prompts server to return all available resource attributes	N/A
contentUrl	URL which can be used to download the content of the attachment will be returned. This only exists temporarily on the server. The customer should immediately download the attachment content if needed. The attachment can be retrieved only once as it is deleted from the server after download.	String

Summary attributes of Attachment Resource

Attachment Resource always returns `<attachments>` representation, that contains one or more `<attachment>` representations.

Attachment summary

Name	Description	Schema/type
id	Attachment ID	Long
link	Self link that can be used to retrieve this attachment	Link Schema
fileName	File name of the attachment	String
contentType	Mime-type of the attachment	String
size	Attachment size in bytes	Long
encodingType	Content-transfer-encoding of the attachment	String
charset	character-set encoding of the attachment	String
isBlocked	flag to indicate if the attachment is blocked	Boolean

Attribute Class Reference

Public Member Functions

- java.util.List< Attribute > getAttribute ()
- Long getDataSize ()
- java.lang.String getDataType ()
- java.lang.String getDefaultValue ()
- java.lang.String getName ()
- Options getOptions ()
- boolean isCustom ()
- void setCustom (boolean value)
- void setDataSize (Long value)
- void setDataType (java.lang.String value)
- void setDefaultValue (java.lang.String value)
- void setName (java.lang.String value)
- void setOptions (Options value)

Detailed Description

Attribute Schema

This schema contains Attribute type details.

XML Schema File

`model/v12/xsd/common/attribute.xsd`

Name	Description	Type
`name`	Name of custom attribute or values like 'type'	String
`custom`	Indicates custom attribute	Boolean
`dataSize`	Size of data	Long
`dataType`	Type of data (integer, string or stringList)	String
`defaultValue`	Allowed when dataType is integer or string	String
`options`	Allowed when dataType is stringList	Options
`attribute`	Attribute details.	Attribute

Member Function Documentation

java.util.List<Attribute> getAttribute ()

Gets the value of the attribute property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the attribute property.

For example, to add a new item, do as follows:

```
getAttribute().add(newItem);
```

Objects of the following type(s) are allowed in the list Attribute

Long getDataSize ()

Gets the value of the dataSize property.

Returns:

possible object is Long

java.lang.String getDataType ()

Gets the value of the dataType property.

Returns:

possible object is java.lang.String

java.lang.String getDefaultValue ()

Gets the value of the defaultValue property.

Returns:

possible object is java.lang.String

java.lang.String getName ()

Gets the value of the name property.

Returns:

possible object is java.lang.String

Options getOptions ()

Gets the value of the options property.

Returns:

possible object is Options

boolean isCustom ()

Gets the value of the custom property.

Returns:

possible object is Boolean

void setCustom (boolean *value*)

Sets the value of the custom property.

Parameters:

value	allowed object is Boolean

void setDataSize (Long *value*)

Sets the value of the dataSize property.

Parameters:

value	allowed object is Long

void setDataType (java.lang.String *value*)

Sets the value of the dataType property.

Parameters:

value	allowed object is java.lang.String

void setDefaultValue (java.lang.String *value*)

Sets the value of the defaultValue property.

Parameters:

value	allowed object is java.lang.String

void setName (java.lang.String *value*)

Sets the value of the name property.

Parameters:

value	allowed object is java.lang.String

void setOptions (Options *value*)

Sets the value of the options property.

Parameters:

value	allowed object is Options

Attribute Class Reference

Public Member Functions

- java.util.List< Attribute > getAttribute ()
- Long getDataSize ()
- java.lang.String getDataType ()
- java.lang.String getDefaultValue ()
- java.lang.String getName ()
- Options getOptions ()
- boolean isCustom ()
- void setCustom (boolean value)
- void setDataSize (Long value)
- void setDataType (java.lang.String value)
- void setDefaultValue (java.lang.String value)
- void setName (java.lang.String value)
- void setOptions (Options value)

Detailed Description

Attribute Schema

This schema contains Attribute type details.

XML Schema File

`model/v15/xsd/common/attribute.xsd`

Name	Description	Type
`name`	Name of custom attribute or values like 'type'	String
`custom`	Indicates custom attribute	Boolean
`dataSize`	Size of data	Long
`dataType`	Type of data (integer, string or stringList)	String
`defaultValue`	Allowed when dataType is integer or string	String
`options`	Allowed when dataType is stringList	Options
`attribute`	Attribute details.	Attribute

Member Function Documentation

java.util.List<Attribute> getAttribute ()

Gets the value of the attribute property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the attribute property.

For example, to add a new item, do as follows:

```
getAttribute().add(newItem);
```

Objects of the following type(s) are allowed in the list Attribute

Long getDataSize ()

Gets the value of the dataSize property.

Returns:

possible object is Long

java.lang.String getDataType ()

Gets the value of the dataType property.

Returns:

possible object is java.lang.String

java.lang.String getDefaultValue ()

Gets the value of the defaultValue property.

Returns:

possible object is java.lang.String

java.lang.String getName ()

Gets the value of the name property.

Returns:

possible object is java.lang.String

Options getOptions ()

Gets the value of the options property.

Returns:

possible object is Options

boolean isCustom ()

Gets the value of the custom property.

Returns:

possible object is Boolean

void setCustom (boolean *value*)

Sets the value of the custom property.

Parameters:

value	allowed object is Boolean

void setDataSize (Long *value*)

Sets the value of the dataSize property.

Parameters:

value	allowed object is Long

void setDataType (java.lang.String *value*)

Sets the value of the dataType property.

Parameters:

value	allowed object is java.lang.String

void setDefaultValue (java.lang.String *value*)

Sets the value of the defaultValue property.

Parameters:

value	allowed object is java.lang.String

void setName (java.lang.String *value*)

Sets the value of the name property.

Parameters:

value	allowed object is java.lang.String

void setOptions (Options *value*)

Sets the value of the options property.

Parameters:

value	allowed object is Options

AttributeList Class Reference

Public Member Functions

- java.util.List< java.lang.String > getName ()

Detailed Description

section schema-common-AttributeList AttributeList Schema

This schema contains a list of attribute names, which are simple strings.

XML Schema File

`model/v3/xsd/common.xsd`

Name	Description	Type
`name`	The name of the attribute.	string

Member Function Documentation

java.util.List<java.lang.String> getName ()

Gets the value of the name property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the name property.

For example, to add a new item, do as follows:

```
getName().add(newItem);
```

Objects of the following type(s) are allowed in the list java.lang.String

Attributes Class Reference

Public Member Functions

- java.util.List< Attribute > getAttribute ()
- java.lang.String getResource ()
- void setResource (java.lang.String value)

Detailed Description

Attributes Schema

This schema contains Attributes type details.

XML Schema File

`model/v12/xsd/common/attribute.xsd`

Name	Description	Type
`resource`	Resource name. It can be "activity", "case" or "customer".	String
`attribute`	Attribute details.	Attribute

Member Function Documentation

java.util.List<Attribute> getAttribute ()

Gets the value of the attribute property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the attribute property.

For example, to add a new item, do as follows:

```
getAttribute().add(newItem);
```

Objects of the following type(s) are allowed in the list Attribute

java.lang.String getResource ()

Gets the value of the resource property.

Returns:

possible object is java.lang.String

void setResource (java.lang.String *value*)

Sets the value of the resource property.

Parameters:

value	allowed object is java.lang.String

Attributes Class Reference

Public Member Functions

- java.util.List< Attribute > getAttribute ()
- java.lang.String getResource ()
- void setResource (java.lang.String value)

Detailed Description

Attributes Schema

This schema contains Attributes type details.

XML Schema File

`model/v15/xsd/common/attribute.xsd`

Name	Description	Type
`resource`	Resource name. It can be "activity", "case" or "customer".	String
`attribute`	Attribute details.	Attribute

Member Function Documentation

java.util.List<Attribute> getAttribute ()

Gets the value of the attribute property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the attribute property.

For example, to add a new item, do as follows:

```
getAttribute().add(newItem);
```

Objects of the following type(s) are allowed in the list Attribute

java.lang.String getResource ()

Gets the value of the resource property.

Returns:

possible object is java.lang.String

void setResource (java.lang.String *value*)

Sets the value of the resource property.

Parameters:

value	allowed object is java.lang.String

AttribValues Class Reference

Public Member Functions

- java.util.List< L10NString > getAttribValue ()

Detailed Description

AttribValues Schema

This schema contains AttribValues definition.

XML Schema File

`model/v12/xsd/common.xsd`

Name	Description	Type
`attribValue`	Value of the attribute	L10NString

Member Function Documentation

java.util.List<L10NString> getAttribValue ()

Gets the value of the attribValue property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the attribValue property.

For example, to add a new item, do as follows:

```
getAttribValue().add(newItem);
```

Objects of the following type(s) are allowed in the list L10NString

AttribValues Class Reference

Public Member Functions

- java.util.List< L10NString > getAttribValue ()

Detailed Description

AttribValues Schema

This schema contains AttribValues definition.

XML Schema File

`model/v15/xsd/common.xsd`

Name	Description	Type
`attribValue`	Value of the attribute	L10NString

Member Function Documentation

java.util.List<L10NString> getAttribValue ()

Gets the value of the attribValue property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the attribValue property.

For example, to add a new item, do as follows:

```
getAttribValue().add(newItem);
```

Objects of the following type(s) are allowed in the list L10NString

AuthenticationSection Class Reference

Detailed Description

Authentication

Authentication is required. The client must be logged in to call this API. Each API request must contain X-egain-session request header returned by Login API.

AuthoringResource Class Reference

Detailed Description

Documentation to be added when the Authoring API is released.

AuthoringResourceGET Class Reference

Public Member Functions

- long getId ()
- Link getLink ()
- void setId (long value)
- void setLink (Link value)

Detailed Description

Documentation to be added when the Authoring API is released.

Member Function Documentation

long getId ()

Gets the value of the id property.

Link getLink ()

Gets the value of the link property.

Returns:

possible object is Link

void setId (long *value*)

Sets the value of the id property.

void setLink (Link *value*)

Sets the value of the link property.

Parameters:

value	allowed object is Link

AuthoringResourceLINK Class Reference

Public Member Functions

- long getId ()
- void setId (long value)

Detailed Description

Documentation to be added when the Authoring API is released.

Member Function Documentation

long getId ()

Gets the value of the id property.

void setId (long *value*)

Sets the value of the id property.

AuthoringResourcePOST Class Reference

Detailed Description

Documentation to be added when the Authoring API is released.

AuthoringResourcePUT Class Reference

Public Member Functions

- long getId ()
- void setId (long value)

Detailed Description

Documentation to be added when the Authoring API is released.

Member Function Documentation

long getId ()

Gets the value of the id property.

void setId (long *value*)

Sets the value of the id property.

Autogenerated Class Reference

Public Member Functions

- Link getLink ()
- Long getSourceId ()
- void setLink (Link value)
- void setSourceId (Long value)

Detailed Description

Autogenerated Schema

This schema contains autogenerated type details.

XML Schema File

`model/v12/xsd/kb/topic.xsd`

Name	Description	Type
`sourceId`	ID of the auto created topic	Long
`link`	Relational links to the folder used as a auto created topic	Link

---

Member Function Documentation

Link getLink ()

Gets the value of the link property.

Returns:

possible object is Link

Long getSourceId ()

Gets the value of the sourceId property.

Returns:

possible object is Long

void setLink (Link *value*)

Sets the value of the link property.

Parameters:

value	allowed object is Link

void setSourceId (Long *value*)

Sets the value of the sourceId property.

Parameters:

value	allowed object is Long

Availability Class Reference

Public Member Functions

- L10NString getDays ()
- L10NString getTimes ()
- void setDays (L10NString value)
- void setTimes (L10NString value)

Detailed Description

Availability Schema

Description of the elements used in Availability schema.

XML Schema File

`model/v12/xsd/interaction/contact_point.xsd`

Name	Description	Type
`days`	Days on which the phone contact point is available	L10NString
`times`	Time of day when the phone contact point is available	L10NString

---

Member Function Documentation

L10NString getDays ()

Gets the value of the days property.

Returns:

possible object is L10NString

L10NString getTimes ()

Gets the value of the times property.

Returns:

possible object is L10NString

void setDays (L10NString *value*)

Sets the value of the days property.

Parameters:

value	allowed object is L10NString

void setTimes (L10NString *value*)

Sets the value of the times property.

Parameters:

value	allowed object is L10NString

Availability Class Reference

Public Member Functions

- L10NString getDays ()
- L10NString getTimes ()
- void setDays (L10NString value)
- void setTimes (L10NString value)

Detailed Description

Availability Schema

Description of the elements used in Availability schema.

XML Schema File

`model/v15/xsd/interaction/contact_point.xsd`

Name	Description	Type
`days`	Days on which the phone contact point is available	L10NString
`times`	Time of day when the phone contact point is available	L10NString

---

Member Function Documentation

L10NString getDays ()

Gets the value of the days property.

Returns:

possible object is L10NString

L10NString getTimes ()

Gets the value of the times property.

Returns:

possible object is L10NString

void setDays (L10NString *value*)

Sets the value of the days property.

Parameters:

value	allowed object is L10NString

void setTimes (L10NString *value*)

Sets the value of the times property.

Parameters:

value	allowed object is L10NString

CallInfo Class Reference

Public Member Functions

- java.lang.String getDataVersion ()
- java.lang.String getDuration ()
- java.lang.String getHttpStatus ()
- java.lang.String getMessage ()
- java.lang.String getPortalId ()
- java.lang.String getRedirectUrl ()
- java.lang.String getResource ()
- java.lang.String getResourceId ()
- java.lang.String getStatus ()
- java.lang.String getSubResource ()
- java.lang.String getTimestamp ()
- UsertypeType getUserType ()
- java.lang.String getWsVersion ()
- void setDataVersion (java.lang.String value)
- void setDuration (java.lang.String value)
- void setHttpStatus (java.lang.String value)
- void setMessage (java.lang.String value)
- void setPortalId (java.lang.String value)
- void setRedirectUrl (java.lang.String value)
- void setResource (java.lang.String value)
- void setResourceId (java.lang.String value)
- void setStatus (java.lang.String value)
- void setSubResource (java.lang.String value)
- void setTimestamp (java.lang.String value)
- void setUserType (UsertypeType value)
- void setWsVersion (java.lang.String value)

Detailed Description

CallInfo Schema

This schema contains metadata about the call. It is populated from the input URL and its parameters.

XML Schema File

`model/v3/xsd/common.xsd`

Name	Description	Type
`dataVersion`	The web services data model version. It is "3.0" for v11.	string
`duration`	Milliseconds used by the call on the server.	string containing a long
`httpStatus`	The HTTP status code, such as "200".	string
`message`	If status is "error", this contains the error message. Otherwise it is empty.	string

portalId	The portal as specified in the parameters, or in the URL itself.	string
resource	The resource type from the URL, such as "article".	string
resourceId	The resource ID mentioned in the URL, if any.	string
redirectUrl	One-time use URL that can be used to download attachments and other files.	string
status	This will contain "success" or "error".	string
subResource	A subresource, if any, mentioned in the URL. An example is "attachment".	string
timestamp	The timestamp when the server received the query.	string
userType	The userType ("customer", "agent", or in rare cases "unknown") provided by the client.	UsertypeType
wsVersion	The web services API version. It is "11.0" for v11.	string

---

Member Function Documentation

java.lang.String getDataVersion ()

Gets the value of the dataVersion property.

Returns:

possible object is java.lang.String

java.lang.String getDuration ()

Gets the value of the duration property.

Returns:

possible object is java.lang.String

java.lang.String getHttpStatus ()

Gets the value of the httpStatus property.

Returns:

possible object is java.lang.String

java.lang.String getMessage ()

Gets the value of the message property.

Returns:
possible object is java.lang.String

java.lang.String getPortalId ()

Gets the value of the portalId property.

Returns:
possible object is java.lang.String

java.lang.String getRedirectUrl ()

Gets the value of the redirectUrl property.

Returns:
possible object is java.lang.String

java.lang.String getResource ()

Gets the value of the resource property.

Returns:
possible object is java.lang.String

java.lang.String getResourceId ()

Gets the value of the resourceId property.

Returns:
possible object is java.lang.String

java.lang.String getStatus ()

Gets the value of the status property.

Returns:
possible object is java.lang.String

java.lang.String getSubResource ()

Gets the value of the subResource property.

Returns:
possible object is java.lang.String

java.lang.String getTimestamp ()

Gets the value of the timestamp property.

Returns:
possible object is java.lang.String

UsertypeType getUserType ()

Gets the value of the userType property.

Returns:
possible object is UsertypeType

java.lang.String getWsVersion ()

Gets the value of the wsVersion property.

Returns:

possible object is java.lang.String

void setDataVersion (java.lang.String *value*)

Sets the value of the dataVersion property.

Parameters:

value	allowed object is java.lang.String

void setDuration (java.lang.String *value*)

Sets the value of the duration property.

Parameters:

value	allowed object is java.lang.String

void setHttpStatus (java.lang.String *value*)

Sets the value of the httpStatus property.

Parameters:

value	allowed object is java.lang.String

void setMessage (java.lang.String *value*)

Sets the value of the message property.

Parameters:

value	allowed object is java.lang.String

void setPortalId (java.lang.String *value*)

Sets the value of the portalId property.

Parameters:

value	allowed object is java.lang.String

void setRedirectUrl (java.lang.String *value*)

Sets the value of the redirectUrl property.

Parameters:

value	allowed object is java.lang.String

void setResource (java.lang.String *value*)

Sets the value of the resource property.

Parameters:

value	allowed object is java.lang.String

void setResourceId (java.lang.String *value*)

Sets the value of the resourceId property.

Parameters:

value	allowed object is java.lang.String

void setStatus (java.lang.String *value*)

Sets the value of the status property.

Parameters:

value	allowed object is java.lang.String

void setSubResource (java.lang.String *value*)

Sets the value of the subResource property.

Parameters:

value	allowed object is java.lang.String

void setTimestamp (java.lang.String *value*)

Sets the value of the timestamp property.

Parameters:

value	allowed object is java.lang.String

void setUserType (UsertypeType *value*)

Sets the value of the userType property.

Parameters:

value	allowed object is UsertypeType

void setWsVersion (java.lang.String *value*)

Sets the value of the wsVersion property.

Parameters:

value	allowed object is java.lang.String

Case Class Reference

Public Member Functions

- Activities getActivities ()
- DateAndUser getCreated ()
- CustomAttributes getCustomAttributes ()
- Customer getCustomer ()
- Department getDepartment ()
- java.lang.String getDescription ()
- java.lang.String getDueDate ()
- long getId ()
- DateAndUser getLastModified ()
- Link getLink ()
- L10NString getOriginatingChannel ()
- Owner getOwner ()
- L10NString getSeverity ()
- java.lang.String getSolution ()
- L10NString getStatus ()
- java.lang.String getSubject ()
- User getUserLastWorked ()
- void setActivities (Activities value)
- void setCreated (DateAndUser value)
- void setCustomAttributes (CustomAttributes value)
- void setCustomer (Customer value)
- void setDepartment (Department value)
- void setDescription (java.lang.String value)
- void setDueDate (java.lang.String value)
- void setId (long value)
- void setLastModified (DateAndUser value)
- void setLink (Link value)
- void setOriginatingChannel (L10NString value)
- void setOwner (Owner value)
- void setSeverity (L10NString value)
- void setSolution (java.lang.String value)
- void setStatus (L10NString value)
- void setSubject (java.lang.String value)
- void setUserLastWorked (User value)

Detailed Description

Case Schema

This schema contains Case type details.

XML Schema File

`model/v12/xsd/interaction/case.xsd`

Name	Description	Type
`id`	Case ID of the requested case	Long

link	self link	Link
activities	activity link to fetch activities of the case	Activities
department	Department of the case	Department
status	Status of the case	L10NString
lastModified	Last modification details	DateAndUser
dueDate	Due date of the case	DateTime
owner	Owner details of the case	Owner
customer	Details of the customer associated with the case	Customer
severity	Severity of the case	L10NString
subject	Subject of the case	String
originatingChannel	Originating Channel of the case	L10NString
created	Creation details of the case	DateAndUser
description	Description of the case	String
solution	Description of the solution to the case	String
userLastWorked	Details of the last user or agent who worked on any activity of this case	User
customAttributes	Name and value of all the custom attributes configured for the Case Object	CustomAttributes

---

Member Function Documentation

Activities getActivities ()

Gets the value of the activities property.

Returns:

possible object is Activities

DateAndUser getCreated ()

Gets the value of the created property.

Returns:

possible object is DateAndUser

CustomAttributes getCustomAttributes ()

Gets the value of the customAttributes property.

Returns:

possible object is CustomAttributes

Customer getCustomer ()

Gets the value of the customer property.

Returns:
possible object is Customer

Department getDepartment ()

Gets the value of the department property.

Returns:
possible object is Department

java.lang.String getDescription ()

Gets the value of the description property.

Returns:
possible object is java.lang.String

java.lang.String getDueDate ()

Gets the value of the dueDate property.

Returns:
possible object is java.lang.String

long getId ()

Gets the value of the id property.

Returns:
possible object is Long

DateAndUser getLastModified ()

Gets the value of the lastModified property.

Returns:
possible object is DateAndUser

Link getLink ()

Gets the value of the link property.

Returns:
possible object is Link

L10NString getOriginatingChannel ()

Gets the value of the originatingChannel property.

Returns:
possible object is L10NString

Owner getOwner ()

Gets the value of the owner property.

Returns:
possible object is Owner

L10NString getSeverity ()

Gets the value of the severity property.

Returns:

possible object is L10NString

java.lang.String getSolution ()

Gets the value of the solution property.

Returns:

possible object is java.lang.String

L10NString getStatus ()

Gets the value of the status property.

Returns:

possible object is L10NString

java.lang.String getSubject ()

Gets the value of the subject property.

Returns:

possible object is java.lang.String

User getUserLastWorked ()

Gets the value of the userLastWorked property.

Returns:

possible object is User

void setActivities (Activities *value*)

Sets the value of the activities property.

Parameters:

value	allowed object is Activities

void setCreated (DateAndUser *value*)

Sets the value of the created property.

Parameters:

value	allowed object is DateAndUser

void setCustomAttributes (CustomAttributes *value*)

Sets the value of the customAttributes property.

Parameters:

value	allowed object is CustomAttributes

void setCustomer (Customer *value*)

Sets the value of the customer property.

Parameters:

value	allowed object is Customer

void setDepartment (Department *value*)

Sets the value of the department property.

Parameters:

value	allowed object is Department

void setDescription (java.lang.String *value*)

Sets the value of the description property.

Parameters:

value	allowed object is java.lang.String

void setDueDate (java.lang.String *value*)

Sets the value of the dueDate property.

Parameters:

value	allowed object is java.lang.String

void setId (long *value*)

Sets the value of the id property.

Parameters:

value	allowed object is Long

void setLastModified (DateAndUser *value*)

Sets the value of the lastModified property.

Parameters:

value	allowed object is DateAndUser

void setLink (Link *value*)

Sets the value of the link property.

Parameters:

value	allowed object is Link

void setOriginatingChannel (L10NString *value*)

Sets the value of the originatingChannel property.

Parameters:

value	allowed object is L10NString

void setOwner (Owner *value*)

Sets the value of the owner property.

Parameters:

value	allowed object is Owner

void setSeverity (L10NString *value*)

Sets the value of the severity property.

Parameters:

value	allowed object is L10NString

void setSolution (java.lang.String *value*)

Sets the value of the solution property.

Parameters:

value	allowed object is java.lang.String

void setStatus (L10NString *value*)

Sets the value of the status property.

Parameters:

value	allowed object is L10NString

void setSubject (java.lang.String *value*)

Sets the value of the subject property.

Parameters:

value	allowed object is java.lang.String

void setUserLastWorked (User *value*)

Sets the value of the userLastWorked property.

Parameters:

value	allowed object is User

Case Class Reference

Public Member Functions

- Activities getActivities ()
- DateAndUser getCreated ()
- CustomAttributes getCustomAttributes ()
- Customer getCustomer ()
- Department getDepartment ()
- java.lang.String getDescription ()
- java.lang.String getDueDate ()
- long getId ()
- DateAndUser getLastModified ()
- Link getLink ()
- L10NString getOriginatingChannel ()
- Owner getOwner ()
- XMLGregorianCalendar getRecentActivityDate ()
- L10NString getSeverity ()
- java.lang.String getSolution ()
- L10NString getStatus ()
- java.lang.String getSubject ()
- Integer getUnreadActivityCount ()
- User getUserLastWorked ()
- void setActivities (Activities value)
- void setCreated (DateAndUser value)
- void setCustomAttributes (CustomAttributes value)
- void setCustomer (Customer value)
- void setDepartment (Department value)
- void setDescription (java.lang.String value)
- void setDueDate (java.lang.String value)
- void setId (long value)
- void setLastModified (DateAndUser value)
- void setLink (Link value)
- void setOriginatingChannel (L10NString value)
- void setOwner (Owner value)
- void setRecentActivityDate (XMLGregorianCalendar value)
- void setSeverity (L10NString value)
- void setSolution (java.lang.String value)
- void setStatus (L10NString value)
- void setSubject (java.lang.String value)
- void setUnreadActivityCount (Integer value)
- void setUserLastWorked (User value)

Detailed Description

Case Schema

This schema contains Case type details.

XML Schema File

`model/v15/xsd/interaction/case.xsd`

Name	Description	Type
`id`	Case ID of the requested case	Long
`link`	`self` link	Link
`activities`	`activity` link to fetch activities of the case	Activities
`department`	Department of the case	Department
`status`	Status of the case	L10NString
`lastModified`	Last modification details	DateAndUser
`dueDate`	Due date of the case	DateTime
`owner`	Owner details of the case	Owner
`customer`	Details of the customer associated with the case	Customer
`severity`	Severity of the case	L10NString
`subject`	Subject of the case	String
`originatingChannel`	Originating Channel of the case	L10NString
`created`	Creation details of the case	DateAndUser
`description`	Description of the case	String
`solution`	Description of the solution to the case	String
`userLastWorked`	Details of the last user or agent who worked on any activity of this case	User
`recentActivityDate`	Date of creation of most recent activity of the case	DateTime
`unreadActivityCount`	Number of unread activites in the case	Int
`customAttributes`	Name and value of all the custom attributes configured for the Case Object	CustomAttributes

---

Member Function Documentation

Activities getActivities ()

Gets the value of the activities property.

Returns:

possible object is Activities

DateAndUser getCreated ()

Gets the value of the created property.

Returns:

possible object is DateAndUser

CustomAttributes getCustomAttributes ()

Gets the value of the customAttributes property.

Returns:

possible object is CustomAttributes

Customer getCustomer ()

Gets the value of the customer property.

Returns:

possible object is Customer

Department getDepartment ()

Gets the value of the department property.

Returns:

possible object is Department

java.lang.String getDescription ()

Gets the value of the description property.

Returns:

possible object is java.lang.String

java.lang.String getDueDate ()

Gets the value of the dueDate property.

Returns:

possible object is java.lang.String

long getId ()

Gets the value of the id property.

Returns:

possible object is Long

DateAndUser getLastModified ()

Gets the value of the lastModified property.

Returns:

possible object is DateAndUser

Link getLink ()

Gets the value of the link property.

Returns:

possible object is Link

L10NString getOriginatingChannel ()

Gets the value of the originatingChannel property.

Returns:

possible object is L10NString

Owner getOwner ()

Gets the value of the owner property.

Returns:

possible object is Owner

XMLGregorianCalendar getRecentActivityDate ()

Gets the value of the recentActivityDate property.

Returns:

possible object is XMLGregorianCalendar

L10NString getSeverity ()

Gets the value of the severity property.

Returns:

possible object is L10NString

java.lang.String getSolution ()

Gets the value of the solution property.

Returns:

possible object is java.lang.String

L10NString getStatus ()

Gets the value of the status property.

Returns:

possible object is L10NString

java.lang.String getSubject ()

Gets the value of the subject property.

Returns:

possible object is java.lang.String

Integer getUnreadActivityCount ()

Gets the value of the unreadActivityCount property.

Returns:

possible object is Integer

User getUserLastWorked ()

Gets the value of the userLastWorked property.

Returns:

possible object is User

void setActivities (Activities *value*)

Sets the value of the activities property.

Parameters:

value	allowed object is Activities

void setCreated (DateAndUser *value*)

Sets the value of the created property.

Parameters:

value	allowed object is DateAndUser

void setCustomAttributes (CustomAttributes *value*)

Sets the value of the customAttributes property.

Parameters:

value	allowed object is CustomAttributes

void setCustomer (Customer *value*)

Sets the value of the customer property.

Parameters:

value	allowed object is Customer

void setDepartment (Department *value*)

Sets the value of the department property.

Parameters:

value	allowed object is Department

void setDescription (java.lang.String *value*)

Sets the value of the description property.

Parameters:

value	allowed object is java.lang.String

void setDueDate (java.lang.String *value*)

Sets the value of the dueDate property.

Parameters:

value	allowed object is java.lang.String

void setId (long *value*)

Sets the value of the id property.

Parameters:

value	allowed object is Long

void setLastModified (DateAndUser *value*)

Sets the value of the lastModified property.

Parameters:

value	allowed object is DateAndUser

void setLink (Link *value*)

Sets the value of the link property.

Parameters:

value	allowed object is Link

void setOriginatingChannel (L10NString *value*)

Sets the value of the originatingChannel property.

Parameters:

value	allowed object is L10NString

void setOwner (Owner *value*)

Sets the value of the owner property.

Parameters:

value	allowed object is Owner

void setRecentActivityDate (XMLGregorianCalendar *value*)

Sets the value of the recentActivityDate property.

Parameters:

value	allowed object is XMLGregorianCalendar

void setSeverity (L10NString *value*)

Sets the value of the severity property.

Parameters:

value	allowed object is L10NString

void setSolution (java.lang.String *value*)

Sets the value of the solution property.

Parameters:

value	allowed object is java.lang.String

void setStatus (L10NString *value*)

Sets the value of the status property.

Parameters:

value	allowed object is L10NString

void setSubject (java.lang.String *value*)

Sets the value of the subject property.

Parameters:

value	allowed object is java.lang.String

void setUnreadActivityCount (Integer *value*)

Sets the value of the unreadActivityCount property.

Parameters:

value	allowed object is Integer

void setUserLastWorked (User *value*)

Sets the value of the userLastWorked property.

Parameters:

value	allowed object is User

CaseByIDsExamples Class Reference

Detailed Description

Examples for GET Cases by IDs

Example 1 - Get summary attributes for a single case

This example demonstrates the following:

- Retrieving the summary attributes of a single case.

XML

Request

Method	URL
GET	/ws/v12/interaction/case/1000

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Accept-Language	en-US

Response

HTTP/1.1 200 OK

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml

Response body

```
<?xml version="1.0" encoding="UTF-8" standalone="yes" ?><cases
xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/case"
xmlns:ns2="http://bindings.egain.com/ws/model/v12/gen/interaction/activity"
xmlns:ns3="http://bindings.egain.com/ws/model/v12/gen/platform"
xmlns:ns4="http://bindings.egain.com/ws/model/v12/gen/common"
xmlns:ns5="http://bindings.egain.com/ws/model/v12/gen/interaction/folder"
xmlns:ns6="http://bindings.egain.com/ws/model/v12/gen/interaction/customer"
xmlns:ns7="http://bindings.egain.com/ws/model/v12/gen/interaction/contactperson"
xmlns:ns8="http://bindings.egain.com/ws/model/v12/gen/interaction/contactpoint"
xmlns:ns9="http://bindings.egain.com/ws/model/v12/gen/interaction/attachment"
xmlns:ns10="http://bindings.egain.com/ws/model/v12/gen/mail/alias"
xmlns:ns11="http://bindings.egain.com/ws/model/v12/gen/live/entrypoint">    <case id="1000">
<link rel="self" href="/system/ws/v12/interaction/case/1000"/>        <activities>
<ns2:link rel="activity" href="/system/ws/v12/interaction/activity?case=1000"/>
</activities>        <department id="999">            <ns3:name>Service</ns3:name>
```

```
</department>        <status>            <ns4:value>closed</ns4:value>
<ns4:displayValue>Closed</ns4:displayValue>        </status>        <lastModified
date="2016-04-01T01:52:54.000Z">            <ns4:user id="1002">
<ns3:name>Frank</ns3:name>                <ns3:firstName>Frank</ns3:firstName>
<ns3:lastName>Robert</ns3:lastName>            </ns4:user>        </lastModified>
<dueDate>2016-04-20T07:00:00.000Z</dueDate>        <owner>            <user id="1002">
<ns3:name>Frank</ns3:name>                <ns3:firstName>Frank</ns3:firstName>
<ns3:lastName>Robert</ns3:lastName>            </user>            <folder id="14">
<ns5:name>                    <ns4:value>cases_closed</ns4:value>
<ns4:displayValue>Closed</ns4:displayValue>                    </ns5:name>            </folder>
</owner>        <customer id="1000">            <ns6:link rel="customer"
href="/system/ws/v12/interaction/customer/1000"/>            <ns6:customerName>John Russel
Tierney</ns6:customerName>        </customer>        <severity>
<ns4:value>medium</ns4:value>            <ns4:displayValue>Medium</ns4:displayValue>
</severity>        <subject>Charging is too slow [#1000]</subject>    </case></cases>
```

JSON

Request

Method	URL
GET	/ws/v12/interaction/case/1000

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/json
Accept-Language	en-US

Response

HTTP/1.1 200 OK

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json

Response body

```
{    "case": [        {            "link": {                "rel": "self",                "href":
"/system/ws/v12/interaction/case/1000"            },            "activities": {
"link": {                    "rel": "activity",                    "href":
"/system/ws/v12/interaction/activity?case=1000"                }            },
"department": {                "name": "Service",                "id": 999            },
"status": {                "value": "closed",                "displayValue": "Closed"
},            "lastModified": {                "user": {                    "name": "Frank",
"firstName": "Frank",                    "lastName": "Robert",                    "id": 1002
},                "date": "2016-04-01T01:52:54.000Z"            },            "dueDate":
"2016-04-20T07:00:00.000Z",            "owner": {                "user": {
"name": "Frank",                    "firstName": "Frank",                    "lastName": "Robert",
"id": 1002                },                "folder": {                    "name": {
"value": "cases_closed",                    "displayValue": "Closed"                },
"id": 14                }            },            "customer": {                "link": {
"rel": "customer",                    "href": "/system/ws/v12/interaction/customer/1000"
},                "customerName": "John Russel Tierney",                "id": 1000            },
"severity": {                "value": "medium",                "displayValue": "Medium"
},            "subject": "Charging is too slow [#1000]",            "id": 1000        }    ]}
```

Example 2 - Get all attributes for a single case

This example demonstrates the following:

- Retrieving all the attributes of a single case

XML

Request

Method	URL
GET	`/ws/v12/interaction/case/1000?$attribute=all`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Accept-Language	en-US

Response

HTTP/1.1 200 OK

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml

Response body

```
<?xml version="1.0" encoding="UTF-8" standalone="yes" ?><cases
xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/case"
xmlns:ns2="http://bindings.egain.com/ws/model/v12/gen/interaction/activity"
xmlns:ns3="http://bindings.egain.com/ws/model/v12/gen/platform"
xmlns:ns4="http://bindings.egain.com/ws/model/v12/gen/common"
xmlns:ns5="http://bindings.egain.com/ws/model/v12/gen/interaction/folder"
xmlns:ns6="http://bindings.egain.com/ws/model/v12/gen/interaction/customer"
xmlns:ns7="http://bindings.egain.com/ws/model/v12/gen/interaction/contactperson"
xmlns:ns8="http://bindings.egain.com/ws/model/v12/gen/interaction/contactpoint"
xmlns:ns9="http://bindings.egain.com/ws/model/v12/gen/interaction/attachment"
xmlns:ns10="http://bindings.egain.com/ws/model/v12/gen/mail/alias"
xmlns:ns11="http://bindings.egain.com/ws/model/v12/gen/live/entrypoint">    <case id="1000">
<link rel="self" href="/system/ws/v12/interaction/case/1000"/>        <activities>
<ns2:link rel="activity" href="/system/ws/v12/interaction/activity?case=1000"/>
</activities>        <department id="999">            <ns3:name>Service</ns3:name>
</department>        <status>            <ns4:value>closed</ns4:value>
<ns4:displayValue>Closed</ns4:displayValue>        </status>        <lastModified
date="2016-04-01T01:52:54.000Z">           <ns4:user id="1002">
<ns3:name>Frank</ns3:name>               <ns3:firstName>Frank</ns3:firstName>
<ns3:lastName>Robert</ns3:lastName>            </ns4:user>        </lastModified>
<dueDate>2016-04-20T07:00:00.000Z</dueDate>        <owner>            <user id="1002">
<ns3:name>Frank</ns3:name>               <ns3:firstName>Frank</ns3:firstName>
<ns3:lastName>Robert</ns3:lastName>            </user>            <folder id="14">
<ns5:name>                    <ns4:value>cases_closed</ns4:value>
<ns4:displayValue>Closed</ns4:displayValue>                </ns5:name>            </folder>
</owner>        <customer id="1000">            <ns6:link rel="customer"
href="/system/ws/v12/interaction/customer/1000"/>            <ns6:customerName>John Russel
```

```
Tierney</ns6:customerName>        </customer>        <severity>
<ns4:value>medium</ns4:value>            <ns4:displayValue>Medium</ns4:displayValue>
</severity>        <subject>Charging is too slow [#1000]</subject>        <originatingChannel>
<ns4:value>Email</ns4:value>            <ns4:displayValue>Email</ns4:displayValue>
</originatingChannel>        <created date="2015-02-10T23:07:47.000Z">            <ns4:user
id="1002">                <ns3:name>Frank</ns3:name>
<ns3:firstName>Frank</ns3:firstName>                <ns3:lastName>Robert</ns3:lastName>
</ns4:user>        </created>        <description>The charger being used for not of the recommended
configuration</description>        <solution>Change the changer to a recommended
configuration</solution>        <userLastWorked id="1002">            <ns3:name>Frank</ns3:name>
<ns3:firstName>Frank</ns3:firstName>            <ns3:lastName>Robert</ns3:lastName>
</userLastWorked>        <customAttributes>            <ns4:customAttribute>
<ns4:attribName>work_status</ns4:attribName>                <ns4:attribValues>
<ns4:attribValue>                        <ns4:value>Pending</ns4:value>
</ns4:attribValue>                </ns4:attribValues>            </ns4:customAttribute>
</customAttributes>    </case></cases>
```

JSON

Request

Method	URL
GET	/ws/v12/interaction/case/1000?$attribute=all

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/json
Accept-Language	en-US

Response

HTTP/1.1 200 OK

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json

Response body

```
{    "case": [        {            "link": {                "rel": "self",                "href":
"/system/ws/v12/interaction/case/1000"            },            "activities": {
"link": {                    "rel": "activity",                    "href":
"/system/ws/v12/interaction/activity?case=1000"                }            },
"department": {                "name": "Service",                "id": 999            },
"status": {                "value": "closed",                "displayValue": "Closed"
},            "lastModified": {                "user": {                    "name": "Frank",
"firstName": "Frank",                    "lastName": "Robert",                    "id": 1002
},                "date": "2016-04-01T01:52:54.000Z"            },            "dueDate":
"2016-04-20T07:00:00.000Z",            "owner": {                "user": {
"name": "Frank",                    "firstName": "Frank",                    "lastName": "Robert",
"id": 1002                },                "folder": {                    "name": {
"value": "cases_closed",                    "displayValue": "Closed"                },
"id": 14                }            },            "customer": {                "link": {
"rel": "customer",                    "href": "/system/ws/v12/interaction/customer/1000"
},                "customerName": "John Russel Tierney",                "id": 1000            },
"severity": {                "value": "medium",                "displayValue": "Medium"
},            "subject": "Charging is too slow [#1000]",            "originatingChannel": {
"value": "email",                "displayValue": "Email"            },            "created": {
```

```
"user": {                    "name": "Frank",                    "firstName": "Frank",
"lastName": "Robert",                    "id": 1002                },                "date":
"2015-02-10T23:07:47.000Z"            },            "description": "The charger being used for not
of the recommended configuration",            "solution": "Change the changer to a recommended
configuration",            "userLastWorked": {                "name": "Frank",
"firstName": "Frank",                "lastName": "Robert",                "id": 1002            },
"customAttributes": {                "customAttribute": [                    {
"attribName": "work_status",                        "attribValues": {
"attribValue": [                                {                                    "value":
"Pending"                            }                        ]                    }
}               ]            },            "id": 1000        }    ]}
```

Example 3 - Get summary attributes and additional attributes for multiple cases

This example demonstrates the following:

- Retrieving details of multiple cases.
- Retrieving additional attributes (including custom attribute) along with summary attributes.
- Default sorting - By default, the cases are sorted on case IDs in ascending order.

XML

Request

Method	URL
GET	`/ws/v12/interaction/case/1000,1003?$attribute=custom.work_status,originatingChannel`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Accept-Language	en-US

Response

HTTP/1.1 200 OK

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml

Response body


```
<?xml version="1.0" encoding="UTF-8"?><cases
xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/case"
xmlns:ns10="http://bindings.egain.com/ws/model/v12/gen/mail/alias"
xmlns:ns11="http://bindings.egain.com/ws/model/v12/gen/live/entrypoint"
xmlns:ns2="http://bindings.egain.com/ws/model/v12/gen/interaction/activity"
xmlns:ns3="http://bindings.egain.com/ws/model/v12/gen/platform"
xmlns:ns4="http://bindings.egain.com/ws/model/v12/gen/common"
xmlns:ns5="http://bindings.egain.com/ws/model/v12/gen/interaction/folder"
xmlns:ns6="http://bindings.egain.com/ws/model/v12/gen/interaction/customer"
xmlns:ns7="http://bindings.egain.com/ws/model/v12/gen/interaction/contactperson"
xmlns:ns8="http://bindings.egain.com/ws/model/v12/gen/interaction/contactpoint"
```

```
xmlns:ns9="http://bindings.egain.com/ws/model/v12/gen/interaction/attachment">   <case id="1000">
<link rel="self" href="/system/ws/v12/interaction/case/1000" />      <activities>
<ns2:link rel="activity" href="/system/ws/v12/interaction/activity?case=1000" />
</activities>      <department id="999">         <ns3:name>Service</ns3:name>      </department>
<status>         <ns4:value>closed</ns4:value>
<ns4:displayValue>Closed</ns4:displayValue>      </status>      <lastModified
date="2016-04-01T01:52:54.000Z">         <ns4:user id="1002">
<ns3:name>Frank</ns3:name>            <ns3:firstName>Frank</ns3:firstName>
<ns3:lastName>Robert</ns3:lastName>         </ns4:user>      </lastModified>
<dueDate>2016-04-20T07:00:00.000Z</dueDate>      <owner>         <user id="1002">
<ns3:name>Frank</ns3:name>            <ns3:firstName>Frank</ns3:firstName>
<ns3:lastName>Robert</ns3:lastName>         </user>         <folder id="14">
<ns5:name>               <ns4:value>cases_closed</ns4:value>
<ns4:displayValue>Closed</ns4:displayValue>            </ns5:name>         </folder>
</owner>      <customer id="1000">         <ns6:link rel="customer"
href="/system/ws/v12/interaction/customer/1000" />         <ns6:customerName>John Russel
Tierney</ns6:customerName>      </customer>      <severity>         <ns4:value>medium</ns4:value>
<ns4:displayValue>Medium</ns4:displayValue>      </severity>      <subject>Charging is too slow
[#1000]</subject>      <originatingChannel>         <ns4:value>Email</ns4:value>
<ns4:displayValue>Email</ns4:displayValue>      </originatingChannel>      <customAttributes>
<ns4:customAttribute>            <ns4:attribName>work_status</ns4:attribName>
<ns4:attribValues>               <ns4:attribValue>
<ns4:value>Pending</ns4:value>               </ns4:attribValue>            </ns4:attribValues>
</ns4:customAttribute>      </customAttributes>   </case>   <case id="1003">      <link rel="self"
href="/system/ws/v12/interaction/case/1003" />      <activities>         <ns2:link rel="activity"
href="/system/ws/v12/interaction/activity?case=1003" />      </activities>      <department
id="999">         <ns3:name>Service</ns3:name>      </department>      <status>
<ns4:value>closed</ns4:value>         <ns4:displayValue>Closed</ns4:displayValue>      </status>
<lastModified date="2016-04-01T01:58:11.000Z">         <ns4:user id="1002">
<ns3:name>Frank</ns3:name>            <ns3:firstName>Frank</ns3:firstName>
<ns3:lastName>Robert</ns3:lastName>         </ns4:user>      </lastModified>
<dueDate>2016-04-13T07:00:00.000Z</dueDate>      <owner>         <user id="1002">
<ns3:name>Frank</ns3:name>            <ns3:firstName>Frank</ns3:firstName>
<ns3:lastName>Robert</ns3:lastName>         </user>         <folder id="14">
<ns5:name>               <ns4:value>cases_closed</ns4:value>
<ns4:displayValue>Closed</ns4:displayValue>            </ns5:name>         </folder>
</owner>      <customer id="1000">         <ns6:link rel="customer"
href="/system/ws/v12/interaction/customer/1000" />         <ns6:customerName>John Russel
Tierney</ns6:customerName>      </customer>      <severity>         <ns4:value>high</ns4:value>
<ns4:displayValue>High</ns4:displayValue>      </severity>      <subject>Faulty
screen[#1003]</subject>      <originatingChannel>         <ns4:value>Email</ns4:value>
<ns4:displayValue>Email</ns4:displayValue>      </originatingChannel>      <customAttributes>
<ns4:customAttribute>            <ns4:attribName>work_status</ns4:attribName>
<ns4:attribValues>               <ns4:attribValue>                  <ns4:value>In
Progress</ns4:value>               </ns4:attribValue>            </ns4:attribValues>
</ns4:customAttribute>      </customAttributes>   </case></cases>
```

JSON

Request

Method	URL
GET	`/ws/v12/interaction/case/1000,1003?$attribute=custom.work_status,originatingChannel`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/json
Accept-Language	en-US

Response

HTTP/1.1 200 OK

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json

Response body


```
{    "case": [        {            "link": {                "rel": "self",                "href":
"/system/ws/v12/interaction/case/1000"            },            "activities": {
"link": {                    "rel": "activity",                    "href":
"/system/ws/v12/interaction/activity?case=1000"                }            },
"department": {                "name": "Service",                "id": 999            },
"status": {                "value": "closed",                "displayValue": "Closed"
},            "lastModified": {                "user": {                    "name": "Frank",
"firstName": "Frank",                    "lastName": "Robert",                    "id": 1002
},                "date": "2016-04-01T01:52:54.000Z"            },            "dueDate":
"2016-04-20T07:00:00.000Z",            "owner": {                "user": {
"name": "Frank",                    "firstName": "Frank",                    "lastName": "Robert",
"id": 1002                },                "folder": {                    "name": {
"value": "cases_closed",                    "displayValue": "Closed"                },
"id": 14                }            },            "customer": {                "link": {
"rel": "customer",                    "href": "/system/ws/v12/interaction/customer/1000"
},                "customerName": "John Russel Tierney",                "id": 1000            },
"severity": {                "value": "medium",                "displayValue": "Medium"
},            "subject": "Charging is too slow [#1000]",            "originatingChannel": {
"value": "Email",                "displayValue": "Email"            },
"customAttributes": {                "customAttribute": [                    {
"attribName": "work_status",                    "attribValues": {
"attribValue": [                        {                            "value":
"Pending"                        }                    ]                }
}            ]            },            "id": 1000        },        {            "link": {
"rel": "self",                "href": "/system/ws/v12/interaction/case/1003"            },
"activities": {                "link": {                    "rel": "activity",
"href": "/system/ws/v12/interaction/activity?case=1003"                }            },
"department": {                "name": "Service",                "id": 999            },
"status": {                "value": "closed",                "displayValue": "Closed"
},            "lastModified": {                "user": {                    "name": "Frank",
"firstName": "Frank",                    "lastName": "Robert",                    "id": 1002
},                "date": "2016-04-01T01:58:11.000Z"            },            "dueDate":
"2016-04-13T07:00:00.000Z",            "owner": {                "user": {
"name": "Frank",                    "firstName": "Frank",                    "lastName": "Robert",
"id": 1002                },                "folder": {                    "name": {
"value": "cases_closed",                    "displayValue": "Closed"                },
"id": 14                }            },            "customer": {                "link": {
"rel": "customer",                    "href": "/system/ws/v12/interaction/customer/1000"
},                "customerName": "John Russel Tierney",                "id": 1000            },
"severity": {                "value": "high",                "displayValue": "High"            },
"subject": "Faulty screen[#1003]",            "originatingChannel": {                "value":
"Email",                "displayValue": "Email"            },            "customAttributes": {
"customAttribute": [                    {                        "attribName": "work_status",
"attribValues": {                        "attribValue": [                            {
"value": "In Progress"                        }                    ]
}                }                ]            },            "id": 1003        }    ]}
```

Example 4 - Get multiple cases sorted on department

This example demonstrates the following:

- Retrieving multiple cases.
- Sorting on department names in descending order.

XML

Request

Method	URL
GET	`/ws/v12/interaction/case/1000,1006?$sort=department&$order=desc`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Accept-Language	en-US

Response

HTTP/1.1 200 OK

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml

Response body

```
<?xml version="1.0" encoding="UTF-8" standalone="yes" ?><cases
xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/case"
xmlns:ns2="http://bindings.egain.com/ws/model/v12/gen/interaction/activity"
xmlns:ns3="http://bindings.egain.com/ws/model/v12/gen/platform"
xmlns:ns4="http://bindings.egain.com/ws/model/v12/gen/common"
xmlns:ns5="http://bindings.egain.com/ws/model/v12/gen/interaction/folder"
xmlns:ns6="http://bindings.egain.com/ws/model/v12/gen/interaction/customer"
xmlns:ns7="http://bindings.egain.com/ws/model/v12/gen/interaction/contactperson"
xmlns:ns8="http://bindings.egain.com/ws/model/v12/gen/interaction/contactpoint"
xmlns:ns9="http://bindings.egain.com/ws/model/v12/gen/interaction/attachment"
xmlns:ns10="http://bindings.egain.com/ws/model/v12/gen/mail/alias"
xmlns:ns11="http://bindings.egain.com/ws/model/v12/gen/live/entrypoint">    <case id="1000">
<link rel="self" href="/system/ws/v12/interaction/case/1000"/>        <activities>
<ns2:link rel="activity" href="/system/ws/v12/interaction/activity?case=1000"/>
</activities>        <department id="999">            <ns3:name>Service</ns3:name>
</department>        <status>            <ns4:value>closed</ns4:value>
<ns4:displayValue>Closed</ns4:displayValue>        </status>        <lastModified
date="2016-04-01T01:52:54.000Z">           <ns4:user id="1002">
<ns3:name>Frank</ns3:name>               <ns3:firstName>Frank</ns3:firstName>
<ns3:lastName>Robert</ns3:lastName>            </ns4:user>        </lastModified>
<dueDate>2016-04-20T07:00:00.000Z</dueDate>        <owner>            <user id="1002">
<ns3:name>Frank</ns3:name>               <ns3:firstName>Frank</ns3:firstName>
<ns3:lastName>Robert</ns3:lastName>            </user>            <folder id="14">
<ns5:name>                    <ns4:value>cases_closed</ns4:value>
<ns4:displayValue>Closed</ns4:displayValue>                </ns5:name>            </folder>
</owner>        <customer id="1000">            <ns6:link rel="customer"
href="/system/ws/v12/interaction/customer/1000"/>            <ns6:customerName>John Russel
Tierney</ns6:customerName>        </customer>        <severity>
<ns4:value>medium</ns4:value>            <ns4:displayValue>Medium</ns4:displayValue>
```

```
</severity>        <subject>Charging is too slow [#1000]</subject>    </case>    <case id="1006">
<link rel="self" href="/system/ws/v12/interaction/case/1006"/>        <activities>
<ns2:link rel="activity" href="/system/ws/v12/interaction/activity?case=1006"/>
</activities>        <department id="1000">            <ns3:name>Sales</ns3:name>
</department>        <status>            <ns4:value>open</ns4:value>
<ns4:displayValue>Open</ns4:displayValue>        </status>        <lastModified
date="2016-04-01T02:00:30.000Z">            <ns4:user id="12">
<ns3:name>system</ns3:name>                <ns3:firstName>System</ns3:firstName>
<ns3:lastName>Services</ns3:lastName>            </ns4:user>        </lastModified>
<dueDate>2016-04-29T07:00:00.000Z</dueDate>        <owner>            <user id="1002">
<ns3:name>Frank</ns3:name>                <ns3:firstName>Frank</ns3:firstName>
<ns3:lastName>Robert</ns3:lastName>            </user>            <folder id="13">
<ns5:name>                    <ns4:value>cases_open</ns4:value>
<ns4:displayValue>Open</ns4:displayValue>                </ns5:name>            </folder>
</owner>        <customer id="1001">            <ns6:link rel="customer"
href="/system/ws/v12/interaction/customer/1001"/>            <ns6:customerName>Jacob
Marshall</ns6:customerName>        </customer>        <severity>
<ns4:value>medium</ns4:value>            <ns4:displayValue>Medium</ns4:displayValue>
</severity>        <subject>Issue with volume control [#1006]</subject>    </case></cases>
```

JSON

Request

Method	URL
GET	`/ws/v12/interaction/case/1000,1006?$sort=department&$order=desc`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/json
Accept-Language	en-US

Response

HTTP/1.1 200 OK

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json

Response body

```
 {    "case": [        {            "link": {                "rel": "self",                "href":
"/system/ws/v12/interaction/case/1000"            },            "activities": {
"link": {                    "rel": "activity",                "href":
"/system/ws/v12/interaction/activity?case=1000"                }            },
"department": {                "name": "Service",                "id": 999            },
"status": {                "value": "closed",                "displayValue": "Closed"
},            "lastModified": {                "user": {                    "name": "Frank",
"firstName": "Frank",                    "lastName": "Robert",                    "id": 1002
},                "date": "2016-04-01T01:52:54.000Z"            },            "dueDate":
"2016-04-20T07:00:00.000Z",            "owner": {                "user": {
"name": "Frank",                    "firstName": "Frank",                    "lastName": "Robert",
"id": 1002                },                "folder": {                    "name": {
"value": "cases_closed",                    "displayValue": "Closed"                },
"id": 14                }            },            "customer": {                "link": {
"rel": "customer",                "href": "/system/ws/v12/interaction/customer/1000"
```

```
},               "customerName": "John Russel Tierney",               "id": 1000           },
"severity": {               "value": "medium",               "displayValue": "Medium"
},           "subject": "Charging is too slow [#1000]",           "id": 1000        },        {
"link": {               "rel": "self",               "href":
"/system/ws/v12/interaction/case/1006"           },           "activities": {
"link": {                   "rel": "activity",                   "href":
"/system/ws/v12/interaction/activity?case=1006"               }           },
"department": {               "name": "Sales",               "id": 1000           },
"status": {               "value": "open",               "displayValue": "Open"           },
"lastModified": {               "user": {                   "name": "system",
"firstName": "System",                   "lastName": "Services",                   "id": 12
},               "date": "2016-04-01T02:00:30.000Z"           },           "dueDate":
"2016-04-29T07:00:00.000Z",           "owner": {               "user": {
"name": "Frank",                   "firstName": "Frank",                   "lastName": "Robert",
"id": 1002               },               "folder": {                   "name": {
"value": "cases_open",                   "displayValue": "Open"                   },
"id": 13               }           },           "customer": {               "link": {
"rel": "customer",                   "href": "/system/ws/v12/interaction/customer/1001"
},               "customerName": "Jacob Marshall",               "id": 1001           },
"severity": {               "value": "medium",               "displayValue": "Medium"
},           "subject": "Issue with volume control [#1006]",           "id": 1006        }    ]}
```

Example 5 - Get multiple cases sorted on customer name

This example demonstrates the following:

- Retrieving multiple cases.
- Sorting on customer name in the ascending order. Please note that omitting $order parameter will also result in the same results.

XML

Request

Method	URL
GET	`/ws/v12/interaction/case/1000,1024?$sort=customer&$order=asc`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Accept-Language	en-US

Response

HTTP/1.1 200 OK

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml

Response body


```
<?xml version="1.0" encoding="UTF-8" standalone="yes" ?><cases
xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/case"
xmlns:ns2="http://bindings.egain.com/ws/model/v12/gen/interaction/activity"
xmlns:ns3="http://bindings.egain.com/ws/model/v12/gen/platform"
```

```
xmlns:ns4="http://bindings.egain.com/ws/model/v12/gen/common"
xmlns:ns5="http://bindings.egain.com/ws/model/v12/gen/interaction/folder"
xmlns:ns6="http://bindings.egain.com/ws/model/v12/gen/interaction/customer"
xmlns:ns7="http://bindings.egain.com/ws/model/v12/gen/interaction/contactperson"
xmlns:ns8="http://bindings.egain.com/ws/model/v12/gen/interaction/contactpoint"
xmlns:ns9="http://bindings.egain.com/ws/model/v12/gen/interaction/attachment"
xmlns:ns10="http://bindings.egain.com/ws/model/v12/gen/mail/alias"
xmlns:ns11="http://bindings.egain.com/ws/model/v12/gen/live/entrypoint">    <case id="1000">
<link rel="self" href="/system/ws/v12/interaction/case/1000"/>        <activities>
<ns2:link rel="activity" href="/system/ws/v12/interaction/activity?case=1000"/>
</activities>        <department id="999">            <ns3:name>Service</ns3:name>
</department>        <status>            <ns4:value>closed</ns4:value>
<ns4:displayValue>Closed</ns4:displayValue>        </status>        <lastModified
date="2016-04-01T01:52:54.000Z">           <ns4:user id="1002">
<ns3:name>Frank</ns3:name>                <ns3:firstName>Frank</ns3:firstName>
<ns3:lastName>Robert</ns3:lastName>            </ns4:user>        </lastModified>
<dueDate>2016-04-20T07:00:00.000Z</dueDate>        <owner>            <user id="1002">
<ns3:name>Frank</ns3:name>                <ns3:firstName>Frank</ns3:firstName>
<ns3:lastName>Robert</ns3:lastName>            </user>            <folder id="14">
<ns5:name>                    <ns4:value>cases_closed</ns4:value>
<ns4:displayValue>Closed</ns4:displayValue>                </ns5:name>            </folder>
</owner>        <customer id="1000">            <ns6:link rel="customer"
href="/system/ws/v12/interaction/customer/1000"/>            <ns6:customerName>John Russel
Tierney</ns6:customerName>        </customer>        <severity>
<ns4:value>medium</ns4:value>            <ns4:displayValue>Medium</ns4:displayValue>
</severity>        <subject>Charging is too slow [#1000]</subject>    </case>    <case id="1024">
<link rel="self" href="/system/ws/v12/interaction/case/1024"/>        <activities>
<ns2:link rel="activity" href="/system/ws/v12/interaction/activity?case=1024"/>
</activities>        <department id="999">            <ns3:name>Service</ns3:name>
</department>        <status>            <ns4:value>open</ns4:value>
<ns4:displayValue>Open</ns4:displayValue>        </status>        <lastModified
date="2016-04-01T02:06:42.000Z">           <ns4:user id="1002">
<ns3:name>Frank</ns3:name>                <ns3:firstName>Frank</ns3:firstName>
<ns3:lastName>Robert</ns3:lastName>            </ns4:user>        </lastModified>
<dueDate>2016-04-05T07:00:00.000Z</dueDate>        <owner>            <user id="1002">
<ns3:name>Frank</ns3:name>                <ns3:firstName>Frank</ns3:firstName>
<ns3:lastName>Robert</ns3:lastName>            </user>            <folder id="13">
<ns5:name>                    <ns4:value>cases_open</ns4:value>
<ns4:displayValue>Open</ns4:displayValue>                </ns5:name>            </folder>
</owner>        <customer id="1014">            <ns6:link rel="customer"
href="/system/ws/v12/interaction/customer/1014"/>            <ns6:customerName>Steve
Tytler</ns6:customerName>        </customer>        <severity>
<ns4:value>urgent</ns4:value>            <ns4:displayValue>Urgent</ns4:displayValue>
</severity>        <subject>Sound is not clear [#1024]</subject>    </case></cases>
```

JSON

Request

Method	URL
GET	`/ws/v12/interaction/case/1000,1024?$sort=customer&$order=asc`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/json
Accept-Language	en-US

Response

HTTP/1.1 200 OK

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json

Response body


```
 {    "case": [        {            "link": {                "rel": "self",                "href":
"/system/ws/v12/interaction/case/1000"            },            "activities": {
"link": {                    "rel": "activity",                "href":
"/system/ws/v12/interaction/activity?case=1000"                }            },
"department": {                "name": "Service",                "id": 999            },
"status": {                "value": "closed",                "displayValue": "Closed"
},            "lastModified": {                "user": {                    "name": "Frank",
"firstName": "Frank",                    "lastName": "Robert",                    "id": 1002
},                "date": "2016-04-01T01:52:54.000Z"            },            "dueDate":
"2016-04-20T07:00:00.000Z",            "owner": {                "user": {
"name": "Frank",                    "firstName": "Frank",                    "lastName": "Robert",
"id": 1002                },                "folder": {                    "name": {
"value": "cases_closed",                    "displayValue": "Closed"                },
"id": 14                }            },            "customer": {                "link": {
"rel": "customer",                    "href": "/system/ws/v12/interaction/customer/1000"
},                "customerName": "John Russel Tierney",                "id": 1000            },
"severity": {                "value": "medium",                "displayValue": "Medium"
},            "subject": "Charging is too slow [#1000]",            "id": 1000        },        {
"link": {                "rel": "self",                "href":
"/system/ws/v12/interaction/case/1024"            },            "activities": {
"link": {                    "rel": "activity",                "href":
"/system/ws/v12/interaction/activity?case=1024"                }            },
"department": {                "name": "Service",                "id": 999            },
"status": {                "value": "open",                "displayValue": "Open"            },
"lastModified": {                "user": {                    "name": "Frank",
"firstName": "Frank",                    "lastName": "Robert",                    "id": 1002
},                "date": "2016-04-01T02:06:42.000Z"            },            "dueDate":
"2016-04-05T07:00:00.000Z",            "owner": {                "user": {
"name": "Frank",                    "firstName": "Frank",                    "lastName": "Robert",
"id": 1002                },                "folder": {                    "name": {
"value": "cases_open",                    "displayValue": "Open"                },
"id": 13                }            },            "customer": {                "link": {
"rel": "customer",                    "href": "/system/ws/v12/interaction/customer/1014"
},                "customerName": "Steve Tytler",                "id": 1014            },
"severity": {                "value": "urgent",                "displayValue": "Urgent"
},            "subject": "Sound is not clear [#1024]",            "id": 1024        }    ]}
```

CaseCommonInfoPage Class Reference

Detailed Description

Supported values of some Common Query Parameters that appear in Case Resource APIs

NOTE: each *common parameter* described below is not necessarily supported by all Case APIs. Therefore, first refer to specific API documentation to see which *common parameters* that API supports.

Values of $attribute common parameter supported by Case Resource

Use `$attribute` to request additional attributes/elements of resource representation, beyond those always returned by server. The value of `$attribute` must be a comma separated list of attribute names. For example,

```
GET .../context/interaction/case/1000?$attribute=created
GET .../context/interaction/case/1000?$attribute=created,custom.abc
GET .../context/interaction/case/1000?$attribute=all
```

Name	Description	Schema/type returned by server
all	This is a special keyword that prompts server to return all available resource attributes	N/A
created	Case creation date	DateAndUser
custom.<name>	Name of a custom attribute configured for case object	CustomAttributes

Values of $sort common parameter supported by Case Resource

Cases returned in server response are sorted based on the attribute supplied under `$sort` . See *Description* column below for specifics.

Name	Description
id	Results are sorted on case IDs

Summary attributes of Case Resource

Case Resource always returns `<cases>` representation, that contains one or more `<case>` representations and `<paginationInfo>` element if applicable.

Case summary

Name	Description	Schema/type
id	Case ID	Long
link	Self link that can be used to retrieve this case	Link
activities	Field holding a link that can be used to retrieve all activities of this case	Activities
status	Status of the case	L10NString
customer	Customer associated with the case (ID, name and self-link). This attribute will be returned only if the case belongs to the logged in customer.	Customer
subject	Case subject	String

CaseCommonInfoPage Class Reference

Detailed Description

Supported values of some Common Query Parameters that appear in Case Resource APIs

NOTE: each *common parameter* described below is not necessarily supported by all Case APIs. Therefore, first refer to specific API documentation to see which *common parameters* that API supports.

Values of $attribute common parameter supported by Case Resource

Use `$attribute` to request additional attributes/elements of resource representation, beyond those always returned by server. The value of `$attribute` must be a comma separated list of attribute names. For example,

```
GET .../interaction/case/1000?$attribute=description
```

```
GET .../interaction/case/1000?$attribute=created,userLastWorked,custom.abc
```

```
GET .../interaction/case/1000?$attribute=all
```

Name	Description	Schema/type returned by server
all	This is a special keyword that prompts server to return all available resource attributes	N/A
originatingChannel	Name of the activity type through which the case was created	L10NString
created	Case creation details (user and date)	DateAndUser
description	Case description	String
solution	Case solution	String
userLastWorked	Information about the last user who worked on any activity of this case	User
custom.<name>	Name of a custom attribute configured for case object	CustomAttributes

Values of $sort common parameter supported by Case Resource

Cases returned in server response are sorted based on the attribute supplied under `$sort` . See *Description* column below for specifics.

Name	Description

id	Results are sorted on case IDs
department	Results are sorted on department name of each case
status	Results are sorted on case status value stored in DB, and not on the display value
customer	Results are sorted on customer name associated with each case
custom.<name>	Results are sorted on supplied name of custom attribute of case object

Summary attributes of Case Resource

Case Resource always returns `<cases>` representation, that contains one or more `<case>` representations and `<paginationInfo>` element if applicable.

Case summary

Name	Description	Schema/type
id	Case ID	Long
link	Self link that can be used to retrieve this case	Link
activities	Field holding a link that can be used to retrieve all activities of this case	Activities
department	Department of the case (ID and name)	Department
status	Status of the case	L10NString
lastModified	Details of the last modification of the case (date and user info)	DateAndUser
dueDate	Due date of the case	DateTime
owner	Owner of the case	User
customer	Customer associated with the case (ID, name and self-link)	Customer
severity	Severity of the case	L10NString
subject	Case subject	String

Cases Class Reference

Public Member Functions

- java.util.List< Case > getCase ()
- Link getLink ()
- PaginationInfo getPaginationInfo ()
- void setLink (Link value)
- void setPaginationInfo (PaginationInfo value)

Detailed Description

Cases Schema

This schema contains Cases type details.

XML Schema File

`model/v12/xsd/interaction/case.xsd`

Name	Description	Type
`link`	`self` link	Link
`case`	Case details	Case
`paginationInfo`	Pagination details of cases	PaginationInfo

Member Function Documentation

java.util.List<Case> getCase ()

Gets the value of the case property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the case property.

For example, to add a new item, do as follows:

```
getCase().add(newItem);
```

Objects of the following type(s) are allowed in the list Case

Link getLink ()

Gets the value of the link property.

Returns:

possible object is Link

PaginationInfo getPaginationInfo ()

Gets the value of the paginationInfo property.

Returns:

possible object is PaginationInfo

void setLink (Link *value*)

Sets the value of the link property.

Parameters:

value	allowed object is Link

void setPaginationInfo (PaginationInfo *value*)

Sets the value of the paginationInfo property.

Parameters:

value	allowed object is PaginationInfo

Cases Class Reference

Public Member Functions

- java.util.List< Case > getCase ()
- long getCount ()
- Link getLink ()
- PaginationInfo getPaginationInfo ()
- void setCount (long value)
- void setLink (Link value)
- void setPaginationInfo (PaginationInfo value)

Detailed Description

Cases Schema

This schema contains Cases type details.

XML Schema File

`model/v15/xsd/interaction/case.xsd`

Name	Description	Type
`link`	Can be `self` link or link to 'case'	Link
`case`	Case details	Case
`count`	Count of the number of cases	Long
`paginationInfo`	Pagination details of cases	PaginationInfo

Member Function Documentation

java.util.List<Case> getCase ()

Gets the value of the case property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the case property.

For example, to add a new item, do as follows:

```
getCase().add(newItem);
```

Objects of the following type(s) are allowed in the list Case

long getCount ()

Gets the value of the count property.

Returns:

possible object is Long

Link getLink ()

Gets the value of the link property.

Returns:

possible object is Link

PaginationInfo getPaginationInfo ()

Gets the value of the paginationInfo property.

Returns:

possible object is PaginationInfo

void setCount (long *value*)

Sets the value of the count property.

Parameters:

value	allowed object is Long

void setLink (Link *value*)

Sets the value of the link property.

Parameters:

value	allowed object is Link

void setPaginationInfo (PaginationInfo *value*)

Sets the value of the paginationInfo property.

Parameters:

value	allowed object is PaginationInfo

CaseSearchExamples Class Reference

Detailed Description

Examples for Case Search

Example 1 - Search for cases by customer with summary attributes in response

This example demonstrates the following:

- Search for cases based on customer ID. sorting and default page number. Note that the results would be the same even if the default sorting was explicitly specified. In that case, the URL would be /ws/v12/interaction/case?customer=1014&$sort=id&$order=asc.
- Representation of the summary attributes, since $attribute is not supplied.

XML

Request

Method	URL
GET	`/ws/v12/interaction/case?customer=1014`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Accept-Language	en-US

Response

HTTP/1.1 200 OK

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml

Response body

```
<?xml version="1.0" encoding="UTF-8" standalone="yes" ?><cases
xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/case"
xmlns:ns2="http://bindings.egain.com/ws/model/v12/gen/interaction/activity"
xmlns:ns3="http://bindings.egain.com/ws/model/v12/gen/platform"
xmlns:ns4="http://bindings.egain.com/ws/model/v12/gen/common"
xmlns:ns5="http://bindings.egain.com/ws/model/v12/gen/interaction/folder"
xmlns:ns6="http://bindings.egain.com/ws/model/v12/gen/interaction/customer"
xmlns:ns7="http://bindings.egain.com/ws/model/v12/gen/interaction/contactperson"
xmlns:ns8="http://bindings.egain.com/ws/model/v12/gen/interaction/contactpoint"
xmlns:ns9="http://bindings.egain.com/ws/model/v12/gen/interaction/attachment"
```

```
xmlns:ns10="http://bindings.egain.com/ws/model/v12/gen/mail/alias"
xmlns:ns11="http://bindings.egain.com/ws/model/v12/gen/live/entrypoint">       <case id="1024">
<link rel="self" href="/system/ws/v12/interaction/case/1024"/>        <activities>
<ns2:link rel="activity" href="/system/ws/v12/interaction/activity?case=1024"/>
</activities>        <department id="999">            <ns3:name>Service</ns3:name>
</department>        <status>            <ns4:value>open</ns4:value>
<ns4:displayValue>Open</ns4:displayValue>        </status>        <lastModified
date="2016-04-01T02:06:42.000Z">            <ns4:user id="1002">
<ns3:name>Frank</ns3:name>                <ns3:firstName>Frank</ns3:firstName>
<ns3:lastName>Robert</ns3:lastName>            </ns4:user>        </lastModified>
<dueDate>2016-04-05T07:00:00.000Z</dueDate>        <owner>            <user id="1002">
<ns3:name>Frank</ns3:name>                <ns3:firstName>Frank</ns3:firstName>
<ns3:lastName>Robert</ns3:lastName>            </user>            <folder id="13">
<ns5:name>                    <ns4:value>cases_open</ns4:value>
<ns4:displayValue>Open</ns4:displayValue>                </ns5:name>            </folder>
</owner>        <customer id="1014">            <ns6:link rel="customer"
href="/system/ws/v12/interaction/customer/1014"/>            <ns6:customerName>Steve
Tytler</ns6:customerName>        </customer>        <severity>
<ns4:value>urgent</ns4:value>            <ns4:displayValue>Urgent</ns4:displayValue>
</severity>        <subject>Sound is not clear [#1024]</subject>    </case>    <paginationInfo>
<ns4:count>1</ns4:count>        <ns4:pagenum>1</ns4:pagenum>
<ns4:pagesize>25</ns4:pagesize>    </paginationInfo></cases>
```

JSON

Request

Method	URL
GET	`/ws/v12/interaction/case?customer=1014`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/json
Accept-Language	en-US

Response

HTTP/1.1 200 OK

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json

Response body

```
{    "case": [        {            "link": {                "rel": "self",                "href":
"/system/ws/v12/interaction/case/1024"            },            "activities": {
"link": {                    "rel": "activity",                    "href":
"/system/ws/v12/interaction/activity?case=1024"                }            },
"department": {                "name": "Service",                "id": 999            },
"status": {                "value": "open",                "displayValue": "Open"            },
"lastModified": {                "user": {                    "name": "Frank",
"firstName": "Frank",                    "lastName": "Robert",                    "id": 1002
},                "date": "2016-04-01T02:06:42.000Z"            },            "dueDate":
"2016-04-05T07:00:00.000Z",            "owner": {                "user": {
"name": "Frank",                    "firstName": "Frank",                    "lastName": "Robert",
"id": 1002                },                "folder": {                    "name": {
"value": "cases_open",                    "displayValue": "Open"                },
```

```
"id": 13                }            },            "customer": {                "link": {
"rel": "customer",                    "href": "/system/ws/v12/interaction/customer/1014"
},                "customerName": "Steve Tytler",                "id": 1014            },
"severity": {                "value": "urgent",                "displayValue": "Urgent"
},            "subject": "Sound is not clear [#1024]",            "id": 1024        }    ],
"paginationInfo": {        "count": 1,        "pagenum": 1,        "pagesize": 25    }}
```

Example 2 - Search for cases by status and custom attribute, with range parameters

This example demonstrates the following:

- Search cases based on status and a custom attribute.
- Using range values.
- Sorting on department name.
- Retrieving all case attributes.

XML

Request

Method	URL
GET	`/ws/v12/interaction/case?custom.work_status=Pending&status=open&$attribute=all&$sort=department&$order=asc&$rangestart=2&$rangesize=2`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Accept-Language	en-US

Response

HTTP/1.1 200 OK

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml

Response body


```
<?xml version="1.0" encoding="UTF-8" standalone="yes" ?><cases
xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/case"xmlns:ns2="http://bindings.egain.com/ws/model/v12/gen/interaction/activity"
xmlns:ns3="http://bindings.egain.com/ws/model/v12/gen/platform"xmlns:ns4="http://bindings.egain.com/ws/model/v12/gen/common"xmlns:ns5="http://bindings.egain.com/ws/model/v12/gen/interaction/folder"xmlns:ns6="http://bindings.egain.com/ws/model/v12/gen/interaction/customer"xmlns:ns7="http://bindings.egain.com/ws/model/v12/gen/interaction/contactperson"xmlns:ns8="http://bindings.egain.com/ws/model/v12/gen/interaction/contactpoint"xmlns:ns9="http://bindings.egain.com/ws/model/v12/gen/interaction/attachment"xmlns:ns10="http://bindings.egain.com/ws/model/v12/gen/mail/alias"xmlns:ns11="http://bindings.egain.com/ws/model/v12/gen/live/entrypoint">     <case id="1000">
```

```
<link rel="self" href="/system/ws/v12/interaction/case/1000"/>        <activities>
<ns2:link rel="activity" href="/system/ws/v12/interaction/activity?case=1000"/>
</activities>        <department id="1000">            <ns3:name>Finance</ns3:name>
</department>        <status>            <ns4:value>ready_for_closure</ns4:value>
<ns4:displayValue>Ready for closure</ns4:displayValue>        </status>        <lastModified
date="2016-04-01T01:52:54.000Z">            <ns4:user id="1002">
<ns3:name>Frank</ns3:name>                <ns3:firstName>Frank</ns3:firstName>
<ns3:lastName>Robert</ns3:lastName>            </ns4:user>        </lastModified>
<dueDate>2016-04-20T07:00:00.000Z</dueDate>        <owner>            <user id="1002">
<ns3:name>Frank</ns3:name>                <ns3:firstName>Frank</ns3:firstName>
<ns3:lastName>Robert</ns3:lastName>            </user>            <folder id="13">
<ns5:name>                    <ns4:value>cases_open</ns4:value>
<ns4:displayValue>Open</ns4:displayValue>                </ns5:name>            </folder>
</owner>        <customer id="1000">            <ns6:link rel="customer"
href="/system/ws/v12/interaction/customer/1000"/>            <ns6:customerName>John Russel
Tierney</ns6:customerName>        </customer>        <severity>
<ns4:value>medium</ns4:value>            <ns4:displayValue>Medium</ns4:displayValue>
</severity>        <subject>Charging is too slow [#1000]</subject>        <originatingChannel>
<ns4:value>Email</ns4:value>            <ns4:displayValue>Email</ns4:displayValue>
</originatingChannel>        <created date="2015-02-10T23:07:47.000Z">            <ns4:user
id="1002">                <ns3:name>Frank</ns3:name>
<ns3:firstName>Frank</ns3:firstName>                <ns3:lastName>Robert</ns3:lastName>
</ns4:user>        </created>        <description>The charger being used for not of the recommended
configuration</description>        <solution>Change the changer to a recommended
configuration</solution>        <userLastWorked id="1002">            <ns3:name>Frank</ns3:name>
<ns3:firstName>Frank</ns3:firstName>            <ns3:lastName>Robert</ns3:lastName>
</userLastWorked>        <customAttributes>            <ns4:customAttribute>
<ns4:attribName>work_status</ns4:attribName>                <ns4:attribValues>
<ns4:attribValue>                    <ns4:value>Pending</ns4:value>
</ns4:attribValue>                </ns4:attribValues>            </ns4:customAttribute>
</customAttributes>    </case>    <case id="1016">        <link rel="self"
href="/system/ws/v12/interaction/case/1016"/>        <activities>            <ns2:link
rel="activity" href="/system/ws/v12/interaction/activity?case=1016"/>        </activities>
<department id="999">            <ns3:name>Service</ns3:name>        </department>
<status>            <ns4:value>open</ns4:value>
<ns4:displayValue>Open</ns4:displayValue>        </status>        <lastModified
date="2015-03-18T22:12:51.000Z">            <ns4:user id="1002">
<ns3:name>Frank</ns3:name>                <ns3:firstName>Frank</ns3:firstName>
<ns3:lastName>Robert</ns3:lastName>            </ns4:user>        </lastModified>        <owner>
<user id="1004">                <ns3:name>a3</ns3:name>            </user>        </owner>
<customer id="1000">            <ns6:link rel="customer"
href="/system/ws/v12/interaction/customer/1000"/>            <ns6:customerName>John Russel
Tierney</ns6:customerName>        </customer>        <severity>
<ns4:value>medium</ns4:value>            <ns4:displayValue>Medium</ns4:displayValue>
</severity>        <subject>No Subject[#1016]</subject>        <originatingChannel>
<ns4:value>Email</ns4:value>            <ns4:displayValue>Email</ns4:displayValue>
</originatingChannel>        <created date="2015-03-18T22:12:51.000Z">            <ns4:user
id="1004">                <ns3:name>a3</ns3:name>            </ns4:user>        </created>
<userLastWorked id="1004">            <ns3:name>a3</ns3:name>        </userLastWorked>
<customAttributes>            <ns4:customAttribute>
<ns4:attribName>work_status</ns4:attribName>                <ns4:attribValues>
<ns4:attribValue>                    <ns4:value>Pending</ns4:value>
</ns4:attribValue>                </ns4:attribValues>            </ns4:customAttribute>
</customAttributes>    </case></cases>
```

JSON

Request

Method	URL
GET	/ws/v12/interaction/case?custom.work_status=Pending&status=open&$attribute=all&$sort=department&$order=asc&$rangestart=2&$rangesize=2

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/json
Accept-Language	en-US

Response

HTTP/1.1 200 OK

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json

Response body


```
{    "case": [        {            "link": {                "rel": "self",                "href":
"/system/ws/v12/interaction/case/1000"           },           "activities": {
"link": {                   "rel": "activity",                   "href":
"/system/ws/v12/interaction/activity?case=1000"               }          },
"department": {                "name": "Finance",                "id": 1000            },
"status": {                "value": "ready_for_closure",                "displayValue": "Ready for
closure"           },           "lastModified": {                "user": {
"name": "Frank",                   "firstName": "Frank",                   "lastName": "Robert",
"id": 1002               },               "date": "2016-04-01T01:52:54.000Z"            },
"dueDate": "2016-04-20T07:00:00.000Z",           "owner": {                "user": {
"name": "Frank",                   "firstName": "Frank",                   "lastName": "Robert",
"id": 1002               },               "folder": {                   "name": {
"value": "cases_open",                   "displayValue": "Open"                   },
"id": 13               }           },           "customer": {                "link": {
"rel": "customer",                   "href": "/system/ws/v12/interaction/customer/1000"
},               "customerName": "John Russel Tierney",               "id": 1000            },
"severity": {                "value": "medium",                "displayValue": "Medium"
},           "subject": "Charging is too slow [#1000]",           "originatingChannel": {
"value": "Email",                "displayValue": "Email"           },           "created": {
"user": {                   "name": "Frank",                   "firstName": "Frank",
"lastName": "Robert",                   "id": 1002               },               "date":
"2015-02-10T23:07:47.000Z"           },           "description": "The charger being used for not
of the recommended configuration",           "solution": "Change the changer to a recommended
configuration",           "userLastWorked": {               "name": "Frank",
"firstName": "Frank",               "lastName": "Robert",               "id": 1002           },
"customAttributes": {               "customAttribute": [                   {
"attribName": "work_status",                   "attribValues": {
"attribValue": [                   {                   "value":
"Pending"                   }                   ]                   }
}               ]           },           "id": 1000        },        {           "link": {
"rel": "self",               "href": "/system/ws/v12/interaction/case/1016"           },
"activities": {               "link": {                   "rel": "activity",
"href": "/system/ws/v12/interaction/activity?case=1016"               }           },
"department": {                "name": "Service",               "id": 999            },
"status": {                "value": "open",               "displayValue": "Open"            },
"lastModified": {                "user": {                   "name": "Frank",
"firstName": "Frank",                   "lastName": "Robert",                   "id": 1002
},               "date": "2015-03-18T22:12:51.000Z"           },           "owner": {
"user": {                   "name": "a3",                   "id": 1004               }
},           "customer": {               "link": {                   "rel": "customer",
"href": "/system/ws/v12/interaction/customer/1000"               },
"customerName": "John Russel Tierney",               "id": 1000            },
"severity": {                "value": "medium",                "displayValue": "Medium"
},           "subject": "No Subject[#1016]",           "originatingChannel": {
"value": "Email",                "displayValue": "Email"           },           "created": {
"user": {                   "name": "a3",                   "id": 1004               },
"date": "2015-03-18T22:12:51.000Z"           },           "userLastWorked": {
"name": "a3",               "id": 1004           },           "customAttributes": {
```

```
"customAttribute": [                    {                        "attribName": "work_status",
"attribValues": {                            "attribValue": [                                {
"value": "Pending"                                }                          ]
}                    }                ]            },            "id": 1016        }    ]}
```

Example 3 - Search for cases by multiple attributes with pagination parameters

This example demonstrates the following:

- Search cases based on status, customer's email address and phone number.
- Specifying the pagination parameters (pagenum and pagesize). The response also shows the links to the previous and next page.
- Specifying an additional custom attribute to be sent in the response, along with the summary attributes.
- Sorting on custom attribute.

XML

Request

Method	URL
GET	`ws/v12/interaction/case?$attribute=custom.work_status&status=closed&phone=1001001000&email=johnt@customer.com&$pagenum=2&$pagesize=2&$sort=custom.work_status`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Accept-Language	en-US

Response

HTTP/1.1 200 OK

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml

Response body


```
<?xml version="1.0" encoding="UTF-8" standalone="yes" ?><cases
xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/case"xmlns:ns2="http://bindings.ega
in.com/ws/model/v12/gen/interaction/activity"
xmlns:ns3="http://bindings.egain.com/ws/model/v12/gen/platform"xmlns:ns4="http://bindings.egain.c
om/ws/model/v12/gen/common"xmlns:ns5="http://bindings.egain.com/ws/model/v12/gen/interaction/fold
er"xmlns:ns6="http://bindings.egain.com/ws/model/v12/gen/interaction/customer"xmlns:ns7="http://b
indings.egain.com/ws/model/v12/gen/interaction/contactperson"xmlns:ns8="http://bindings.egain.com
/ws/model/v12/gen/interaction/contactpoint"xmlns:ns9="http://bindings.egain.com/ws/model/v12/gen/
interaction/attachment"xmlns:ns10="http://bindings.egain.com/ws/model/v12/gen/mail/alias"xmlns:ns
11="http://bindings.egain.com/ws/model/v12/gen/live/entrypoint">     <case id="1006">
<link rel="self" href="/system/ws/v12/interaction/case/1006"/>        <activities>
```

```
<ns2:link rel="activity" href="/system/ws/v12/interaction/activity?case=1006"/>
</activities>        <department id="1000">            <ns3:name>Sales</ns3:name>
</department>        <status>            <ns4:value>closed</ns4:value>
<ns4:displayValue>Closed</ns4:displayValue>        </status>        <lastModified
date="2016-04-01T02:00:30.000Z">            <ns4:user id="12">
<ns3:name>system</ns3:name>                <ns3:firstName>System</ns3:firstName>
<ns3:lastName>Services</ns3:lastName>            </ns4:user>        </lastModified>
<dueDate>2016-04-29T07:00:00.000Z</dueDate>        <owner>            <user id="1002">
<ns3:name>Frank</ns3:name>                <ns3:firstName>Frank</ns3:firstName>
<ns3:lastName>Robert</ns3:lastName>            </user>            <folder id="14">
<ns5:name>                    <ns4:value>cases_closed</ns4:value>
<ns4:displayValue>Closed</ns4:displayValue>                </ns5:name>            </folder>
</owner>        <customer id="1000">            <ns6:link rel="customer"
href="/system/ws/v12/interaction/customer/1000"/>            <ns6:customerName>John Russel
Tierney</ns6:customerName>        </customer>        <severity>
<ns4:value>medium</ns4:value>            <ns4:displayValue>Medium</ns4:displayValue>
</severity>        <subject>Issue with volume control [#1006]</subject>        <customAttributes>
<ns4:customAttribute>                <ns4:attribName>work_status</ns4:attribName>
<ns4:attribValues>                    <ns4:attribValue>
<ns4:value>Done</ns4:value>                    </ns4:attribValue>
</ns4:attribValues>            </ns4:customAttribute>        </customAttributes>    </case>
<case id="1003">        <link rel="self" href="/system/ws/v12/interaction/case/1003"/>
<activities>            <ns2:link rel="activity"
href="/system/ws/v12/interaction/activity?case=1003"/>        </activities>        <department
id="999">            <ns3:name>Service</ns3:name>        </department>        <status>
<ns4:value>closed</ns4:value>            <ns4:displayValue>Closed</ns4:displayValue>
</status>        <lastModified date="2016-04-01T01:58:11.000Z">            <ns4:user id="1002">
<ns3:name>Frank</ns3:name>                <ns3:firstName>Frank</ns3:firstName>
<ns3:lastName>Robert</ns3:lastName>            </ns4:user>        </lastModified>
<dueDate>2016-04-13T07:00:00.000Z</dueDate>        <owner>            <user id="1002">
<ns3:name>Frank</ns3:name>                <ns3:firstName>Frank</ns3:firstName>
<ns3:lastName>Robert</ns3:lastName>            </user>            <folder id="14">
<ns5:name>                    <ns4:value>cases_closed</ns4:value>
<ns4:displayValue>Closed</ns4:displayValue>                </ns5:name>            </folder>
</owner>        <customer id="1000">            <ns6:link rel="customer"
href="/system/ws/v12/interaction/customer/1000"/>            <ns6:customerName>John Russel
Tierney</ns6:customerName>        </customer>        <severity>
<ns4:value>high</ns4:value>            <ns4:displayValue>High</ns4:displayValue>
</severity>        <subject>Faulty screen[#1003]</subject>        <customAttributes>
<ns4:customAttribute>                <ns4:attribName>work_status</ns4:attribName>
<ns4:attribValues>                    <ns4:attribValue>                        <ns4:value>In
Progress</ns4:value>                    </ns4:attribValue>                </ns4:attribValues>
</ns4:customAttribute>        </customAttributes>    </case>    <paginationInfo>
<ns4:count>5</ns4:count>        <ns4:pagenum>2</ns4:pagenum>
<ns4:pagesize>2</ns4:pagesize>        <ns4:link rel="prev"
href="/system/ws/v12/interaction/case?$attribute=custom.work_status&amp;status=closed&amp;phone=1
001001000&amp;email=johnt@customer.com&amp;$pagenum=1&amp;$pagesize=2&amp;$sort=custom.work_statu
s"/>        <ns4:link rel="next"
href="/system/ws/v12/interaction/case?$attribute=custom.work_status&amp;status=closed&amp;phone=1
001001000&amp;email=johnt@customer.com&amp;$pagenum=3&amp;$pagesize=2&amp;$sort=custom.work_statu
s"/>    </paginationInfo></cases>
```

JSON

Request

Method	URL
GET	ws/v12/interaction/case?$attribute=custom.work_status&status=closed&phone=1001001000&email=johnt@customer.com&$pagenum=2&$pagesize=2&$sort=custom.work_status

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/json
Accept-Language	en-US

Response

HTTP/1.1 200 OK

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json

Response body


```
{    "case": [        {            "link": {                "rel": "self",                "href":
"/system/ws/v12/interaction/case/1006"            },            "activities": {
"link": {                    "rel": "activity",                    "href":
"/system/ws/v12/interaction/activity?case=1006"                }            },
"department": {                "name": "Sales",                "id": 1000            },
"status": {                "value": "closed",                "displayValue": "Closed"
},            "lastModified": {                "user": {                    "name": "system",
"firstName": "System",                    "lastName": "Services",                    "id": 12
},                "date": "2016-04-01T02:00:30.000Z"            },            "dueDate":
"2016-04-29T07:00:00.000Z",            "owner": {                "user": {
"name": "Frank",                    "firstName": "Frank",                    "lastName": "Robert",
"id": 1002                },                "folder": {                    "name": {
"value": "cases_closed",                        "displayValue": "Closed"                    },
"id": 14                }            },            "customer": {                "link": {
"rel": "customer",                    "href": "/system/ws/v12/interaction/customer/1000"
},                "customerName": "John Russel Tierney",                "id": 1000            },
"severity": {                "value": "medium",                "displayValue": "Medium"
},            "subject": "Issue with volume control [#1006]",            "customAttributes": {
"customAttribute": [                    {                        "attribName": "work_status",
"attribValues": {                        "attribValue": [                            {
"value": "Done"                        }                    ]
}                }                ]            },            "id": 1006        },        {
"link": {                "rel": "self",                "href":
"/system/ws/v12/interaction/case/1003"            },            "activities": {
"link": {                    "rel": "activity",                    "href":
"/system/ws/v12/interaction/activity?case=1003"                }            },
"department": {                "name": "Service",                "id": 999            },
"status": {                "value": "closed",                "displayValue": "Closed"
},            "lastModified": {                "user": {                    "name": "Frank",
"firstName": "Frank",                    "lastName": "Robert",                    "id": 1002
},                "date": "2016-04-01T01:58:11.000Z"            },            "dueDate":
"2016-04-13T07:00:00.000Z",            "owner": {                "user": {
"name": "Frank",                    "firstName": "Frank",                    "lastName": "Robert",
"id": 1002                },                "folder": {                    "name": {
"value": "cases_closed",                        "displayValue": "Closed"                    },
"id": 14                }            },            "customer": {                "link": {
"rel": "customer",                    "href": "/system/ws/v12/interaction/customer/1000"
},                "customerName": "John Russel Tierney",                "id": 1000            },
"severity": {                "value": "high",                "displayValue": "High"            },
"subject": "Faulty screen[#1003]",            "customAttributes": {
"customAttribute": [                    {                        "attribName": "work_status",
"attribValues": {                        "attribValue": [                            {
"value": "In Progress"                        }                    ]
}                }                ]            },            "id": 1003        }    ],
"paginationInfo": {        "count": 5,        "pagenum": 2,        "pagesize": 2,        "link": [
{                "rel": "prev",                "href":
"/system/ws/v12/interaction/case?$attribute=custom.work_status&status=closed&phone=1001001000&ema
il=johnt@customer.com&$pagenum=1&$pagesize=2&$sort=custom.work_status"            },            {
"rel": "next",                "href":
```

```
"/system/ws/v12/interaction/case?$attribute=custom.work_status&status=closed&phone=1001001000&ema
il=johnt@customer.com&$pagenum=3&$pagesize=2&$sort=custom.work_status"            }        ]
}}
```

CaseSearchPage Class Reference

Detailed Description

Case Search

Overview

This API allows users to search for cases based on various criteria. If no cases match the search criteria, the server will respond with 204 success code and an empty body.

This API only supports exact match searches; partial matches are not supported. For example, if a client searches for cases associated with email address paul@example.com, only those cases where customer's contact point value is paul@example.com will be returned. The case with customer's contact point value of dean.paul@example.com will not be returned.

Since:

11.6

APIs

Method	URL	Description
GET	`/ws/v12/interaction/case?customer={ID}`	Retrieve cases for one customer ID. {ID} is the ID of the customer.
GET	`/ws/v12/interaction/case?email={EMAIL_ADDRESS}`	Retrieve cases of a customer with a specified email address. {EMAIL_ADDRESS} is the email address of the customer.
GET	`/ws/v12/interaction/case?phone={PHONE_NUMBER}`	Retrieve cases of a customer with a specified phone number. {PHONE_NUMBER} is the phone number of the customer.
GET	`/ws/v12/interaction/case?custom.<name>={VAL}`	Retrieve cases having custom attribute <name> with value {VAL}

NOTE: You can mix and match one or more filter criteria listed above in any order. If more than one filter criteria are used, then response will only contain cases that satisfy all filter criteria.

Authentication

Authentication is required. The client must be logged in to call this API. Each API request must

contain X-egain-session request header returned by Login API.

Permissions

All of the following are required:

- 'View Agent Console' action
- Only cases that satisfy one of the below conditions will be returned by server:
  - case belongs to user's home department;
  - case belongs to a department where the user is a foreign user;
  - the department of the case is shared with the department of the user, and as part of this sharing, activity sharing is enabled as well.

Licenses

The logged in user must have the following licenses:

- ECE CIH Platform

Request

Request headers

Name	Description	Allowed values	Default value
X-egain-session	Session ID obtained from Login API response header	N/A	N/A
Accept	Content type accepted by client	`application/xml` or `application/json`	N/A
Accept-Language	Language locale accepted by client (used for locale specific fields in resource representation and in error responses)	Supported 'Accept-Language' header codes	`default system language`

Supported API specific query parameters

One or more query parameters listed below can be supplied per API call:

- **customer:** customer ID to be used in case search.
- **email:** email address of a contact person of the customer to be used in case search.
- **phone:** phone number of a contact person of the customer to be used in case search. The phone number must be unformatted (no spaces, hyphens, etc).
- **status:** status of the case. Status value must be either "open" or "closed". Searching for "open" cases will return all cases which are not closed.
- **custom** .<name>: custom attribute value for custom attribute <name> of a case to be used in case search.

Supported common query parameters

Refer to Supported Common Query Parameters in ECE REST API page for detailed description of each common parameter listed below.

- $attribute - Values of $attribute common parameter supported by Case Resource
- $sort - Values of $sort common parameter supported by Case Resource
- $order
- $pagenum
- $pagesize
- $rangestart
- $rangesize

Response

Response headers

Name	Description	Possible values
X-egain-session	Session ID of the current user session	N/A
Content-Type	Media type of response body	`application/xml` or `application/json`

Response body xml schemas:

- Cases Schema - used in case of success
- Error - used in case of error

Summary attributes always returned in server response

Summary attributes of Case Resource

Additional attributes returned in server response if explicitly requested by client

Server can be prompted to return additional attributes of resource representation using `$attribute` common query parameter. Values of $attribute common parameter supported by Case Resource for the list of allowed attribute names.

HTTP status codes

Success Status codes

200 - OK

- Matches are found for this search and returned in the response body.

204 - No Content

- No matches were found for given search criteria.
- Matches found for this search, however the requested page or range doesn't contain any results.

Failure Status codes

400 - Bad Request

- Unsupported query parameter is sent in the request.

- Unsupported value for query parameter is sent in the request.
- None of the API specific query parameter is provided (since at least one search criterion is required).
- Unsupported combination of common query parameters ($order provided without $sort, mixing of pagination and range parameters etc.).

401 - Unauthorized

- X-egain-session request header is missing.
- Session is invalid or expired.

403 - Forbidden

- The user does not have sufficient permissions. Refer the "Permissions" section for details.

406 - Not Acceptable

- Invalid 'Accept-Language' header value.

500 - Internal server error

Examples:

Example 1 - Search for cases by customer with summary attributes in response
Example 2 - Search for cases by status and custom attribute, with range parameters
Example 3 - Search for cases by multiple attributes with pagination parameters

---

Category Class Reference

Public Member Functions

- long getId ()
- java.lang.String getName ()
- Boolean isIsComplaint ()
- void setId (long value)
- void setIsComplaint (Boolean value)
- void setName (java.lang.String value)

Detailed Description

Category Schema

This schema contains details of the Category type.

XML Schema File

`model/v15/xsd/interaction/activity.xsd`

Name	Description	Type
`id`	ID of the category.	Long
`name`	An element that holds name of the category.	String
`isComplaint`	A flag that indicates if category is a complaint or not.	Boolean

---

Member Function Documentation

long getId ()

Gets the value of the id property.

Returns:

possible object is Long

java.lang.String getName ()

Gets the value of the name property.

Returns:

possible object is java.lang.String

Boolean isIsComplaint ()

Gets the value of the isComplaint property.

Returns:

possible object is Boolean

void setId (long *value*)

Sets the value of the id property.

Parameters:

value	allowed object is Long

void setIsComplaint (Boolean *value*)

Sets the value of the isComplaint property.

Parameters:

value	allowed object is Boolean

void setName (java.lang.String *value*)

Sets the value of the name property.

Parameters:

value	allowed object is java.lang.String

Category Class Reference

Public Member Functions

- long getId ()
- java.lang.String getName ()
- Boolean isIsComplaint ()
- void setId (long value)
- void setIsComplaint (Boolean value)
- void setName (java.lang.String value)

Detailed Description

Category Schema

This schema contains details of the Category type.

XML Schema File

`model/v12/xsd/interaction/activity.xsd`

Name	Description	Type
`id`	ID of the category.	Long
`name`	An element that holds name of the category.	String
`isComplaint`	A flag that indicates if category is a complaint or not.	Boolean

---

Member Function Documentation

long getId ()

Gets the value of the id property.

Returns:

possible object is Long

java.lang.String getName ()

Gets the value of the name property.

Returns:

possible object is java.lang.String

Boolean isIsComplaint ()

Gets the value of the isComplaint property.

Returns:

possible object is Boolean

void setId (long *value*)

Sets the value of the id property.

Parameters:

value	allowed object is Long

void setIsComplaint (Boolean *value*)

Sets the value of the isComplaint property.

Parameters:

value	allowed object is Boolean

void setName (java.lang.String *value*)

Sets the value of the name property.

Parameters:

value	allowed object is java.lang.String

ChangeCustomerForCaseExamples Class Reference

Detailed Description

Examples for change customer of a case

Example 1 - Change customer of a case

This example demonstrates the following:

- Changing the customer of a case.

XML

Request

Method	URL
PUT	`ws/v12/interaction/case/1001/changecustomer`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Content-Type	application/xml
Accept-Language	en-US

Request body

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?><case
xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/case">       <customer
id="1003"/></case>
```

Response

HTTP/1.1 204 No Content

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml

JSON

Request

Method	URL
PUT	`ws/v12/interaction/case/1001`

	/changecustomer

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/json
Content-Type	application/json
Accept-Language	en-US

Request body

```
{  "customer": {    "id": 1003  }}
```

Response

HTTP/1.1 204 No Content

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json

ChangeCustomerForCasePage Class Reference

Detailed Description

Change Customer for Case

Overview

This API can be used to change the customer of a single case.

For this API to execute successfully:

- The Case ID must exist in the application.
- The status of the case must be 'open'.
- Source and target customer of the case must be different.
- If "Customer departmentalization" setting is enabled in the application, source and target customer of the case must belong to the same department.

Since:

11.6

APIs

Method	URL	Description
PUT	`/ws/v12/interaction/case/{ID}/changecustomer`	Change customer of a case with specified {ID} to the target customer specified in the request body.

Authentication

Authentication is required. The client must be logged in to call this API. Each API request must contain X-egain-session request header returned by Login API.

Permissions

- User must have "Change Customer" action on "Customer" resource.
- The case must either belong to the user's home department, or to a department in which the user is a foreign user.

Licenses

The logged in user must have the following licenses:

- ECE CIH Platform

Request

Request headers

Name	Description	Allowed values	Default value
X-egain-session	Session ID obtained from Login API response header	N/A	N/A
Accept	Content type accepted by client.	`application/xml` or `application/json`	N/A
Content-Type	Media type sent by the client	`application/xml` or `application/json`	N/A
Accept-Language	Language locale accepted by client (used for locale specific fields in resource representation and in error responses)	Supported 'Accept-Language' header codes	`default system language`

Request Body

The request body is mandatory and can be in either XML or JSON format.

Elements required in the request body

Name	Description
case.customer.id	ID of the target customer

Optional elements allowed in the request body

None

Request body XML schemas:

- Case Schema

Supported API specific query parameters

None

Supported common query parameters

None

Response

Response headers

Name	Description	Possible values
X-egain-session	ID of the current user session	N/A
Content-Type	Media type of response body	`application/xml` or `application/json`

Response body

The response body will be sent only in case of error. It can be in either XML or JSON format.

Response body XML schemas:

- Error - used in case of error

HTTP status codes

Success Status codes

204 - No Content

- Successfully changed the customer of the case.

Failure Status codes

400 - Bad Request

- Any query parameter is sent in the request.
- Any criteria for successful execution mentioned in Overview or Request Body sections are violated.

401 - Unauthorized

- X-egain-session request header is missing.
- Session is invalid or expired.

403 - Forbidden

- The user does not have appropriate permissions for this operation. Refer the Permissions section.

404 - Not Found

- Case ID provided in the URI does not exist.

406 - Not Acceptable

- Invalid 'Accept-Language' header value.

500 - Internal server error

Examples:

Example 1 - Change customer of a case

ChannelConfiguration Class Reference

Public Member Functions

- java.lang.String getAddToReply ()
- java.lang.String getAgentPortalURL ()
- java.lang.String getAnalyticsParameters ()
- java.lang.String getCustomerPortalURL ()
- Long getPortalId ()
- java.lang.String getSearchParameters ()
- java.lang.String getStartPage ()
- void setAddToReply (java.lang.String value)
- void setAgentPortalURL (java.lang.String value)
- void setAnalyticsParameters (java.lang.String value)
- void setCustomerPortalURL (java.lang.String value)
- void setPortalId (Long value)
- void setSearchParameters (java.lang.String value)
- void setStartPage (java.lang.String value)

Detailed Description

Flag indicating whether configuration is active.

Java class for ChannelConfiguration complex type.

The following schema fragment specifies the expected content contained within this class.

```
<complexType name="ChannelConfiguration">  <complexContent>    <restriction
base="{http://www.w3.org/2001/XMLSchema}anyType">      <sequence>        <element name="portalId"
type="{http://www.w3.org/2001/XMLSchema}long" minOccurs="0"/>        <element
name="agentPortalURL" type="{http://www.w3.org/2001/XMLSchema}string" minOccurs="0"/>
<element name="customerPortalURL" type="{http://www.w3.org/2001/XMLSchema}string" minOccurs="0"/>
<element name="startPage" minOccurs="0">          <simpleType>            <restriction
base="{http://www.w3.org/2001/XMLSchema}string">              <enumeration value="Home Page"/>
<enumeration value="Search Results"/>              <enumeration value="Guided Help"/>
</restriction>          </simpleType>        </element>        <element name="searchParameters"
type="{http://www.w3.org/2001/XMLSchema}string" minOccurs="0"/>        <element
name="analyticsParameters" type="{http://www.w3.org/2001/XMLSchema}string" minOccurs="0"/>
<element name="addToReply" minOccurs="0">          <simpleType>            <restriction
base="{http://www.w3.org/2001/XMLSchema}string">              <enumeration value="Content of
Article"/>              <enumeration value="Link of Article"/>            </restriction>
</simpleType>        </element>      </sequence>    </restriction>
</complexContent></complexType>
```

Member Function Documentation

java.lang.String getAddToReply ()

Gets the value of the addToReply property.

Returns:

possible object is java.lang.String

java.lang.String getAgentPortalURL ()

Gets the value of the agentPortalURL property.

Returns:

possible object is java.lang.String

java.lang.String getAnalyticsParameters ()

Gets the value of the analyticsParameters property.

Returns:

possible object is java.lang.String

java.lang.String getCustomerPortalURL ()

Gets the value of the customerPortalURL property.

Returns:

possible object is java.lang.String

Long getPortalId ()

Gets the value of the portalId property.

Returns:

possible object is Long

java.lang.String getSearchParameters ()

Gets the value of the searchParameters property.

Returns:

possible object is java.lang.String

java.lang.String getStartPage ()

Gets the value of the startPage property.

Returns:

possible object is java.lang.String

void setAddToReply (java.lang.String *value*)

Sets the value of the addToReply property.

Parameters:

value	allowed object is java.lang.String

void setAgentPortalURL (java.lang.String *value*)

Sets the value of the agentPortalURL property.

Parameters:

value	allowed object is java.lang.String

void setAnalyticsParameters (java.lang.String *value*)

Sets the value of the analyticsParameters property.

Parameters:

value	allowed object is java.lang.String

void setCustomerPortalURL (java.lang.String *value*)

Sets the value of the customerPortalURL property.

Parameters:

value	allowed object is java.lang.String

void setPortalId (Long *value*)

Sets the value of the portalId property.

Parameters:

value	allowed object is Long

void setSearchParameters (java.lang.String *value*)

Sets the value of the searchParameters property.

Parameters:

value	allowed object is java.lang.String

void setStartPage (java.lang.String *value*)

Sets the value of the startPage property.

Parameters:

value	allowed object is java.lang.String

ChatAttributes Class Reference

Public Member Functions

- ClientInfo getClientInfo ()
- User getClosedBy ()
- java.lang.String getCustDisplayName ()
- EntryPoint getEntryPoint ()
- ChatConference getIsConference ()
- Department getOrigDepartment ()
- Contents getTranscript ()
- void setClientInfo (ClientInfo value)
- void setClosedBy (User value)
- void setCustDisplayName (java.lang.String value)
- void setEntryPoint (EntryPoint value)
- void setIsConference (ChatConference value)
- void setOrigDepartment (Department value)
- void setTranscript (Contents value)

Detailed Description

ChatAttributes Schema

This schema contains the definition of all chat specific attributes of a chat activity.

XML Schema File

`model/v12/xsd/interaction/activity.xsd`

Name	Description	Type
`isConference`	Details about whether this activity was conferenced.	String
`entryPoint`	Details of the entry point for a chat link that is displayed on a website	EntryPoint
`closedBy`	Information about the user who closed this activity.	User
`clientInfo`	Information about the customer machine used in chat.	ClientInfo
`custDisplayName`	Display name of the customer, as provided during chat initiation	String
`origDepartment`	Information about the original department of the Chat.	Department
`transcript`	This has the Chat transcript. This can have multiple 'Content' elements.	Contents

Member Function Documentation

ClientInfo getClientInfo ()

Gets the value of the clientInfo property.

Returns:

possible object is ClientInfo

User getClosedBy ()

Gets the value of the closedBy property.

Returns:

possible object is User

java.lang.String getCustDisplayName ()

Gets the value of the custDisplayName property.

Returns:

possible object is java.lang.String

EntryPoint getEntryPoint ()

Gets the value of the entryPoint property.

Returns:

possible object is EntryPoint

ChatConference getIsConference ()

Gets the value of the isConference property.

Returns:

possible object is ChatConference

Department getOrigDepartment ()

Gets the value of the origDepartment property.

Returns:

possible object is Department

Contents getTranscript ()

Gets the value of the transcript property.

Returns:

possible object is Contents

void setClientInfo (ClientInfo *value*)

Sets the value of the clientInfo property.

Parameters:

value	allowed object is ClientInfo

void setClosedBy (User *value*)

Sets the value of the closedBy property.

Parameters:

value	allowed object is User

void setCustDisplayName (java.lang.String *value*)

Sets the value of the custDisplayName property.

Parameters:

value	allowed object is java.lang.String

void setEntryPoint (EntryPoint *value*)

Sets the value of the entryPoint property.

Parameters:

value	allowed object is EntryPoint

void setIsConference (ChatConference *value*)

Sets the value of the isConference property.

Parameters:

value	allowed object is ChatConference

void setOrigDepartment (Department *value*)

Sets the value of the origDepartment property.

Parameters:

value	allowed object is Department

void setTranscript (Contents *value*)

Sets the value of the transcript property.

Parameters:

value	allowed object is Contents

ChatAttributes Class Reference

Public Member Functions

- ClientInfo getClientInfo ()
- User getClosedBy ()
- java.lang.String getCustDisplayName ()
- EntryPoint getEntryPoint ()
- ChatConference getIsConference ()
- Department getOrigDepartment ()
- Contents getTranscript ()
- void setClientInfo (ClientInfo value)
- void setClosedBy (User value)
- void setCustDisplayName (java.lang.String value)
- void setEntryPoint (EntryPoint value)
- void setIsConference (ChatConference value)
- void setOrigDepartment (Department value)
- void setTranscript (Contents value)

Detailed Description

ChatAttributes Schema

This schema contains the definition of all chat specific attributes of a chat activity.

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`custDisplayName`	Display name of the customer, as provided during chat initiation	String
`origDepartment`	Information about the original department of the Chat.	Department
`transcript`	This has the Chat transcript. This can have multiple 'Content' elements.	Contents

Member Function Documentation

ClientInfo getClientInfo ()

Gets the value of the clientInfo property.

Returns:

possible object is ClientInfo

User getClosedBy ()

Gets the value of the closedBy property.

Returns:

possible object is User

java.lang.String getCustDisplayName ()

Gets the value of the custDisplayName property.

Returns:

possible object is java.lang.String

EntryPoint getEntryPoint ()

Gets the value of the entryPoint property.

Returns:

possible object is EntryPoint

ChatConference getIsConference ()

Gets the value of the isConference property.

Returns:

possible object is ChatConference

Department getOrigDepartment ()

Gets the value of the origDepartment property.

Returns:

possible object is Department

Contents getTranscript ()

Gets the value of the transcript property.

Returns:

possible object is Contents

void setClientInfo (ClientInfo *value*)

Sets the value of the clientInfo property.

Parameters:

value	allowed object is ClientInfo

void setClosedBy (User *value*)

Sets the value of the closedBy property.

Parameters:

value	allowed object is User

void setCustDisplayName (java.lang.String *value*)

Sets the value of the custDisplayName property.

Parameters:

value	allowed object is java.lang.String

void setEntryPoint (EntryPoint *value*)

Sets the value of the entryPoint property.

Parameters:

value	allowed object is EntryPoint

void setIsConference (ChatConference *value*)

Sets the value of the isConference property.

Parameters:

value	allowed object is ChatConference

void setOrigDepartment (Department *value*)

Sets the value of the origDepartment property.

Parameters:

value	allowed object is Department

void setTranscript (Contents *value*)

Sets the value of the transcript property.

Parameters:

value	allowed object is Contents

ChatConference Class Reference

Public Member Functions

- Users getUsers ()
- Boolean isValue ()
- void setUsers (Users value)
- void setValue (Boolean value)

Detailed Description

ChatConference Schema

This schema has the definition of ChatConference type.

XML Schema File

`model/v12/xsd/interaction/activity.xsd`

Name	Description	Type
`value`	Details about whether this activity was conferenced.	Boolean
`users`	Details of the users who were part of the conference, if the value is true.	Users

---

Member Function Documentation

Users getUsers ()

Gets the value of the users property.

Returns:

possible object is Users

Boolean isValue ()

Gets the value of the value property.

Returns:

possible object is Boolean

void setUsers (Users *value*)

Sets the value of the users property.

Parameters:

value	allowed object is Users

void setValue (Boolean *value*)

Sets the value of the value property.

Parameters:

value	allowed object is Boolean

ChatConference Class Reference

Public Member Functions

- Users getUsers ()
- Boolean isValue ()
- void setUsers (Users value)
- void setValue (Boolean value)

Detailed Description

ChatConference Schema

This schema has the definition of ChatConference type.

XML Schema File

`model/v15/xsd/interaction/activity.xsd`

Name	Description	Type
`value`	Details about whether this activity was conferenced.	Boolean
`users`	Details of the users who were part of the conference, if the value is true.	Users

---

Member Function Documentation

Users getUsers ()

Gets the value of the users property.

Returns:

possible object is Users

Boolean isValue ()

Gets the value of the value property.

Returns:

possible object is Boolean

void setUsers (Users *value*)

Sets the value of the users property.

Parameters:

value	allowed object is Users

void setValue (Boolean *value*)

Sets the value of the value property.

Parameters:

value	allowed object is Boolean

Classification Class Reference

Public Member Functions

- long getClassificationId ()
- java.lang.String getClassificationName ()
- java.lang.String getClassificationType ()
- void setClassificationId (long value)
- void setClassificationName (java.lang.String value)
- void setClassificationType (java.lang.String value)

Detailed Description

Java class for Classification complex type.

The following schema fragment specifies the expected content contained within this class.

```
<complexType name="Classification">  <complexContent>    <restriction
base="{http://www.w3.org/2001/XMLSchema}anyType">      <sequence>        <element
name="classificationId" type="{http://www.w3.org/2001/XMLSchema}long"/>        <element
name="classificationName">          <simpleType>            <restriction
base="{http://www.w3.org/2001/XMLSchema}string">              <maxLength value="100"/>
</restriction>          </simpleType>        </element>        <element
name="classificationType">          <simpleType>            <restriction
base="{http://www.w3.org/2001/XMLSchema}string">              <enumeration value="category"/>
<enumeration value="resolution_code"/>            </restriction>          </simpleType>
</element>      </sequence>    </restriction>  </complexContent></complexType>
```

Member Function Documentation

long getClassificationId ()

Gets the value of the classificationId property.

java.lang.String getClassificationName ()

Gets the value of the classificationName property.

Returns:

possible object is java.lang.String

java.lang.String getClassificationType ()

Gets the value of the classificationType property.

Returns:

possible object is java.lang.String

void setClassificationId (long *value*)

Sets the value of the classificationId property.

void setClassificationName (java.lang.String *value*)

Sets the value of the classificationName property.

Parameters:

value	allowed object is java.lang.String

void setClassificationType (java.lang.String *value*)

Sets the value of the classificationType property.

Parameters:

value	allowed object is java.lang.String

Classifications Class Reference

Public Member Functions

- java.util.List< Category > getCategory ()
- java.util.List< ResolutionCode > getResolutionCode ()

Detailed Description

Classifications Schema

This schema has the definition of Classifications.

XML Schema File

`model/v15/xsd/interaction/activity.xsd`

Name	Description	Type
`category`	This will have the attributes for category of an activity.	Category
`resolutionCode`	This will have the attributes for resolution code of an activity.	ResolutionCode

---

Member Function Documentation

java.util.List<Category> getCategory ()

Gets the value of the category property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the category property.

For example, to add a new item, do as follows:

```
getCategory().add(newItem);
```

Objects of the following type(s) are allowed in the list Category

java.util.List<ResolutionCode> getResolutionCode ()

Gets the value of the resolutionCode property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the resolutionCode property.

For example, to add a new item, do as follows:

```
getResolutionCode().add(newItem);
```

Objects of the following type(s) are allowed in the list ResolutionCode

Classifications Class Reference

Public Member Functions

- java.util.List< Category > getCategory ()
- java.util.List< ResolutionCode > getResolutionCode ()

Detailed Description

Classifications Schema

This schema has the definition of Classifications.

XML Schema File

`model/v12/xsd/interaction/activity.xsd`

Name	Description	Type
`category`	This will have the attributes for category of an activity.	Category
`resolutionCode`	This will have the attributes for resolution code of an activity.	ResolutionCode

---

Member Function Documentation

java.util.List<Category> getCategory ()

Gets the value of the category property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the category property.

For example, to add a new item, do as follows:

```
getCategory().add(newItem);
```

Objects of the following type(s) are allowed in the list Category

java.util.List<ResolutionCode> getResolutionCode ()

Gets the value of the resolutionCode property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the resolutionCode property.

For example, to add a new item, do as follows:

```
getResolutionCode().add(newItem);
```

Objects of the following type(s) are allowed in the list ResolutionCode

ClientInfo Class Reference

Public Member Functions

- java.lang.String getClientIp ()
- java.lang.String getReferrerName ()
- java.lang.String getReferrerUrl ()
- java.lang.String getUserAgent ()
- void setClientIp (java.lang.String value)
- void setReferrerName (java.lang.String value)
- void setReferrerUrl (java.lang.String value)
- void setUserAgent (java.lang.String value)

Detailed Description

ClientInfo Schema

This schema has the definition of ClientInfo type.

XML Schema File

`model/v12/xsd/interaction/activity.xsd`

Name	Description	Type
`clientIp`	This has the IP address of the customer machine.	String
`userAgent`	This has the browser information about the client machine.	String
`referrerUrl`	This has the URL of the referrer.	String
`referrerName`	This is the name of the referrer.	String

Member Function Documentation

java.lang.String getClientIp ()

Gets the value of the clientIp property.

Returns:

possible object is java.lang.String

java.lang.String getReferrerName ()

Gets the value of the referrerName property.

Returns:

possible object is java.lang.String

java.lang.String getReferrerUrl ()

Gets the value of the referrerUrl property.

Returns:

possible object is java.lang.String

java.lang.String getUserAgent ()

Gets the value of the userAgent property.

Returns:

possible object is java.lang.String

void setClientIp (java.lang.String *value*)

Sets the value of the clientIp property.

Parameters:

value	allowed object is java.lang.String

void setReferrerName (java.lang.String *value*)

Sets the value of the referrerName property.

Parameters:

value	allowed object is java.lang.String

void setReferrerUrl (java.lang.String *value*)

Sets the value of the referrerUrl property.

Parameters:

value	allowed object is java.lang.String

void setUserAgent (java.lang.String *value*)

Sets the value of the userAgent property.

Parameters:

value	allowed object is java.lang.String

ClientInfo Class Reference

Public Member Functions

- java.lang.String getClientIp ()
- java.lang.String getReferrerName ()
- java.lang.String getReferrerUrl ()
- java.lang.String getUserAgent ()
- void setClientIp (java.lang.String value)
- void setReferrerName (java.lang.String value)
- void setReferrerUrl (java.lang.String value)
- void setUserAgent (java.lang.String value)

Detailed Description

ClientInfo Schema

This schema has the definition of ClientInfo type.

XML Schema File

`model/v15/xsd/interaction/activity.xsd`

Name	Description	Type
`clientIp`	This has the IP address of the customer machine.	String
`userAgent`	This has the browser information about the client machine.	String
`referrerUrl`	This has the URL of the referrer.	String
`referrerName`	This is the name of the referrer.	String

Member Function Documentation

java.lang.String getClientIp ()

Gets the value of the clientIp property.

Returns:

possible object is java.lang.String

java.lang.String getReferrerName ()

Gets the value of the referrerName property.

Returns:

possible object is java.lang.String

java.lang.String getReferrerUrl ()

Gets the value of the referrerUrl property.

Returns:

possible object is java.lang.String

java.lang.String getUserAgent ()

Gets the value of the userAgent property.

Returns:

possible object is java.lang.String

void setClientIp (java.lang.String *value*)

Sets the value of the clientIp property.

Parameters:

value	allowed object is java.lang.String

void setReferrerName (java.lang.String *value*)

Sets the value of the referrerName property.

Parameters:

value	allowed object is java.lang.String

void setReferrerUrl (java.lang.String *value*)

Sets the value of the referrerUrl property.

Parameters:

value	allowed object is java.lang.String

void setUserAgent (java.lang.String *value*)

Sets the value of the userAgent property.

Parameters:

value	allowed object is java.lang.String

CloseCaseExamples Class Reference

Detailed Description

Examples for close case

Example 1 - Close a case

This example demonstrates the following:

- Closing a case.

XML

Request

Method	URL
PUT	`/ws/v12/interaction/case/1000/close`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept-Language	en-US
Accept	`application/xml`

Request body

Request body is not allowed.

Response

HTTP/1.1 204 No Content

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	`application/xml`

JSON

Request

Method	URL
PUT	`/ws/v12/interaction/case/1000/close`

Request headers

Name	Value
X-egain-session	Valid session ID

Accept-Language	en-US
Accept	`application/json`

Request body

Request body is not allowed.

Response

HTTP/1.1 204 No Content

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	`application/json`

CloseCasePage Class Reference

Detailed Description

Close Case

Overview

This API can be used to close a single case.

For this API to execute successfully:

- The Case ID must exist in the application.
- The status of the case must be 'open'.
- Any open activities for the case must be of type Email. The case cannot be closed if it has any open Chat activities
- If there are any open activities in the case, such activities
  - Must be either "in queue waiting to be assigned" or "assigned to a user" status.
  - Must not be awaiting supervision i.e., waiting for supervisor to accept or reject the activity.
-
- If an activity of the case is assigned to a different user, it must not be locked by the user.
-

As part of completing this API request:

- All open activities of the case will be completed before closing the case.
- The case will not be closed if there are any open Chat activities in the case.

Since:

11.6

APIs

Method	URL	Description
PUT	`/ws/v12/interaction/case/{id}/close`	Close a case.

Authentication

Authentication is required. The client must be logged in to call this API. Each API request must contain X-egain-session request header returned by Login API.

Permissions

- User must have 'Close Case' action.
- Case must either belong to the user's home department, or to a department in which the user is a foreign user.

- All the open activities of the case must either belong to the home department of the logged in user, or to a department in which the user is a foreign user.
- If activity is not assigned to the logged in user, the logged in user must have the permission to pick activities as required by Pick Activities API. Refer Pick activities permissions section for details.

Licenses

The logged in user must have the following licenses:

- ECE CIH Platform
- If activity is not assigned to the logged in user, the logged in user must have the licenses as required by Pick Activities API. Refer Licenses section for details.

Request

Request headers

Name	Description	Allowed values	Default value
X-egain-session	Session ID obtained from Login API response header	N/A	N/A
Accept-Language	Language locale accepted by client (used for locale specific fields in resource representation and in error responses)	Supported 'Accept-Language' header codes	`default system language`
Accept	Content type accepted by client. Used for error response.	application/xml or application/json	`application/json`

Request Body

Request body is not allowed.

Supported API specific query parameters

None

Supported common query parameters

None

Response

Response headers

Name	Description	Possible values
X-egain-session	ID of the current user session	N/A
Content-Type	Media type of response body	`application/xml` or `application/json`

Response body

The response body will be sent only in case of error. It can be in either XML or JSON format.

Response body XML schemas:

- Error - used in case of error

HTTP status codes

Success Status codes

204 - No Content

- Successfully closed the case.

Failure Status codes

400 - Bad Request

- Any query parameter is sent in the request.
- Request body is sent.
- Any criteria for successful execution mentioned in the Overview section is violated (except when activity is locked, which will result in 403-Forbidden).

401 - Unauthorized

- X-egain-session request header is missing.
- Session is invalid or expired.

403 - Forbidden

- If the user does not have the appropriate permissions for this operation. Refer the Permissions section.
- One or more activities of the case are locked by another user.

404 - Not Found

- If the case with the specified ID does not exist.

406 - Not Acceptable

- Invalid 'Accept-Language' header value.

500 - Internal server error

Examples:

Example 1 - Close a case

CommonParametersPage Class Reference

Detailed Description

Supported Common Query Parameters in ECE REST API

In addition to API specific query parameters, ECE REST API define query parameters that are applicable to sets of APIs and are not closely related to the function of any API. Such parameters are referred to as *"common query parameters"* or simply *"common parameters"* in this documentation. Common parameters always start with '$' (dollar sign) symbol.

This page describes all the *common query parameters* that may appear in ECE REST APIs. While this is a comprehensive list of common parameters that are currently in use, each API may choose from below list which parameters to support.

All *common query parameters* are **optional** query parameters unless stated otherwise in a specific API documentation.

Name	Description	Default value	Allowed Values
`$pagenum`	*Pagination* parameter that specifies the page number of results to be returned. Used in conjunction with `$pagesize`.	`1`	A positive integer
`$pagesize`	*Pagination* parameter that specifies the number of results per page. Used in conjunction with `$pagenum`.	`25`	An integer between 1 and 75
`$rangestart`	*Range* parameter that specifies the starting index of the range of results to be returned. Used in conjunction with `$rangesize`.	`1`	A positive integer
`$rangesize`	*Range* parameter that specifies the number (range) of results to be returned. Used in conjunction with `$rangestart`.	`25`	An integer between 1 and 75
`$sort`	Indicates the resource attribute name on	N/A	Each API that supports sorting, has

	which the results must be sorted. Only a single attribute name is allowed; comma separated values are not supported.		its own set of allowed values
`$order`	Indicates the sorting order. Must be accompanied by `$sort`.	`'asc'`	`'asc'` and `'desc'`
`$lang`	Mostly used in Authoring APIs to specify the language of requested Authoring resource, like article, folder, topic etc.	Default user language	supported-dollar-lang -values
`$level`	If the requested resource represents a hierarchical structure (e.g., folders), `$level` may be used to indicate the depth of hierarchy (starting from root node) up to which the results should be returned.	`0`	• `0` (only root node is returned) • `a positive integer` (the actual level of depth) • `-1` (entire hierarchy is expanded)
`$count`	If this parameter is provided, only the total number of items qualifying the request will be returned, along with the link to the first page of the items. The actual items will not be returned.	`'N/A'`	`'yes'`
`$attribute`	A comma separated list of attribute names to be returned in resource representation in addition to summary attributes.	N/A	• `all` (all available attributes are returned) • Additionally, each API that supports `$attribute`, has its own set of allowed values

NOTE : *Pagination* and *Range* parameters cannot be used together in the same request and

will result in **400 - Bad Request** server response.

CompleteActivityExamples Class Reference

Detailed Description

Examples for completing activities

Example 1 - Complete activities of multiple cases

This example demonstrates the following:

- Completing multiple activities. In this example, two activities are completed.
- Response representation when the case of one of the activities remains open, and the other activities' case is closed.

XML

Request

Method	URL
PUT	`/ws/v12/interaction/activity/complete`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Content-Type	application/xml
Accept-Language	en-US

Request body:

```
<?xml version="1.0" encoding="UTF-8"?><activities
xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/activity">   <activity id="1025">
<lastModified date="2015-07-14T23:51:58.000Z" />   </activity>    <activity id="1039">
<lastModified date="2015-07-14T23:51:58.000Z" />   </activity></activities>
```

Response:

HTTP/1.1 200 OK

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml

Response body:

```
<?xml version="1.0" encoding="UTF-8"?><activities
xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/activity"
xmlns:ns10="http://bindings.egain.com/ws/model/v12/gen/mail/alias"
```

```
xmlns:ns11="http://bindings.egain.com/ws/model/v12/gen/live/entrypoint"
xmlns:ns2="http://bindings.egain.com/ws/model/v12/gen/interaction/case"
xmlns:ns3="http://bindings.egain.com/ws/model/v12/gen/platform"
xmlns:ns4="http://bindings.egain.com/ws/model/v12/gen/common"
xmlns:ns5="http://bindings.egain.com/ws/model/v12/gen/interaction/folder"
xmlns:ns6="http://bindings.egain.com/ws/model/v12/gen/interaction/customer"
xmlns:ns7="http://bindings.egain.com/ws/model/v12/gen/interaction/contactperson"
xmlns:ns8="http://bindings.egain.com/ws/model/v12/gen/interaction/contactpoint"
xmlns:ns9="http://bindings.egain.com/ws/model/v12/gen/interaction/attachment">    <activity
id="1025">        <link rel="self" href="/system/ws/v12/interaction/activity/1025" />        <case
id="1023">            <ns2:link rel="self" href="/system/ws/v12/interaction/case/1023" />
<ns2:status>                <ns4:value>closed</ns4:value>
<ns4:displayValue>Closed</ns4:displayValue>            </ns2:status>        </case>
</activity>    <activity id="1039">        <link rel="self"
href="/system/ws/v12/interaction/activity/1039" />        <case id="1032">            <ns2:link
rel="self" href="/system/ws/v12/interaction/case/1032" />            <ns2:status>
<ns4:value>open</ns4:value>                <ns4:displayValue>Open</ns4:displayValue>
</ns2:status>        </case>    </activity></activities>
```

JSON

Request

Method	URL
PUT	`/ws/v12/interaction/activity/complete`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/json
Content-Type	application/json
Accept-Language	en-US

Request body:

```
 {  "activity": [    {      "id": "1025",      "lastModified": {        "date":
"2015-07-14T23:51:58.000Z"      }    },    {      "id": "1039",      "lastModified": {
"date": "2015-07-14T23:51:58.000Z"      }    }   ]}
```

Response:

HTTP/1.1 200 OK

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json

Response body:

```
{    "activity": [        {            "id": 1025,            "link": {                "rel":
"self",                "href": "/system/ws/v12/interaction/activity/1025"            },
"case": {                "id": 1023,                "link": {                    "rel": "case",
"href": "/system/ws/v12/interaction/case/1023"                },                "status": {
"value": "closed",                    "displayValue": "Closed"                }            }
},        {            "id": 1039,            "link": {                "rel": "self",
"href": "/system/ws/v12/interaction/activity/1039"            },            "case": {
"id": 1032,                "link": {                    "rel": "case",                    "href":
"/system/ws/v12/interaction/case/1032"                },                "status": {
```

```
"value": "open",                    "displayValue": "Open"                }            }        }
]   }
```

Example 2 - Complete single activity resulting in case getting closed

This example demonstrates the following:

- Completing a single activity.
- Response representation when the case gets closed.

XML

Request

Method	URL
PUT	/ws/v12/interaction/activity/complete

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Content-Type	application/xml
Accept-Language	en-US

Request body:


```
<?xml version="1.0" encoding="UTF-8"?><activities
xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/activity">   <activity id="1025">
<lastModified date="2015-07-14T23:51:58.000Z" />   </activity></activities>
```


Response:

HTTP/1.1 200 OK

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml

Response body:


```
<?xml version="1.0" encoding="UTF-8"?><activities
xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/activity"
xmlns:ns10="http://bindings.egain.com/ws/model/v12/gen/mail/alias"
xmlns:ns11="http://bindings.egain.com/ws/model/v12/gen/live/entrypoint"
xmlns:ns2="http://bindings.egain.com/ws/model/v12/gen/interaction/case"
xmlns:ns3="http://bindings.egain.com/ws/model/v12/gen/platform"
xmlns:ns4="http://bindings.egain.com/ws/model/v12/gen/common"
xmlns:ns5="http://bindings.egain.com/ws/model/v12/gen/interaction/folder"
xmlns:ns6="http://bindings.egain.com/ws/model/v12/gen/interaction/customer"
xmlns:ns7="http://bindings.egain.com/ws/model/v12/gen/interaction/contactperson"
xmlns:ns8="http://bindings.egain.com/ws/model/v12/gen/interaction/contactpoint"
xmlns:ns9="http://bindings.egain.com/ws/model/v12/gen/interaction/attachment">    <activity
id="1025">        <link rel="self" href="/system/ws/v12/interaction/activity/1025" />        <case
```

```
id="1023">            <ns2:link rel="self" href="/system/ws/v12/interaction/case/1023" />
<ns2:status>               <ns4:value>closed</ns4:value>
<ns4:displayValue>Closed</ns4:displayValue>            </ns2:status>        </case>
</activity></activities>
```

JSON

Request

Method	URL
PUT	`/ws/v12/interaction/activity/complete`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/json
Content-Type	application/json
Accept-Language	en-US

Request body:

```
 {  "activity": [    {      "id": "1025",      "lastModified": {        "date":
"2015-07-14T23:51:58.000Z"      }    }   ]}
```

Response:

HTTP/1.1 200 OK

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json

Response body:

```
{    "activity": [        {            "id": 1025,            "link": {                "rel":
"self",                "href": "/system/ws/v12/interaction/activity/1025"            },
"case": {                "id": 1023,                "link": {                    "rel": "case",
"href": "/system/ws/v12/interaction/case/1023"                },                "status": {
"value": "closed",                    "displayValue": "Closed"                }            }
}    ]   }
```

Example 3 - Complete single activity without a case

This example demonstrates the following:

- Completing a single activity, which does not have a case.

XML

Request

Method	URL
PUT	`/ws/v12/interaction/activity/co`

	mplete

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Content-Type	application/xml
Accept-Language	en-US

Request body:

```
<?xml version="1.0" encoding="UTF-8"?><activities
xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/activity">   <activity id="1025">
<lastModified date="2015-07-14T23:51:58.000Z" />   </activity></activities>
```

Response:

HTTP/1.1 200 OK

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml

Response body:

```
 <?xml version="1.0" encoding="UTF-8"?><activities
xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/activity"
xmlns:ns10="http://bindings.egain.com/ws/model/v12/gen/mail/alias"
xmlns:ns11="http://bindings.egain.com/ws/model/v12/gen/live/entrypoint"
xmlns:ns2="http://bindings.egain.com/ws/model/v12/gen/interaction/case"
xmlns:ns3="http://bindings.egain.com/ws/model/v12/gen/platform"
xmlns:ns4="http://bindings.egain.com/ws/model/v12/gen/common"
xmlns:ns5="http://bindings.egain.com/ws/model/v12/gen/interaction/folder"
xmlns:ns6="http://bindings.egain.com/ws/model/v12/gen/interaction/customer"
xmlns:ns7="http://bindings.egain.com/ws/model/v12/gen/interaction/contactperson"
xmlns:ns8="http://bindings.egain.com/ws/model/v12/gen/interaction/contactpoint"
xmlns:ns9="http://bindings.egain.com/ws/model/v12/gen/interaction/attachment">    <activity
id="1025">        <link rel="self" href="/system/ws/v12/interaction/activity/1025" />
</activity></activities>
```

JSON

Request

Method	URL
PUT	/ws/v12/interaction/activity/complete

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/json
Content-Type	application/json
Accept-Language	en-US

Request body:

```
{  "activity": [    {      "id": "1025",      "lastModified": {        "date":
"2015-07-14T23:51:58.000Z"      }    }   ]}
```

Response:

HTTP/1.1 200 OK

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json

Response body:

```
{    "activity": [        {            "id": 1025,            "link": {                "rel":
"self",                "href": "/system/ws/v12/interaction/activity/1025"            }        }
]   }
```

ComposeAndSaveEmailExamples Class Reference

Detailed Description

Examples for compose and save email activity

Example 1 - Compose email for an existing case with required elements, using XML/JSON as content-type

Using XML/JSON as the content-type, this example demonstrates the following:

- Composing an email for an existing case
- Composing an email using required elements, subject and content.

XML

Request

Method	URL
POST	`/ws/v12/interaction/activity`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Content-Type	application/xml
Accept-Language	en-US

Request body:

```
<?xml version="1.0" encoding="UTF-8"?>   <activity
xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/activity"
xmlns:ns2="http://bindings.egain.com/ws/model/v12/gen/platform"
xmlns:ns3="http://bindings.egain.com/ws/model/v12/gen/common" >      <department>
<ns2:name>service</ns2:name>      </department>      <type>         <value>email</value>
<subtype>            <ns3:value>compose</ns3:value>         </subtype>      </type>     <case
id='1061'/>      <subject>Issue with mobile phone</subject>            <payload>        <email>
<contents>             <content>                <ns3:type>text</ns3:type>
<ns3:value>This is the issue</ns3:value>            </content>            <content>
<ns3:type>html</ns3:type>
<ns3:value><![CDATA[<HTML><HEAD><TITLE></TITLE></HEAD><BODY><P> This is the issue <BR>
</P></BODY></HTML>]]></ns3:value>            </content>            </contents>
<emailAddresses>               <from>support@business.com</from>              <to>
<address>jhenry@customer.com</address>               </to>
</emailAddresses>         </email>      </payload>         </activity>
```

Response:

HTTP/1.1 201 Created

Response headers

Name	Value

X-egain-session	current session ID
Content-Type	application/xml
Location	/system/ws/v12/interaction/activity/2795

JSON

Request

Method	URL
POST	`/ws/v12/interaction/activity`

Request headers :

Name	Value
X-egain-session	Valid session ID
Content-Type	`application/json`
Accept	application/json
Accept-Language	en-US

Request body:

```
{  "department": {    "name": "service"  },  "type": {    "value": "email",    "subtype": {
"value": "compose"    }  },     "case" : {   "id" : "1061"  },  "subject": "Issue with mobile phone",
"payload": {    "email": {      "contents": {               "content": [                {
"type": "text",                   "value": "This is the issue"                },
{                "type": "html",                   "value":
"<HTML><HEAD><TITLE></TITLE></HEAD><BODY><P>      This is the issue <BR> </P></BODY></HTML>"
}                                ]      },      "emailAddresses": {        "from":
"support@business.com",        "to": {          "address": [            "jhenry@customer.com"
]        }      }    }  }}
```

Response:

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json
Location	/system/ws/v12/interaction/activity/2795

Example 2 - Compose email for a new case with required elements, using Multipart/form-data as content-type

Using Multipart/form-data as content-type, this example demonstrates the following:

- Composing an email for a new case
- Composing an email with required elements, subject and content

XML

Request

Method	URL
POST	/ws/v12/interaction/activity

Request headers :

Name	Value
X-egain-session	Valid session ID
Content-Type	mutlipart/form-data; boundary=----WebKitFormBoundaryLyRAYGiE5mFu3Ucv
Accept	application/xml
Accept-Language	en-US

Request body:

```
------WebKitFormBoundaryLyRAYGiE5mFu3UcvContent-Disposition: form-data; name="data"<?xml
version="1.0" encoding="UTF-8"?>   <activity
xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/activity"
xmlns:ns2="http://bindings.egain.com/ws/model/v12/gen/platform"
xmlns:ns3="http://bindings.egain.com/ws/model/v12/gen/common" >      <department>
<ns2:name>Service</ns2:name>      </department>      <type>         <value>email</value>
<subtype>            <ns3:value>compose</ns3:value>         </subtype>      </type>
<subject>Issue with laptop</subject>      <payload>         <email>            <contents>
<content>                  <ns3:type>text</ns3:type>                  <ns3:value>this is the
issue</ns3:value>               </content>              <content>
<ns3:type>html</ns3:type>
<ns3:value><![CDATA[<HTML><HEAD><TITLE></TITLE></HEAD><BODY><P>This is the issue <BR>
</P></BODY></HTML>]]></ns3:value>               </content>            </contents>
<emailAddresses>               <from>support@business.com</from>               <to>
<address>jhenry@customer.com</address>               </to>
</emailAddresses>         </email>      </payload>
</activity>------WebKitFormBoundaryLyRAYGiE5mFu3UcvContent-Disposition: form-data;
name="data-type"application/xml------WebKitFormBoundaryLyRAYGiE5mFu3Ucv--
```

Response:

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	Current session ID
Content-Type	application/xml
Location	/system/ws/v12/interaction/activity/2800

JSON

Request

Method	URL
POST	/ws/v12/interaction/activity

Request headers :

Name	Value
X-egain-session	Valid session ID

Content-Type	mutlipart/form-data; boundary=----WebKitFormBoundaryLyRAYGiE5mFu3Ucv
Accept	application/json
Accept-Language	en-US

Request body:

```
------WebKitFormBoundaryLyRAYGiE5mFu3UcvContent-Disposition: form-data; name="data"{
"department": {    "name": "service"  },  "type": {    "value": "email",    "subtype": {
"value": "compose"    }  },  "subject": "Issue with laptop",    "payload": {    "email": {
"contents": {        "content": [          {            "type": "text",            "value": "This
is the issue"          },              {            "type": "html",            "value":
"<HTML><HEAD><TITLE></TITLE></HEAD><BODY><P>This is the issue <BR> </P></BODY></HTML>"          }
                ]      },      "emailAddresses": {        "from": "support@business.com",
"to": {          "address": [            "jhenry@customer.com"          ]        }            }
}  }  }------WebKitFormBoundaryLyRAYGiE5mFu3UcvContent-Disposition: form-data;
name="data-type"application/json------WebKitFormBoundaryLyRAYGiE5mFu3Ucv--
```

Response:

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	Current session ID
Content-Type	application/json
Location	/system/ws/v12/interaction/activity/2800

Example 3 - Compose an email with required elements and attachments, using XML/JSON as content-type

Using XML/JSON as content-type, this example demonstrates the following:

- Composing an email for a new case
- Composing an email with required elements, subject and content
- Using non-inline attachments

XML

Request

Method	URL
POST	/ws/v12/interaction/activity

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Content-Type	application/xml
Accept-Language	en-US

Request body:


```
<?xml version="1.0" encoding="UTF-8"?>   <activity
xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/activity"
xmlns:ns2="http://bindings.egain.com/ws/model/v12/gen/platform"
xmlns:ns3="http://bindings.egain.com/ws/model/v12/gen/common"
xmlns:ns4="http://bindings.egain.com/ws/model/v12/gen/interaction/attachment" >      <department>
<ns2:name>Service</ns2:name>      </department>      <type>         <value>email</value>
<subtype>            <ns3:value>compose</ns3:value>         </subtype>      </type>
<subject>Issue with laptop</subject>      <attachments>            <ns4:attachment>
<ns4:fileName>image.gif</ns4:fileName>
<ns4:contentType>image/gif</ns4:contentType>
<ns4:content><![CDATA[R0lGODlhEAAQAIMAAAAAAP///7Tt/wCfz3fg/5vo/7Tu/1JSUv///wAAAAAAAAAAAAAAAAAAAA
AAAAAACH/C05FVFNDQVBFMi4wAwEBAAAh+QQBAAAIACwAAAAAEAAQAAAIZgARCBxIEMGBAwUTCjwQIABChQQZOlx4sCJDixgl
NmyoceNBhxs5cpT4EaTHkw41qgw5MiTJjCVRBhgwICLLkANmDtRIsyfNhjUNVhxgQICBo0gNBB3os2eBAkshIhhAIKpUmgQDA
gA7               ]]></ns4:content>            </ns4:attachment>      </attachments>
<payload>         <email>            <contents>               <content>
<ns3:type>text</ns3:type>                  <ns3:value>This is the issue</ns3:value>
</content>              <content>                 <ns3:type>html</ns3:type>
<ns3:value><![CDATA[<HTML><HEAD><TITLE></TITLE></HEAD><BODY><P>This is the issue <BR>
</P></BODY></HTML>]]></ns3:value>              </content>            </contents>
<emailAddresses>              <from>support@business.com</from>              <to>
<address>jhenry@customer.com</address>              </to>
</emailAddresses>         </email>      </payload>         </activity>
```


Response:

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml
Location	/system/ws/v12/interaction/activity/2795

JSON

Request

Method	URL
POST	`/ws/v12/interaction/activity`

Request headers :

Name	Value
X-egain-session	Valid session ID
Content-Type	`application/json`
Accept	application/json
Accept-Language	en-US

Request body:


```
{  "department": {    "name": "service"  },  "type": {    "value": "email",    "subtype": {
"value": "compose"    }  },  "subject": "Issue with laptop",  "attachments": {    "attachment": [
{        "fileName": "image.gif",        "contentType": "image/gif",        "content":
"R0lGODlhEAAQAIMAAAAAAP///7Tt/wCfz3fg/5vo/7Tu/1JSUv///wAAAAAAAAAAAAAAAAAAAAAAAAAAACH/C05FVFNDQVBF
Mi4wAwEBAAAh+QQBAAAIACwAAAAAEAAQAAAIZgARCBxIEMGBAwUTCjwQIABChQQZOlx4sCJDixglNmyoceNBhxs5cpT4EaTHk
w41qgw5MiTJjCVRBhgwICLLkANmDtRIsyfNhjUNVhxgQICBo0gNBB3os2eBAkshIhhAIKpUmgQDAgA7"      }    ]  },
"payload": {    "email": {      "contents": {        "content": [          {            "type":
```

```
"text",            "value": "This is the issue"          },          {            "type": "html",
"value": "<HTML><HEAD><TITLE></TITLE></HEAD><BODY><P>This is the issue <BR> </P></BODY></HTML>"
}                        ]      },      "emailAddresses": {        "from": "support@business.com",
"to": {          "address": [           "jhenry@customer.com"          ]        }             }
}  }}
```

Response:

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json
Location	/system/ws/v12/interaction/activity/2795

Example 4 - Compose an email for a new case with required elements, using Multipart/form-data as content-type

Using Multipart/form-data, this example demonstrates the following:

- Composing an email for a new case
- Composing an email with required elements, subject and content
- Using non-inline attachments

XML

Request

Method	URL
POST	`/ws/v12/interaction/activity`

Request headers :

Name	Value
X-egain-session	Valid session ID
Content-Type	`mutlipart/form-data; boundary=----WebKitFormBoundaryLyRAYGiE5mFu3Ucv`
Accept	application/xml
Accept-Language	en-US

Request body:

```
------WebKitFormBoundaryLyRAYGiE5mFu3UcvContent-Disposition: form-data; name="data"<?xml
version="1.0" encoding="UTF-8"?>   <activity
xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/activity"
xmlns:ns2="http://bindings.egain.com/ws/model/v12/gen/platform"
xmlns:ns3="http://bindings.egain.com/ws/model/v12/gen/common"
xmlns:ns4="http://bindings.egain.com/ws/model/v12/gen/interaction/attachment" >      <department>
<ns2:name>Service</ns2:name>      </department>      <type>         <value>email</value>
<subtype>            <ns3:value>compose</ns3:value>         </subtype>      </type>
<subject>Issue with laptop</subject>            <payload>         <email>            <contents>
<content>                  <ns3:type>text</ns3:type>                  <ns3:value>This is the
```

```
issue</ns3:value>               </content>             <content>
<ns3:type>html</ns3:type>
<ns3:value><![CDATA[<HTML><HEAD><TITLE></TITLE></HEAD><BODY><P>This is the issue <BR>
</P></BODY></HTML>]]></ns3:value>               </content>           </contents>
<emailAddresses>               <from>support@business.com</from>              <to>
<address>jhenry@customer.com</address>               </to>
</emailAddresses>         </email>      </payload>
</activity>------WebKitFormBoundaryLyRAYGiE5mFu3UcvContent-Disposition: form-data;
name="data-type"application/xml------WebKitFormBoundaryLyRAYGiE5mFu3UcvContent-Disposition:
form-data; name="laptop_details"; filename="laptop_details.txt"Content-Type: text/plainSystem Dell
Latitude E5400 Laptop Mobile Intel GS45 Express chipsetProcessor Type: Intel Core 2 Duo
P8600------WebKitFormBoundaryLyRAYGiE5mFu3Ucv--
```

Response:

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	Current session ID
Content-Type	application/xml
Location	/system/ws/v12/interaction/activity/2800

JSON

Request

Method	URL
POST	`/ws/v12/interaction/activity`

Request headers :

Name	Value
X-egain-session	Valid session ID
Content-Type	`mutlipart/form-data; boundary=----WebKitFormBoundaryLyRAYGiE5mFu3Ucv`
Accept	application/json
Accept-Language	en-US

Request body:

```
------WebKitFormBoundaryLyRAYGiE5mFu3UcvContent-Disposition: form-data; name="data"{
"department": {    "name": "service"  },  "type": {    "value": "email",    "subtype": {
"value": "compose"    }  },  "subject": "Issue with laptop",    "payload": {    "email": {
"contents": {        "content": [          {            "type": "text",            "value": "This
is the issue"          },              {            "type": "html",            "value":
"<HTML><HEAD><TITLE></TITLE></HEAD><BODY><P>This is the issue <BR> </P></BODY></HTML>"          }
                ]      },      "emailAddresses": {        "from": "support@business.com",
"to": {          "address": [            "jhenry@customer.com"          ]        }             }
}  }}------WebKitFormBoundaryLyRAYGiE5mFu3UcvContent-Disposition: form-data;
name="data-type"application/json------WebKitFormBoundaryLyRAYGiE5mFu3UcvContent-Disposition:
form-data; name="laptop_details"; filename="laptop_details.txt"Content-Type: text/plainSystem Dell
Latitude E5400 Laptop Mobile Intel GS45 Express chipsetProcessor Type: Intel Core 2 Duo
P8600------WebKitFormBoundaryLyRAYGiE5mFu3Ucv--
```

Response:

HTTP/1.1 201 Created

Response headers

Name	Value

X-egain-session	Current session ID
Content-Type	application/json
Location	/system/ws/v12/interaction/activity/2800

Example 5 - Composing an email for a new customer with all elements, using XML/JSON as content-type

Using XML/JSON as content-type, this example demonstrates the following:

- Composing an email for an existing case.
- Composing an email using all elements (required and optional).
- Customer representation in the request, to be used for creating a new Customer as part of composing an email.

XML

Request

Method	URL
POST	`/ws/v12/interaction/activity`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Content-Type	application/xml
Accept-Language	en-US

Request body:

```
<?xml version="1.0" encoding="UTF-8"?><activity
xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/activity"
xmlns:ns2="http://bindings.egain.com/ws/model/v12/gen/platform"
xmlns:ns3="http://bindings.egain.com/ws/model/v12/gen/common"
xmlns:ns4="http://bindings.egain.com/ws/model/v12/gen/interaction/attachment"
xmlns:ns5="http://bindings.egain.com/ws/model/v12/gen/interaction/customer"
xmlns:ns6="http://bindings.egain.com/ws/model/v12/gen/interaction/contactperson"
xmlns:ns7="http://bindings.egain.com/ws/model/v12/gen/interaction/contactpoint">    <department>
<ns2:name>Service</ns2:name>    </department>    <type>        <value>email</value>
<subtype>            <ns3:value>compose</ns3:value>        </subtype>    </type>    <case
id='1061'/>    <priority>4</priority>    <dueDate>2016-12-26T19:00:00.000Z</dueDate>
<subject>Issue with laptop</subject>    <payload>        <email>            <contents>
<content>                    <ns3:type>text</ns3:type>                    <ns3:value>This is the
issue</ns3:value>                </content>                <content>
<ns3:type>html</ns3:type>                    <ns3:value>
<![CDATA[<HTML><HEAD><TITLE></TITLE></HEAD><BODY><P>This is the issue <BR></P></BODY></HTML>]]>
</ns3:value>                </content>            </contents>            <emailAddresses>
<from>support@business.com</from>                <to>
<address>jhenry@customer.com</address>                </to>                <cc>
<address>khenry@customer.com</address>                </cc>                <bcc>
<address>dhenry@customer.com</address>                </bcc>            </emailAddresses>
</email>    </payload>    <customer>        <ns5:type>            <ns5:value>group</ns5:value>
<ns5:group>                <ns5:type>                    <ns3:value>Association</ns3:value>
</ns5:type>                <ns5:region>Europe</ns5:region>
```

```
<ns5:numberOfMembers>12</ns5:numberOfMembers>                <ns5:income>$90,000</ns5:income>
<ns5:currency>USD</ns5:currency>
<ns5:registrationNumber>K56743</ns5:registrationNumber>
<ns5:affiliation>FCMA</ns5:affiliation>            </ns5:group>        </ns5:type>
<ns5:customerName>Unichem Laboratories Limited</ns5:customerName>        <ns5:pin>25345</ns5:pin>
<ns5:level>            <ns3:value>Premium</ns3:value>        </ns5:level>        <ns5:role>
<ns3:value>Partner</ns3:value>        </ns5:role>        <ns5:pin>0121</ns5:pin>
<ns5:howReferred>            <ns3:value>Customer</ns3:value>        </ns5:howReferred>
<ns5:industry>            <ns3:value>Health care</ns3:value>        </ns5:industry>
<ns5:marketSegment>Medical Products</ns5:marketSegment>        <ns5:entitlements>Free
service</ns5:entitlements>        <ns5:contactPersons>            <ns6:contactPerson>
<ns6:salutation>Mr.</ns6:salutation>                <ns6:firstName>Kriag</ns6:firstName>
<ns6:middleName>Goldman</ns6:middleName>                <ns6:lastName>Francis</ns6:lastName>
<ns6:loginId>kriag</ns6:loginId>                <ns6:gender>
<ns3:value>Male</ns3:value>                </ns6:gender>                <ns6:identification>
<ns6:type>SSN</ns6:type>                <ns6:value>111-22-8765</ns6:value>
</ns6:identification>                <ns6:suffix>                <ns3:value>I</ns3:value>
</ns6:suffix>                <ns6:initials>A.</ns6:initials>
<ns6:secretQuestion>Place of Birth</ns6:secretQuestion>
<ns6:secretAnswer>Sunnyvale</ns6:secretAnswer>
<ns6:hasDirectMailingConsent>true</ns6:hasDirectMailingConsent>
<ns6:hasDirectCallingConsent>true</ns6:hasDirectCallingConsent>
<ns6:hasHoldingDataConsent>true</ns6:hasHoldingDataConsent>
<ns6:jobTitle>Assistant</ns6:jobTitle>                <ns6:employmentStatus>
<ns3:value>Intern</ns3:value>                </ns6:employmentStatus>
<ns6:priority>High</ns6:priority>
<ns6:dateOfBirth>1965-12-09T00:00:00.000Z</ns6:dateOfBirth>                <ns6:maritalStatus>
<ns3:value>Married</ns3:value>                </ns6:maritalStatus>                <ns6:type>
<ns3:value>Legal</ns3:value>                </ns6:type>
<ns6:firstNameFurigana>Kriag</ns6:firstNameFurigana>
<ns6:middleNameFurigana>Goldman</ns6:middleNameFurigana>
<ns6:lastNameFurigana>Francis</ns6:lastNameFurigana>                <ns6:startGreeting>Hey,
Welcome</ns6:startGreeting>                <ns6:endGreeting>Have a Nice Day!</ns6:endGreeting>
<ns6:spouseName>Kethel</ns6:spouseName>
<ns6:emergencyContact>0987654321</ns6:emergencyContact>                <ns6:occupation>Medical
Assistance</ns6:occupation>                <ns6:incomeLevel>40000-50000</ns6:incomeLevel>
<ns6:educationLevel>                <ns3:value>Graduate</ns3:value>
</ns6:educationLevel>                <ns6:race>African</ns6:race>
<ns6:dependents>4</ns6:dependents>                <ns6:isSmoker>true</ns6:isSmoker>
<ns6:hobbies>Farming</ns6:hobbies>                <ns6:interests>Painting</ns6:interests>
<ns6:contactOrder>1985</ns6:contactOrder>                <ns6:contactPoints>
<ns7:contactPoint>                <ns7:type>
<ns7:value>postal</ns7:value>                <ns7:postal>
<ns7:type>                <ns3:value>Office address</ns3:value>
</ns7:type>                <ns7:address_1>345</ns7:address_1>
<ns7:address_2>E Midfield Rd</ns7:address_2>                <ns7:city>Mountain
View</ns7:city>                <ns7:state>Ca</ns7:state>
<ns7:zip>98704</ns7:zip>                <ns7:country>USA</ns7:country>
<ns7:region>United States</ns7:region>                </ns7:postal>
</ns7:type>                <ns7:priority>
<ns3:value>Low</ns3:value>                </ns7:priority>
</ns7:contactPoint>                </ns6:contactPoints>            </ns6:contactPerson>
</ns5:contactPersons>    </customer></activity>
```

Response:

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml
Location	/system/ws/v12/interaction/activity/2795

JSON

Request

Method	URL
POST	/ws/v12/interaction/activity

Request headers :

Name	Value
X-egain-session	Valid session ID
Content-Type	application/json
Accept	application/json
Accept-Language	en-US

Request body:


```
{    "department": {        "name": "service"    },    "type": {        "value": "email",
"subtype": {            "value": "compose"        }    },    "case": {        "id": "1061"    },
"priority": 1,    "dueDate": "2016-12-26T19:00:00.000Z",    "subject": "Issue with laptop",
"payload": {        "email": {            "contents": {                "content": [
{                    "type": "text",                        "value": "This is the issue"
},                  {                        "type": "html",                        "value":
"<HTML><HEAD><TITLE></TITLE></HEAD><BODY><P>This is the issue <BR> </P></BODY></HTML>"
}                ]            },            "emailAddresses": {                "from":
"support@business.com",                "to": {                    "address": [
"jhenry@customer.com"                ]                },                "cc": {
"address": [                    "khenry@customer.com"                ]                },
"bcc": {                "address": [                    "dhenry@customer.com"
]                }            }        }    },    "customer": {        "type": {
"value": "group",            "group": {                "type": {                    "value":
"Association"                },                "region": "Europe",
"numberOfMembers": "12",                "income": "1000000",                "currency": "USD",
"registrationNumber": "324",                "affiliation": "FCMA"            }        },
"customerName": "Unichem Laboratories Limited",        "level": {            "value": "Platinum"
},        "role": {            "value": "Partner"        },        "pin": "0121",
"howReferred": {            "value": "Customer"        },        "industry": {            "value":
"Health care"        },        "marketSegment": "Medical Products",        "entitlements": "Free
service",        "contactPersons": {            "contactPerson": [                {
"salutation": "Mr.",                    "firstName": "Kriag",                    "middleName":
"Goldman",                    "lastName": "Francis",                    "loginId": "kfrancis",
"gender": {                    "value": "Male"                },
"identification": {                    "type": "SSN",                    "value":
"111-22-8765"                },                    "suffix": {
"value": "Jr."                },                    "initials": "A.",
"secretQuestion": "Place of Birth",                    "secretAnswer": "Sunnyvale",
"hasDirectMailingConsent": "true",                    "hasDirectCallingConsent": "true",
"hasHoldingDataConsent": "true",                    "jobTitle": "Manager",
"employmentStatus": {                    "value": "Intern"                },
"priority": "High",                    "dateOfBirth": "1965-12-09T00:00:00.000Z",
"maritalStatus": {                    "value": "Married"                },
"type": {                    "value": "Billing"                },
"firstNameFurigana": "Kriag",                    "middleNameFurigana": "Goldman",
"lastNameFurigana": "Francis",                    "startGreeting": "Hello",
"endGreeting": "Byee",                    "spouseName": "Sara",
"emergencyContact": "998-765-4321",                    "occupation": "Branch Manager",
"incomeLevel": "40000-50000",                    "educationLevel": {
"value": "Graduate"                },                    "race": "African",
"dependents": "4",                    "isSmoker": "true",                    "hobbies": "Farming",
"interests": "Painting",                    "contactOrder": "1984",
"contactPoints": {                    "contactPoint": [                    {
"type": {                    "value": "postal",
"postal": {                    "type": {
"value": "Office address"                    },
"address_1": "345",                    "address_2": "E Midfield Rd",
"city": "Mountain View",                    "state": "Ca",
"zip": "98704",                    "country": "USA",
"region": "United States"                    }                },
"priority": {                    "value": "Low"                }
```

```
}                        ]                    }                }            ]        }    },
"customAttributes": {        "customAttribute": [            {                "attribName":
"laptop_identification_no",                "attribValues": {                    "attribValue": [
{                            "value": "CE1222212GKAHDHFUJUUUEMMJDJ27SDJD"
}                    ]                }            },            {                "attribName":
"previousattempts",                "attribValues": {                    "attribValue": [
{                            "value": "2"                        }                    ]
}            },            {                "attribName": "domain",
"attribValues": {                    "attribValue": [                        {
"value": "laptop"                        },                        {
"value": "display"                        }                    ]                }            }
]    }}
```

Response:

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json
Location	/system/ws/v12/interaction/activity/2795

Example 6 - Composing an email for a new customer with all elements, using Multipart/form-data as content-type

Using Multipart/form-data as content-type, this example demonstrates the following:

- Composing an email for an existing case.
- Composing an email using all elements (required and optional).
- Customer representation in the request, to be used for creating a new Customer as part of composing an email.

XML

Request

Method	URL
POST	`/ws/v12/interaction/activity`

Request headers :

Name	Value
X-egain-session	Valid session ID
Content-Type	`mutlipart/form-data; boundary=----WebKitFormBoundaryAXn851qjukQsnRxT`
Accept	application/xml
Accept-Language	en-US

Request body:

```
------WebKitFormBoundaryAXn851qjukQsnRxTContent-Disposition: form-data; name="data"<?xml
version="1.0" encoding="UTF-8"?><activity
xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/activity"
```

```
xmlns:ns2="http://bindings.egain.com/ws/model/v12/gen/platform"
xmlns:ns3="http://bindings.egain.com/ws/model/v12/gen/common"
xmlns:ns4="http://bindings.egain.com/ws/model/v12/gen/interaction/attachment"
xmlns:ns5="http://bindings.egain.com/ws/model/v12/gen/interaction/customer"
xmlns:ns6="http://bindings.egain.com/ws/model/v12/gen/interaction/contactperson"
xmlns:ns7="http://bindings.egain.com/ws/model/v12/gen/interaction/contactpoint">    <department>
<ns2:name>Service</ns2:name>    </department>    <type>        <value>email</value>
<subtype>            <ns3:value>compose</ns3:value>        </subtype>    </type>
<priority>4</priority>    <dueDate>2016-12-26T19:00:00.000Z</dueDate>    <subject>Issue with
laptop</subject>    <payload>        <email>            <contents>                <content>
<ns3:type>text</ns3:type>                    <ns3:value>this is the issue</ns3:value>
</content>                <content>                    <ns3:type>html</ns3:type>
<ns3:value>                    <![CDATA[<HTML><HEAD><TITLE></TITLE></HEAD><BODY><P>This is the
issue <BR></P></BODY></HTML>]]>                    </ns3:value>                </content>
</contents>            <emailAddresses>                <from>support@business.com</from>
<to>                    <address>jhenry@customer.com</address>                </to>
<cc>                    <address>khenry@customer.com</address>                </cc>
<bcc>                    <address>dhenry@customer.com</address>                </bcc>
</emailAddresses>        </email>    </payload>    <customer>        <ns5:type>
<ns5:value>group</ns5:value>            <ns5:group>                <ns5:type>
<ns3:value>Association</ns3:value>                </ns5:type>
<ns5:region>Europe</ns5:region>                <ns5:numberOfMembers>12</ns5:numberOfMembers>
<ns5:income>$90,000</ns5:income>                <ns5:currency>USD</ns5:currency>
<ns5:registrationNumber>K56743</ns5:registrationNumber>
<ns5:affiliation>FCMA</ns5:affiliation>            </ns5:group>        </ns5:type>
<ns5:customerName>Unichem Laboratories Limited</ns5:customerName>        <ns5:pin>25345</ns5:pin>
<ns5:level>            <ns3:value>Premium</ns3:value>        </ns5:level>        <ns5:role>
<ns3:value>Partner</ns3:value>        </ns5:role>        <ns5:pin>0121</ns5:pin>
<ns5:howReferred>            <ns3:value>Customer</ns3:value>        </ns5:howReferred>
<ns5:industry>            <ns3:value>Health care</ns3:value>        </ns5:industry>
<ns5:marketSegment>Medical Products</ns5:marketSegment>        <ns5:entitlements>Free
service</ns5:entitlements>        <ns5:contactPersons>            <ns6:contactPerson>
<ns6:salutation>Mr.</ns6:salutation>                <ns6:firstName>Kriag</ns6:firstName>
<ns6:middleName>Goldman</ns6:middleName>                <ns6:lastName>Francis</ns6:lastName>
<ns6:loginId>kriag</ns6:loginId>                <ns6:gender>
<ns3:value>Male</ns3:value>                </ns6:gender>                <ns6:identification>
<ns6:type>SSN</ns6:type>                    <ns6:value>111-22-8765</ns6:value>
</ns6:identification>                <ns6:suffix>                    <ns3:value>I</ns3:value>
</ns6:suffix>                <ns6:initials>A.</ns6:initials>
<ns6:secretQuestion>Place of Birth</ns6:secretQuestion>
<ns6:secretAnswer>Sunnyvale</ns6:secretAnswer>
<ns6:hasDirectMailingConsent>true</ns6:hasDirectMailingConsent>
<ns6:hasDirectCallingConsent>true</ns6:hasDirectCallingConsent>
<ns6:hasHoldingDataConsent>true</ns6:hasHoldingDataConsent>
<ns6:jobTitle>Assistant</ns6:jobTitle>                <ns6:employmentStatus>
<ns3:value>Intern</ns3:value>                </ns6:employmentStatus>
<ns6:priority>High</ns6:priority>
<ns6:dateOfBirth>1965-12-09T00:00:00.000Z</ns6:dateOfBirth>                <ns6:maritalStatus>
<ns3:value>Married</ns3:value>                </ns6:maritalStatus>                <ns6:type>
<ns3:value>Legal</ns3:value>                </ns6:type>
<ns6:firstNameFurigana>Kriag</ns6:firstNameFurigana>
<ns6:middleNameFurigana>Goldman</ns6:middleNameFurigana>
<ns6:lastNameFurigana>Francis</ns6:lastNameFurigana>                <ns6:startGreeting>Hey,
Welcome</ns6:startGreeting>                <ns6:endGreeting>Have a Nice Day!</ns6:endGreeting>
<ns6:spouseName>Kethel</ns6:spouseName>
<ns6:emergencyContact>0987654321</ns6:emergencyContact>                <ns6:occupation>Medical
Assistance</ns6:occupation>                <ns6:incomeLevel>40000-50000</ns6:incomeLevel>
<ns6:educationLevel>                <ns3:value>Graduate</ns3:value>
</ns6:educationLevel>                <ns6:race>African</ns6:race>
<ns6:dependents>4</ns6:dependents>                <ns6:isSmoker>true</ns6:isSmoker>
<ns6:hobbies>Farming</ns6:hobbies>                <ns6:interests>Painting</ns6:interests>
<ns6:contactOrder>1985</ns6:contactOrder>                <ns6:contactPoints>
<ns7:contactPoint>                    <ns7:type>
<ns7:value>postal</ns7:value>                    <ns7:postal>
<ns7:type>                        <ns3:value>Office address</ns3:value>
</ns7:type>                    <ns7:address_1>345</ns7:address_1>
<ns7:address_2>E Midfield Rd</ns7:address_2>                    <ns7:city>Mountain
View</ns7:city>                    <ns7:state>Ca</ns7:state>
<ns7:zip>98704</ns7:zip>                    <ns7:country>USA</ns7:country>
<ns7:region>United States</ns7:region>                    </ns7:postal>
</ns7:type>                <ns7:priority>
```

```
<ns3:value>Low</ns3:value>                          </ns7:priority>
</ns7:contactPoint>               </ns6:contactPoints>            </ns6:contactPerson>
</ns5:contactPersons>    </customer>
</activity>------WebKitFormBoundaryAXn851qjukQsnRxTContent-Disposition: form-data;
name="data-type"application/xml------WebKitFormBoundaryAXn851qjukQsnRxT--
```

Response:

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	Current session ID
Content-Type	application/xml
Location	/system/ws/v12/interaction/activity/2800

JSON

Request

Method	URL
POST	`/ws/v12/interaction/activity`

Request headers :

Name	Value
X-egain-session	Valid session ID
Content-Type	`mutlipart/form-data; boundary=----WebKitFormBoundaryAXn851qjukQsnRxT`
Accept	application/json
Accept-Language	en-US

Request body:

```
------WebKitFormBoundaryAXn851qjukQsnRxTContent-Disposition: form-data; name="data"{
"department": {    "name": "service"  },  "type": {    "value": "email",    "subtype": {
"value": "compose"    }  },  "priority": 1,  "dueDate": "2016-12-26T19:00:00.000Z",  "subject":
"Issue with laptop",   "payload": {    "email": {      "contents": {        "content": [          {
"type": "text",            "value": "this is the issue"          },          {            "type":
"html",           "value": "<HTML><HEAD><TITLE></TITLE></HEAD><BODY><P>This is the issue <BR>
</P></BODY></HTML>"          }            ]      },      "emailAddresses": {        "from":
"support@business.com",        "to": {          "address": [            "jhenry@customer.com"
]        },        "cc": {          "address": [            "khenry@customer.com"          ]
},        "bcc": {          "address": [            "dhenry@customer.com"          ]        }
}    }  },  "customer": {        "type": {          "value": "group",           "group": {
"type": {                   "value": "Association"              },              "region":
"Europe",                "numberOfMembers": "12",               "income": "1000000",
"currency": "USD",                "registrationNumber": "324",               "affiliation":
"FCMA"           }        },        "customerName": "Unichem Laboratories Limited",
"level": {           "value": "Platinum"        },        "role": {           "value": "Partner"
},        "pin": "0121",        "howReferred": {          "value": "Customer"        },
"industry": {           "value": "Health care"        },        "marketSegment": "Medical
Products",        "entitlements": "Free service",        "contactPersons": {
"contactPerson": [                {                   "salutation": "Mr.",
"firstName": "Kriag",                    "middleName": "Goldman",                    "lastName":
"Francis",                   "loginId": "kfrancis",                   "gender": {
"value": "Male"                    },                   "identification": {
"type": "SSN",                       "value": "111-22-8765"                    },
"suffix": {                      "value": "Jr."                   },
"initials": "A.",                   "secretQuestion": "Place of Birth",
```

```
"secretAnswer": "Sunnyvale",                    "hasDirectMailingConsent": "true",
"hasDirectCallingConsent": "true",                    "hasHoldingDataConsent": "true",
"jobTitle": "Manager",                    "employmentStatus": {                    "value":
"Intern"                    },                    "priority": "High",
"dateOfBirth": "1965-12-09T00:00:00.000Z",                    "maritalStatus": {
"value": "Married"                    },                    "type": {
"value": "Billing"                    },                    "firstNameFurigana": "Kriag",
"middleNameFurigana": "Goldman",                    "lastNameFurigana": "Francis",
"startGreeting": "Hello",                    "endGreeting": "Byee",
"spouseName": "Sara",                    "emergencyContact": "998-765-4321",
"occupation": "Branch Manager",                    "incomeLevel": "40000-50000",
"educationLevel": {                    "value": "Graduate"                    },
"race": "African",                    "dependents": "4",                    "isSmoker": "true",
"hobbies": "Farming",                    "interests": "Painting",
"contactOrder": "1984",                    "contactPoints": {
"contactPoint": [                    {                    "type": {
"value": "postal",                    "postal": {
"type": {                    "value": "Office address"
},                    "address_1": "345",
"address_2": "E Midfield Rd",                    "city": "Mountain View",
"state": "Ca",                    "zip": "98704",
"country": "USA",                    "region": "United States"
}                    },                    "priority": {
"value": "Low"                    }                    }
]                    }                    }                    }    },  "customAttributes": {
"customAttribute": [      {        "attribName": "laptop_identification_no",
"attribValues": {          "attribValue": [            {              "value":
"CE1222212GKAHDHFUJUUUEMMJDJ27SDJD"            }          ]        }      },      {
"attribName": "previousattempts",        "attribValues": {          "attribValue": [            {
"value": "2"            }          ]        }      },          {        "attribName": "domain",
"attribValues": {          "attribValue": [            {              "value": "laptop"
},            {              "value": "display"            }          ]        }           }    ]
}}------WebKitFormBoundaryAXn851qjukQsnRxTContent-Disposition: form-data;
name="data-type"application/json------WebKitFormBoundaryAXn851qjukQsnRxT--
```


Response:

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	Current session ID
Content-Type	application/json
Location	/system/ws/v12/interaction/activity/2800

ComposeAndsendcompleteEmailExamples Class Reference

Detailed Description

Examples for compose and send-complete email activity

Example 1 - Compose email with macros for an existing case with required elements, using XML/JSON as content-type

Using XML/JSON as the content-type, this example demonstrates the following:

- Composing an email for an existing case
- Composing an email using required elements, subject and content
- Using macros in subject and content of the email

XML

Request

Method	URL
POST	`/ws/v12/interaction/activity/sendcomplete`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Content-Type	application/xml
Accept-Language	en-US

Request body:

```
<?xml version="1.0" encoding="UTF-8"?>   <activity
xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/activity"
xmlns:ns2="http://bindings.egain.com/ws/model/v12/gen/platform"
xmlns:ns3="http://bindings.egain.com/ws/model/v12/gen/common" >      <department>
<ns2:name>service</ns2:name>      </department>      <type>         <value>email</value>
<subtype>            <ns3:value>compose</ns3:value>         </subtype>      </type>     <case
id='1061'/>      <subject>Issue with mobile phone. Ref: ``external_case_id</subject>
<payload>         <email>          <contents>               <content>
<ns3:type>text</ns3:type>               <ns3:value>The issue in your mobile is due to obsolete
display driver. Please update the driver by following these steps: ``update_display_driver</ns3:value>
               </content>            <content>                 <ns3:type>html</ns3:type>
<ns3:value><![CDATA[<HTML><HEAD><TITLE></TITLE></HEAD><BODY><P>The issue in your mobile is due to
obsolete display driver. Please update the driver by following these steps: ``update_display_driver
<BR> </P></BODY></HTML>]]></ns3:value>              </content>             </contents>
<emailAddresses>               <from>support@business.com</from>              <to>
<address>jhenry@customer.com</address>               </to>
</emailAddresses>         </email>      </payload>         </activity>
```

Response:

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml
Location	/system/ws/v12/interaction/activity/2795

JSON

Request

Method	URL
POST	`/ws/v12/interaction/activity/sendcomplete`

Request headers :

Name	Value
X-egain-session	Valid session ID
Content-Type	`application/json`
Accept	application/json
Accept-Language	en-US

Request body:

```
{  "department": {    "name": "service"  },  "type": {    "value": "email",    "subtype": {
"value": "compose"    }  },     "case" : {   "id" : "1061"  },  "subject": "Issue with mobile phone.
Ref: ``external_case_id",  "payload": {    "email": {      "contents": {             "content": [
{                  "type": "text",                  "value": "The issue in your mobile is due to
obsolete display driver. Please update the driver by following these steps: ``update_display_driver"
},                    {                  "type": "html",                   "value":
"<HTML><HEAD><TITLE></TITLE></HEAD><BODY><P>The issue in your mobile is due to obsolete display
driver. Please update the driver by following these steps: ``update_display_driver <BR>
</P></BODY></HTML>"               }                          ]      },      "emailAddresses": {
"from": "support@business.com",        "to": {          "address": [
"jhenry@customer.com"          ]        }      }    }  }}
```

Response:

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json
Location	/system/ws/v12/interaction/activity/2795

Example 2 - Compose email with macros for a new case with required elements, using Multipart/form-data as content-type

Using Multipart/form-data as content-type, this example demonstrates the following:

- Composing an email for a new case
- Composing an email with required elements, subject and content
- Using macros in subject and content of the email

XML

Request

Method	URL
POST	`/ws/v12/interaction/activity/sendcomplete`

Request headers :

Name	Value
X-egain-session	Valid session ID
Content-Type	`mutlipart/form-data; boundary=----WebKitFormBoundaryLyRAYGiE5mFu3Ucv`
Accept	application/xml
Accept-Language	en-US

Request body:

```
------WebKitFormBoundaryLyRAYGiE5mFu3UcvContent-Disposition: form-data; name="data"<?xml
version="1.0" encoding="UTF-8"?>   <activity
xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/activity"
xmlns:ns2="http://bindings.egain.com/ws/model/v12/gen/platform"
xmlns:ns3="http://bindings.egain.com/ws/model/v12/gen/common" >      <department>
<ns2:name>Service</ns2:name>      </department>      <type>         <value>email</value>
<subtype>            <ns3:value>compose</ns3:value>         </subtype>      </type>
<subject>Issue with mobile phone. Ref: ``external_case_id</subject>      <payload>         <email>
<contents>               <content>                  <ns3:type>text</ns3:type>
<ns3:value>The issue in your mobile is due to obsolete display driver. Please update the driver by
following these steps: ``update_display_driver</ns3:value>               </content>
<content>                  <ns3:type>html</ns3:type>
<ns3:value><![CDATA[<HTML><HEAD><TITLE></TITLE></HEAD><BODY><P>The issue in your mobile is due to
obsolete display driver. Please update the driver by following these steps: ``update_display_driver
<BR> </P></BODY></HTML>]]></ns3:value>               </content>            </contents>
<emailAddresses>               <from>support@business.com</from>               <to>
<address>jhenry@customer.com</address>               </to>
</emailAddresses>         </email>      </payload>
</activity>------WebKitFormBoundaryLyRAYGiE5mFu3UcvContent-Disposition: form-data;
name="data-type"application/xml------WebKitFormBoundaryLyRAYGiE5mFu3Ucv--
```

Response:

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	Current session ID
Content-Type	application/xml
Location	/system/ws/v12/interaction/activity/2800

JSON

Request

Method	URL
POST	`/ws/v12/interaction/activity/sendcomplete`

Request headers :

Name	Value
X-egain-session	Valid session ID
Content-Type	`mutlipart/form-data; boundary=----WebKitFormBoundaryLyRAYGiE5mFu3Ucv`
Accept	application/json
Accept-Language	en-US

Request body:

```
------WebKitFormBoundaryLyRAYGiE5mFu3UcvContent-Disposition: form-data; name="data"{
"department": {    "name": "service"  },  "type": {    "value": "email",    "subtype": {
"value": "compose"    }  },  "subject": "Issue with mobile phone. Ref: ``external_case_id",
"payload": {    "email": {      "contents": {        "content": [          {            "type":
"text",            "value": "The issue in your mobile is due to obsolete display driver. Please update
the driver by following these steps: ``update_display_driver"          },            {
"type": "html",            "value": "<HTML><HEAD><TITLE></TITLE></HEAD><BODY><P>The issue in your
mobile is due to obsolete display driver. Please update the driver by following these steps:
``update_display_driver <BR> </P></BODY></HTML>"          }                  ]      },
"emailAddresses": {        "from": "support@business.com",        "to": {          "address": [
"jhenry@customer.com"          ]        }              }    }  }
}------WebKitFormBoundaryLyRAYGiE5mFu3UcvContent-Disposition: form-data;
name="data-type"application/json------WebKitFormBoundaryLyRAYGiE5mFu3Ucv--
```

Response:

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	Current session ID
Content-Type	application/json
Location	/system/ws/v12/interaction/activity/2800

Example 3 - Compose an email with required elements and attachments, using XML/JSON as content-type

Using XML/JSON as content-type, this example demonstrates the following:

- Composing an email for a new case
- Composing an email with required elements, subject and content
- Using non-inline attachments

XML

Request

Method	URL
POST	/ws/v12/interaction/activity/sendcomplete

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Content-Type	application/xml
Accept-Language	en-US

Request body:


```
<?xml version="1.0" encoding="UTF-8"?>   <activity
xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/activity"
xmlns:ns2="http://bindings.egain.com/ws/model/v12/gen/platform"
xmlns:ns3="http://bindings.egain.com/ws/model/v12/gen/common"
xmlns:ns4="http://bindings.egain.com/ws/model/v12/gen/interaction/attachment" >      <department>
<ns2:name>Service</ns2:name>      </department>      <type>         <value>email</value>
<subtype>            <ns3:value>compose</ns3:value>         </subtype>      </type>
<subject>Issue with laptop</subject>      <attachments>            <ns4:attachment>
<ns4:fileName>image.gif</ns4:fileName>
<ns4:contentType>image/gif</ns4:contentType>
<ns4:content><![CDATA[R0lGODlhEAAQAIMAAAAAAP///7Tt/wCfz3fg/5vo/7Tu/1JSUv///wAAAAAAAAAAAAAAAAAAAAA
AAAAAACH/C05FVFNDQVBFMi4wAwEBAAAh+QQBAAAIACwAAAAAEAAQAAAIZgARCBxIEMGBAwUTCjwQIABChQQZOlx4sCJDixgl
NmyoceNBhxs5cpT4EaTHkw41qgw5MiTJjCVRBhgwICLLkANmDtRIsyfNhjUNVhxgQICBo0gNBB3os2eBAkshIhhAIKpUmgQDA
gA7                ]]></ns4:content>            </ns4:attachment>      </attachments>
<payload>         <email>            <contents>               <content>
<ns3:type>text</ns3:type>                  <ns3:value>This is the issue</ns3:value>
</content>              <content>                  <ns3:type>html</ns3:type>
<ns3:value><![CDATA[<HTML><HEAD><TITLE></TITLE></HEAD><BODY><P>This is the issue <BR>
</P></BODY></HTML>]]></ns3:value>               </content>            </contents>
<emailAddresses>               <from>support@business.com</from>               <to>
<address>jhenry@customer.com</address>               </to>
</emailAddresses>         </email>      </payload>         </activity>
```


Response:

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml
Location	/system/ws/v12/interaction/activity/2795

JSON

Request

Method	URL
POST	/ws/v12/interaction/activity/sendcomplete

Request headers :

Name	Value
X-egain-session	Valid session ID
Content-Type	application/json
Accept	application/json
Accept-Language	en-US

Request body:

```
{  "department": {    "name": "service"  },  "type": {    "value": "email",    "subtype": {
"value": "compose"    }  },  "subject": "Issue with laptop",  "attachments": {    "attachment": [
{        "fileName": "image.gif",        "contentType": "image/gif",        "content":
"R0lGODlhEAAQAIMAAAAAAP///7Tt/wCfz3fg/5vo/7Tu/1JSUv///wAAAAAAAAAAAAAAAAAAAAAAAAAACH/C05FVFNDQVBF
Mi4wAwEBAAAh+QQBAAAIACwAAAAAEAAQAAAIZgARCBxIEMGBAwUTCjwQIABChQQZOlx4sCJDixglNmyoceNBhxs5cpT4EaTHk
w41qgw5MiTJjCVRBhgwICLLkANmDtRIsyfNhjUNVhxgQICBo0gNBB3os2eBAkshIhhAIKpUmgQDAgA7"      }    ]  },
"payload": {    "email": {      "contents": {        "content": [          {            "type":
"text",            "value": "This is the issue"          },          {            "type": "html",
"value": "<HTML><HEAD><TITLE></TITLE></HEAD><BODY><P>This is the issue <BR> </P></BODY></HTML>"
}                        ]      },      "emailAddresses": {        "from": "support@business.com",
"to": {          "address": [            "jhenry@customer.com"          ]        }            }
}  }}
```

Response:

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json
Location	/system/ws/v12/interaction/activity/2795

Example 4 - Compose an email for a new case with required elements, using Multipart/form-data as content-type

Using Multipart/form-data, this example demonstrates the following:

- Composing an email for a new case
- Composing an email with required elements, subject and content
- Using non-inline attachments

XML

Request

Method	URL
POST	/ws/v12/interaction/activity/sendcomplete

Request headers :

Name	Value
X-egain-session	Valid session ID

Content-Type	mutlipart/form-data; boundary=----WebKitFormBoundaryLyRAYGiE5mFu3Ucv
Accept	application/xml
Accept-Language	en-US

Request body:

```
------WebKitFormBoundaryLyRAYGiE5mFu3UcvContent-Disposition: form-data; name="data"<?xml
version="1.0" encoding="UTF-8"?>   <activity
xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/activity"
xmlns:ns2="http://bindings.egain.com/ws/model/v12/gen/platform"
xmlns:ns3="http://bindings.egain.com/ws/model/v12/gen/common"
xmlns:ns4="http://bindings.egain.com/ws/model/v12/gen/interaction/attachment" >      <department>
<ns2:name>Service</ns2:name>      </department>      <type>         <value>email</value>
<subtype>            <ns3:value>compose</ns3:value>         </subtype>      </type>
<subject>Issue with laptop</subject>            <payload>         <email>            <contents>
<content>                  <ns3:type>text</ns3:type>                  <ns3:value>This is the
issue</ns3:value>               </content>              <content>
<ns3:type>html</ns3:type>
<ns3:value><![CDATA[<HTML><HEAD><TITLE></TITLE></HEAD><BODY><P>This is the issue <BR>
</P></BODY></HTML>]]></ns3:value>               </content>            </contents>
<emailAddresses>               <from>support@business.com</from>               <to>
<address>jhenry@customer.com</address>               </to>
</emailAddresses>         </email>      </payload>
</activity>------WebKitFormBoundaryLyRAYGiE5mFu3UcvContent-Disposition: form-data;
name="data-type"application/xml------WebKitFormBoundaryLyRAYGiE5mFu3UcvContent-Disposition:
form-data; name="laptop_details"; filename="laptop_details.txt"Content-Type: text/plainSystem Dell
Latitude E5400 Laptop Mobile Intel GS45 Express chipsetProcessor Type: Intel Core 2 Duo
P8600------WebKitFormBoundaryLyRAYGiE5mFu3Ucv--
```

Response:

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	Current session ID
Content-Type	application/xml
Location	/system/ws/v12/interaction/activity/2800

JSON

Request

Method	URL
POST	/ws/v12/interaction/activity/sendcomplete

Request headers :

Name	Value
X-egain-session	Valid session ID
Content-Type	mutlipart/form-data; boundary=----WebKitFormBoundaryLyRAYGiE5mFu3Ucv
Accept	application/json
Accept-Language	en-US

Request body:

```
------WebKitFormBoundaryLyRAYGiE5mFu3UcvContent-Disposition: form-data; name="data"{
"department": {    "name": "service"  },  "type": {    "value": "email",    "subtype": {
"value": "compose"    }  },  "subject": "Issue with laptop",    "payload": {    "email": {
"contents": {        "content": [          {            "type": "text",            "value": "This
is the issue"          },              {            "type": "html",            "value":
"<HTML><HEAD><TITLE></TITLE></HEAD><BODY><P>This is the issue <BR> </P></BODY></HTML>"          }
                ]      },      "emailAddresses": {        "from": "support@business.com",
"to": {          "address": [            "jhenry@customer.com"          ]        }             }
}  }}------WebKitFormBoundaryLyRAYGiE5mFu3UcvContent-Disposition: form-data;
name="data-type"application/json------WebKitFormBoundaryLyRAYGiE5mFu3UcvContent-Disposition:
form-data; name="laptop_details"; filename="laptop_details.txt"Content-Type: text/plainSystem Dell
Latitude E5400 Laptop Mobile Intel GS45 Express chipsetProcessor Type: Intel Core 2 Duo
P8600------WebKitFormBoundaryLyRAYGiE5mFu3Ucv--
```

Response:

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	Current session ID
Content-Type	application/json
Location	/system/ws/v12/interaction/activity/2800

Example 5 - Composing an email for a new customer with all elements, using XML/JSON as content-type

Using XML/JSON as content-type, this example demonstrates the following:

- Composing an email for an existing case.
- Composing an email using all elements (required and optional).
- Customer representation in the request, to be used for creating a new Customer as part of composing an email

XML

Request

Method	URL
POST	`/ws/v12/interaction/activity/sendcomplete`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Content-Type	application/xml
Accept-Language	en-US

Request body:

```
<?xml version="1.0" encoding="UTF-8"?><activity
xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/activity"
xmlns:ns2="http://bindings.egain.com/ws/model/v12/gen/platform"
xmlns:ns3="http://bindings.egain.com/ws/model/v12/gen/common"
xmlns:ns4="http://bindings.egain.com/ws/model/v12/gen/interaction/attachment"
xmlns:ns5="http://bindings.egain.com/ws/model/v12/gen/interaction/customer"
xmlns:ns6="http://bindings.egain.com/ws/model/v12/gen/interaction/contactperson"
xmlns:ns7="http://bindings.egain.com/ws/model/v12/gen/interaction/contactpoint">    <department>
<ns2:name>Service</ns2:name>    </department>    <type>        <value>email</value>
<subtype>            <ns3:value>compose</ns3:value>        </subtype>    </type>    <case
id='1061'/>    <priority>4</priority>    <dueDate>2016-12-26T19:00:00.000Z</dueDate>
<subject>Issue with laptop</subject>    <payload>        <email>           <contents>
<content>                    <ns3:type>text</ns3:type>                    <ns3:value>This is the
issue</ns3:value>                </content>               <content>
<ns3:type>html</ns3:type>                    <ns3:value>
<![CDATA[<HTML><HEAD><TITLE></TITLE></HEAD><BODY><P>This is the issue <BR></P></BODY></HTML>]]>
</ns3:value>                </content>           </contents>           <emailAddresses>
<from>support@business.com</from>               <to>
<address>jhenry@customer.com</address>                </to>               <cc>
<address>khenry@customer.com</address>                </cc>               <bcc>
<address>dhenry@customer.com</address>                </bcc>           </emailAddresses>
</email>    </payload>    <customer>        <ns5:type>            <ns5:value>group</ns5:value>
<ns5:group>                <ns5:type>                    <ns3:value>Association</ns3:value>
</ns5:type>                <ns5:region>Europe</ns5:region>
<ns5:numberOfMembers>12</ns5:numberOfMembers>               <ns5:income>$90,000</ns5:income>
<ns5:currency>USD</ns5:currency>
<ns5:registrationNumber>K56743</ns5:registrationNumber>
<ns5:affiliation>FCMA</ns5:affiliation>            </ns5:group>        </ns5:type>
<ns5:customerName>Unichem Laboratories Limited</ns5:customerName>        <ns5:pin>25345</ns5:pin>
<ns5:level>            <ns3:value>Premium</ns3:value>        </ns5:level>        <ns5:role>
<ns3:value>Partner</ns3:value>        </ns5:role>        <ns5:pin>0121</ns5:pin>
<ns5:howReferred>            <ns3:value>Customer</ns3:value>        </ns5:howReferred>
<ns5:industry>            <ns3:value>Health care</ns3:value>        </ns5:industry>
<ns5:marketSegment>Medical Products</ns5:marketSegment>        <ns5:entitlements>Free
service</ns5:entitlements>        <ns5:contactPersons>            <ns6:contactPerson>
<ns6:salutation>Mr.</ns6:salutation>               <ns6:firstName>Kriag</ns6:firstName>
<ns6:middleName>Goldman</ns6:middleName>               <ns6:lastName>Francis</ns6:lastName>
<ns6:loginId>kriag</ns6:loginId>               <ns6:gender>
<ns3:value>Male</ns3:value>               </ns6:gender>               <ns6:identification>
<ns6:type>SSN</ns6:type>                <ns6:value>111-22-8765</ns6:value>
</ns6:identification>               <ns6:suffix>                    <ns3:value>I</ns3:value>
</ns6:suffix>               <ns6:initials>A.</ns6:initials>
<ns6:secretQuestion>Place of Birth</ns6:secretQuestion>
<ns6:secretAnswer>Sunnyvale</ns6:secretAnswer>
<ns6:hasDirectMailingConsent>true</ns6:hasDirectMailingConsent>
<ns6:hasDirectCallingConsent>true</ns6:hasDirectCallingConsent>
<ns6:hasHoldingDataConsent>true</ns6:hasHoldingDataConsent>
<ns6:jobTitle>Assistant</ns6:jobTitle>               <ns6:employmentStatus>
<ns3:value>Intern</ns3:value>               </ns6:employmentStatus>
<ns6:priority>High</ns6:priority>
<ns6:dateOfBirth>1965-12-09T00:00:00.000Z</ns6:dateOfBirth>               <ns6:maritalStatus>
<ns3:value>Married</ns3:value>               </ns6:maritalStatus>               <ns6:type>
<ns3:value>Legal</ns3:value>               </ns6:type>
<ns6:firstNameFurigana>Kriag</ns6:firstNameFurigana>
<ns6:middleNameFurigana>Goldman</ns6:middleNameFurigana>
<ns6:lastNameFurigana>Francis</ns6:lastNameFurigana>               <ns6:startGreeting>Hey,
Welcome</ns6:startGreeting>               <ns6:endGreeting>Have a Nice Day!</ns6:endGreeting>
<ns6:spouseName>Kethel</ns6:spouseName>
<ns6:emergencyContact>0987654321</ns6:emergencyContact>               <ns6:occupation>Medical
Assistance</ns6:occupation>               <ns6:incomeLevel>40000-50000</ns6:incomeLevel>
<ns6:educationLevel>                  <ns3:value>Graduate</ns3:value>
</ns6:educationLevel>               <ns6:race>African</ns6:race>
<ns6:dependents>4</ns6:dependents>               <ns6:isSmoker>true</ns6:isSmoker>
<ns6:hobbies>Farming</ns6:hobbies>               <ns6:interests>Painting</ns6:interests>
<ns6:contactOrder>1985</ns6:contactOrder>               <ns6:contactPoints>
<ns7:contactPoint>                        <ns7:type>
<ns7:value>postal</ns7:value>                           <ns7:postal>
<ns7:type>                              <ns3:value>Office address</ns3:value>
</ns7:type>                             <ns7:address_1>345</ns7:address_1>
```

```
<ns7:address_2>E Midfield Rd</ns7:address_2>                                  <ns7:city>Mountain
View</ns7:city>                                  <ns7:state>Ca</ns7:state>
<ns7:zip>98704</ns7:zip>                                  <ns7:country>USA</ns7:country>
<ns7:region>United States</ns7:region>                                  </ns7:postal>
</ns7:type>                        <ns7:priority>
<ns3:value>Low</ns3:value>                                  </ns7:priority>
</ns7:contactPoint>                <ns6:contactPoints>                </ns6:contactPerson>
</ns5:contactPersons>    </customer></activity>
```

Response:

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml
Location	/system/ws/v12/interaction/activity/2795

JSON

Request

Method	URL
POST	`/ws/v12/interaction/activity/sendcomplete`

Request headers :

Name	Value
X-egain-session	Valid session ID
Content-Type	`application/json`
Accept	application/json
Accept-Language	en-US

Request body:

```
{    "department": {        "name": "service"    },    "type": {        "value": "email",
"subtype": {            "value": "compose"        }    },    "case": {        "id": "1061"    },
"priority": 1,    "dueDate": "2016-12-26T19:00:00.000Z",    "subject": "Issue with laptop",
"payload": {        "email": {            "contents": {                "content": [
{                    "type": "text",                    "value": "This is the issue"
},                {                    "type": "html",                    "value":
"<HTML><HEAD><TITLE></TITLE></HEAD><BODY><P>This is the issue <BR> </P></BODY></HTML>"
}                ]            },            "emailAddresses": {                "from":
"support@business.com",                "to": {                    "address": [
"jhenry@customer.com"                ]                },                "cc": {
"address": [                    "khenry@customer.com"                ]                },
"bcc": {                    "address": [                    "dhenry@customer.com"
]                }            }        }    },    "customer": {        "type": {
"value": "group",            "group": {                "type": {                    "value":
"Association"                },                "region": "Europe",
"numberOfMembers": "12",                "income": "1000000",                "currency": "USD",
"registrationNumber": "324",                "affiliation": "FCMA"            }        },
"customerName": "Unichem Laboratories Limited",        "level": {            "value": "Platinum"
},        "role": {            "value": "Partner"        },        "pin": "0121",
"howReferred": {            "value": "Customer"        },        "industry": {            "value":
"Health care"        },        "marketSegment": "Medical Products",        "entitlements": "Free
service",        "contactPersons": {            "contactPerson": [                {
"salutation": "Mr.",                    "firstName": "Kriag",                    "middleName":
"Goldman",                    "lastName": "Francis",                    "loginId": "kfrancis",
```

```
"gender": {                        "value": "Male"                    },
"identification": {                        "type": "SSN",                        "value":
"111-22-8765"                    },                    "suffix": {
"value": "Jr."                    },                    "initials": "A.",
"secretQuestion": "Place of Birth",                    "secretAnswer": "Sunnyvale",
"hasDirectMailingConsent": "true",                    "hasDirectCallingConsent": "true",
"hasHoldingDataConsent": "true",                    "jobTitle": "Manager",
"employmentStatus": {                        "value": "Intern"                    },
"priority": "High",                    "dateOfBirth": "1965-12-09T00:00:00.000Z",
"maritalStatus": {                        "value": "Married"                    },
"type": {                        "value": "Billing"                    },
"firstNameFurigana": "Kriag",                    "middleNameFurigana": "Goldman",
"lastNameFurigana": "Francis",                    "startGreeting": "Hello",
"endGreeting": "Byee",                    "spouseName": "Sara",
"emergencyContact": "998-765-4321",                    "occupation": "Branch Manager",
"incomeLevel": "40000-50000",                    "educationLevel": {
"value": "Graduate"                    },                    "race": "African",
"dependents": "4",                    "isSmoker": "true",                    "hobbies": "Farming",
"interests": "Painting",                    "contactOrder": "1984",
"contactPoints": {                        "contactPoint": [                        {
"type": {                                    "value": "postal",
"postal": {                                    "type": {
"value": "Office address"                                    },
"address_1": "345",                                    "address_2": "E Midfield Rd",
"city": "Mountain View",                                    "state": "Ca",
"zip": "98704",                                    "country": "USA",
"region": "United States"                                    }                                    },
"priority": {                                    "value": "Low"                                    }
}                        ]                    }                    }                ]        }    },
"customAttributes": {        "customAttribute": [            {                "attribName":
"laptop_identification_no",                "attribValues": {                    "attribValue": [
{                            "value": "CE1222212GKAHDHFUJUUUEMMJDJ27SDJD"
}                    ]                }            },            {                "attribName":
"previousattempts",                "attribValues": {                    "attribValue": [
{                            "value": "2"                        }                    ]
}            },            {                "attribName": "domain",
"attribValues": {                    "attribValue": [                        {
"value": "laptop"                        },                        {
"value": "display"                        }                    ]                }            }
]    }}
```


Response:

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json
Location	/system/ws/v12/interaction/activity/2795

Example 6 - Composing an email for a new customer with all elements, using Multipart/form-data as content-type

Using Multipart/form-data as content-type, this example demonstrates the following:

- Composing an email for an existing case.
- Composing an email using all elements (required and optional).
- Customer representation in the request, to be used for creating a new Customer as part of composing an email.

XML

Request

Method	URL
POST	`/ws/v12/interaction/activity/sendcomplete`

Request headers :

Name	Value
X-egain-session	Valid session ID
Content-Type	`mutlipart/form-data; boundary=----WebKitFormBoundaryAXn851qjukQsnRxT`
Accept	application/xml
Accept-Language	en-US

Request body:

```
------WebKitFormBoundaryAXn851qjukQsnRxTContent-Disposition: form-data; name="data"<?xml
version="1.0" encoding="UTF-8"?><activity
xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/activity"
xmlns:ns2="http://bindings.egain.com/ws/model/v12/gen/platform"
xmlns:ns3="http://bindings.egain.com/ws/model/v12/gen/common"
xmlns:ns4="http://bindings.egain.com/ws/model/v12/gen/interaction/attachment"
xmlns:ns5="http://bindings.egain.com/ws/model/v12/gen/interaction/customer"
xmlns:ns6="http://bindings.egain.com/ws/model/v12/gen/interaction/contactperson"
xmlns:ns7="http://bindings.egain.com/ws/model/v12/gen/interaction/contactpoint">    <department>
<ns2:name>Service</ns2:name>    </department>    <type>        <value>email</value>
<subtype>            <ns3:value>compose</ns3:value>        </subtype>    </type>
<priority>4</priority>    <dueDate>2016-12-26T19:00:00.000Z</dueDate>    <subject>Issue with
laptop</subject>    <payload>        <email>            <contents>                <content>
<ns3:type>text</ns3:type>                    <ns3:value>this is the issue</ns3:value>
</content>                <content>                    <ns3:type>html</ns3:type>
<ns3:value>                        <![CDATA[<HTML><HEAD><TITLE></TITLE></HEAD><BODY><P>This is the
issue <BR></P></BODY></HTML>]]>                    </ns3:value>                </content>
</contents>            <emailAddresses>                <from>support@business.com</from>
<to>                    <address>jhenry@customer.com</address>                </to>
<cc>                    <address>khenry@customer.com</address>                </cc>
<bcc>                    <address>dhenry@customer.com</address>                </bcc>
</emailAddresses>        </email>    </payload>    <customer>        <ns5:type>
<ns5:value>group</ns5:value>            <ns5:group>                <ns5:type>
<ns3:value>Association</ns3:value>                </ns5:type>
<ns5:region>Europe</ns5:region>                <ns5:numberOfMembers>12</ns5:numberOfMembers>
<ns5:income>$90,000</ns5:income>                <ns5:currency>USD</ns5:currency>
<ns5:registrationNumber>K56743</ns5:registrationNumber>
<ns5:affiliation>FCMA</ns5:affiliation>            </ns5:group>        </ns5:type>
<ns5:customerName>Unichem Laboratories Limited</ns5:customerName>        <ns5:pin>25345</ns5:pin>
<ns5:level>            <ns3:value>Premium</ns3:value>        </ns5:level>        <ns5:role>
<ns3:value>Partner</ns3:value>        </ns5:role>        <ns5:pin>0121</ns5:pin>
<ns5:howReferred>            <ns3:value>Customer</ns3:value>        </ns5:howReferred>
<ns5:industry>            <ns3:value>Health care</ns3:value>        </ns5:industry>
<ns5:marketSegment>Medical Products</ns5:marketSegment>        <ns5:entitlements>Free
service</ns5:entitlements>        <ns5:contactPersons>            <ns6:contactPerson>
<ns6:salutation>Mr.</ns6:salutation>                <ns6:firstName>Kriag</ns6:firstName>
<ns6:middleName>Goldman</ns6:middleName>                <ns6:lastName>Francis</ns6:lastName>
<ns6:loginId>kriag</ns6:loginId>                <ns6:gender>
<ns3:value>Male</ns3:value>                </ns6:gender>                <ns6:identification>
<ns6:type>SSN</ns6:type>                    <ns6:value>111-22-8765</ns6:value>
</ns6:identification>                <ns6:suffix>                    <ns3:value>I</ns3:value>
</ns6:suffix>                <ns6:initials>A.</ns6:initials>
<ns6:secretQuestion>Place of Birth</ns6:secretQuestion>
<ns6:secretAnswer>Sunnyvale</ns6:secretAnswer>
<ns6:hasDirectMailingConsent>true</ns6:hasDirectMailingConsent>
```

```
<ns6:hasDirectCallingConsent>true</ns6:hasDirectCallingConsent>
<ns6:hasHoldingDataConsent>true</ns6:hasHoldingDataConsent>
<ns6:jobTitle>Assistant</ns6:jobTitle>                <ns6:employmentStatus>
<ns3:value>Intern</ns3:value>               </ns6:employmentStatus>
<ns6:priority>High</ns6:priority>
<ns6:dateOfBirth>1965-12-09T00:00:00.000Z</ns6:dateOfBirth>               <ns6:maritalStatus>
<ns3:value>Married</ns3:value>               </ns6:maritalStatus>               <ns6:type>
<ns3:value>Legal</ns3:value>               </ns6:type>
<ns6:firstNameFurigana>Kriag</ns6:firstNameFurigana>
<ns6:middleNameFurigana>Goldman</ns6:middleNameFurigana>
<ns6:lastNameFurigana>Francis</ns6:lastNameFurigana>               <ns6:startGreeting>Hey,
Welcome</ns6:startGreeting>               <ns6:endGreeting>Have a Nice Day!</ns6:endGreeting>
<ns6:spouseName>Kethel</ns6:spouseName>
<ns6:emergencyContact>0987654321</ns6:emergencyContact>               <ns6:occupation>Medical
Assistance</ns6:occupation>               <ns6:incomeLevel>40000-50000</ns6:incomeLevel>
<ns6:educationLevel>                  <ns3:value>Graduate</ns3:value>
</ns6:educationLevel>               <ns6:race>African</ns6:race>
<ns6:dependents>4</ns6:dependents>               <ns6:isSmoker>true</ns6:isSmoker>
<ns6:hobbies>Farming</ns6:hobbies>               <ns6:interests>Painting</ns6:interests>
<ns6:contactOrder>1985</ns6:contactOrder>               <ns6:contactPoints>
<ns7:contactPoint>                        <ns7:type>
<ns7:value>postal</ns7:value>                        <ns7:postal>
<ns7:type>                           <ns3:value>Office address</ns3:value>
</ns7:type>                        <ns7:address_1>345</ns7:address_1>
<ns7:address_2>E Midfield Rd</ns7:address_2>                        <ns7:city>Mountain
View</ns7:city>                           <ns7:state>Ca</ns7:state>
<ns7:zip>98704</ns7:zip>                           <ns7:country>USA</ns7:country>
<ns7:region>United States</ns7:region>                        </ns7:postal>
</ns7:type>                     <ns7:priority>
<ns3:value>Low</ns3:value>                        </ns7:priority>
</ns7:contactPoint>               </ns6:contactPoints>            </ns6:contactPerson>
</ns5:contactPersons>    </customer>
</activity>------WebKitFormBoundaryAXn851qjukQsnRxTContent-Disposition: form-data;
name="data-type"application/xml------WebKitFormBoundaryAXn851qjukQsnRxT--
```

Response:

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	Current session ID
Content-Type	application/xml
Location	/system/ws/v12/interaction/activity/2800

JSON

Request

Method	URL
POST	`/ws/v12/interaction/activity/sendcomplete`

Request headers :

Name	Value
X-egain-session	Valid session ID
Content-Type	`mutlipart/form-data; boundary=----WebKitFormBoundaryAXn851qjukQsnRxT`
Accept	application/json
Accept-Language	en-US

Request body:


```
------WebKitFormBoundaryAXn851qjukQsnRxTContent-Disposition: form-data; name="data"{
"department": {    "name": "service"  },  "type": {    "value": "email",    "subtype": {
"value": "compose"    }  },  "priority": 1,  "dueDate": "2016-12-26T19:00:00.000Z",  "subject":
"Issue with laptop",   "payload": {    "email": {      "contents": {        "content": [          {
"type": "text",            "value": "this is the issue"          },          {            "type":
"html",            "value": "<HTML><HEAD><TITLE></TITLE></HEAD><BODY><P>This is the issue <BR>
</P></BODY></HTML>"          }              ]      },      "emailAddresses": {        "from":
"support@business.com",        "to": {          "address": [            "jhenry@customer.com"
]        },        "cc": {          "address": [            "khenry@customer.com"          ]
},        "bcc": {          "address": [            "dhenry@customer.com"          ]        }
}    }  },  "customer": {        "type": {            "value": "group",            "group": {
"type": {                    "value": "Association"                },                "region":
"Europe",                "numberOfMembers": "12",                "income": "1000000",
"currency": "USD",                "registrationNumber": "324",                "affiliation":
"FCMA"            }        },        "customerName": "Unichem Laboratories Limited",
"level": {            "value": "Platinum"        },        "role": {            "value": "Partner"
},        "pin": "0121",        "howReferred": {            "value": "Customer"        },
"industry": {            "value": "Health care"        },        "marketSegment": "Medical
Products",        "entitlements": "Free service",        "contactPersons": {
"contactPerson": [                {                    "salutation": "Mr.",
"firstName": "Kriag",                    "middleName": "Goldman",                    "lastName":
"Francis",                    "loginId": "kfrancis",                    "gender": {
"value": "Male"                    },                    "identification": {
"type": "SSN",                        "value": "111-22-8765"                    },
"suffix": {                        "value": "Jr."                    },
"initials": "A.",                    "secretQuestion": "Place of Birth",
"secretAnswer": "Sunnyvale",                    "hasDirectMailingConsent": "true",
"hasDirectCallingConsent": "true",                    "hasHoldingDataConsent": "true",
"jobTitle": "Manager",                    "employmentStatus": {                        "value":
"Intern"                    },                    "priority": "High",
"dateOfBirth": "1965-12-09T00:00:00.000Z",                    "maritalStatus": {
"value": "Married"                    },                    "type": {
"value": "Billing"                    },                    "firstNameFurigana": "Kriag",
"middleNameFurigana": "Goldman",                    "lastNameFurigana": "Francis",
"startGreeting": "Hello",                    "endGreeting": "Byee",
"spouseName": "Sara",                    "emergencyContact": "998-765-4321",
"occupation": "Branch Manager",                    "incomeLevel": "40000-50000",
"educationLevel": {                        "value": "Graduate"                    },
"race": "African",                    "dependents": "4",                    "isSmoker": "true",
"hobbies": "Farming",                    "interests": "Painting",
"contactOrder": "1984",                    "contactPoints": {
"contactPoint": [                        {                                "type": {
"value": "postal",                                "postal": {
"type": {                                        "value": "Office address"
},                                    "address_1": "345",
"address_2": "E Midfield Rd",                                    "city": "Mountain View",
"state": "Ca",                                    "zip": "98704",
"country": "USA",                                    "region": "United States"
}                                },                                "priority": {
"value": "Low"                                }                                }
]                    }                }            ]        }    },  "customAttributes": {
"customAttribute": [      {        "attribName": "laptop_identification_no",
"attribValues": {          "attribValue": [            {              "value":
"CE1222212GKAHDHFUJUUUEMMJDJ27SDJD"            }          ]        }      },      {
"attribName": "previousattempts",        "attribValues": {          "attribValue": [            {
"value": "2"            }          ]        }      },          {        "attribName": "domain",
"attribValues": {          "attribValue": [            {              "value": "laptop"
},            {              "value": "display"            }          ]        }          }    ]
}}------WebKitFormBoundaryAXn851qjukQsnRxTContent-Disposition: form-data;
name="data-type"application/json------WebKitFormBoundaryAXn851qjukQsnRxT--
```


Response:

HTTP/1.1 201 Created

Response headers

Name	Value

X-egain-session	Current session ID
Content-Type	application/json
Location	/system/ws/v12/interaction/activity/2800

ComposeAndsendEmailExamples Class Reference

Detailed Description

Examples for compose and send email activity

Example 1 - Compose email with macros for an existing case with required elements, using XML/JSON as content-type

Using XML/JSON as the content-type, this example demonstrates the following:

- Composing an email for an existing case
- Composing an email using required elements, subject and content.
- Using macros in subject and content of the email.

XML

Request

Method	URL
POST	`/ws/v12/interaction/activity/send`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Content-Type	application/xml
Accept-Language	en-US

Request body:

```
<?xml version="1.0" encoding="UTF-8"?>   <activity
xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/activity"
xmlns:ns2="http://bindings.egain.com/ws/model/v12/gen/platform"
xmlns:ns3="http://bindings.egain.com/ws/model/v12/gen/common" >      <department>
<ns2:name>service</ns2:name>      </department>      <type>         <value>email</value>
<subtype>            <ns3:value>compose</ns3:value>         </subtype>      </type>     <case
id='1061'/>      <subject>Issue with mobile phone. Ref: ``external_case_id</subject>
<payload>         <email>          <contents>               <content>
<ns3:type>text</ns3:type>               <ns3:value>The issue in your mobile is due to obsolete
display driver. Please update the driver by following these steps: ``update_display_driver</ns3:value>
               </content>            <content>                 <ns3:type>html</ns3:type>
<ns3:value><![CDATA[<HTML><HEAD><TITLE></TITLE></HEAD><BODY><P>The issue in your mobile is due to
obsolete display driver. Please update the driver by following these steps: ``update_display_driver
<BR> </P></BODY></HTML>]]></ns3:value>              </content>            </contents>
<emailAddresses>               <from>support@business.com</from>              <to>
<address>jhenry@customer.com</address>               </to>
</emailAddresses>         </email>      </payload>         </activity>
```

Response:

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml
Location	/system/ws/v12/interaction/activity/2795

JSON

Request

Method	URL
POST	`/ws/v12/interaction/activity/send`

Request headers :

Name	Value
X-egain-session	Valid session ID
Content-Type	`application/json`
Accept	application/json
Accept-Language	en-US

Request body:

```
{  "department": {    "name": "service"  },  "type": {    "value": "email",    "subtype": {
"value": "compose"    }  },     "case" : {   "id" : "1061"  },  "subject": "Issue with mobile phone.
Ref: ``external_case_id",  "payload": {    "email": {      "contents": {             "content": [
{                  "type": "text",                  "value": "The issue in your mobile is due to
obsolete display driver. Please update the driver by following these steps: ``update_display_driver"
},                    {                  "type": "html",                   "value":
"<HTML><HEAD><TITLE></TITLE></HEAD><BODY><P>The issue in your mobile is due to obsolete display
driver. Please update the driver by following these steps: ``update_display_driver <BR>
</P></BODY></HTML>"               }                          ]      },      "emailAddresses": {
"from": "support@business.com",        "to": {          "address": [
"jhenry@customer.com"          ]        }      }    }  }}
```

Response:

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json
Location	/system/ws/v12/interaction/activity/2795

Example 2 - Compose email with macros for a new case with required elements, using Multipart/form-data as content-type

Using Multipart/form-data as content-type, this example demonstrates the following:

- Composing an email for a new case
- Composing an email with required elements, subject and content
- Using macros in subject and content of the email

XML

Request

Method	URL
POST	`/ws/v12/interaction/activity/send`

Request headers :

Name	Value
X-egain-session	Valid session ID
Content-Type	`mutlipart/form-data; boundary=\----WebKitFormBoundaryLyRAYGiE5mFu3Ucv`
Accept	application/xml
Accept-Language	en-US

Request body:

```
------WebKitFormBoundaryLyRAYGiE5mFu3UcvContent-Disposition: form-data; name="data"<?xml
version="1.0" encoding="UTF-8"?>   <activity
xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/activity"
xmlns:ns2="http://bindings.egain.com/ws/model/v12/gen/platform"
xmlns:ns3="http://bindings.egain.com/ws/model/v12/gen/common" >      <department>
<ns2:name>Service</ns2:name>      </department>      <type>         <value>email</value>
<subtype>            <ns3:value>compose</ns3:value>         </subtype>      </type>
<subject>Issue with mobile phone. Ref: ``external_case_id</subject>      <payload>         <email>
<contents>               <content>                  <ns3:type>text</ns3:type>
<ns3:value>The issue in your mobile is due to obsolete display driver. Please update the driver by
following these steps: ``update_display_driver</ns3:value>               </content>
<content>                  <ns3:type>html</ns3:type>
<ns3:value><![CDATA[<HTML><HEAD><TITLE></TITLE></HEAD><BODY><P>The issue in your mobile is due to
obsolete display driver. Please update the driver by following these steps: ``update_display_driver
<BR> </P></BODY></HTML>]]></ns3:value>               </content>            </contents>
<emailAddresses>               <from>support@business.com</from>               <to>
<address>jhenry@customer.com</address>               </to>
</emailAddresses>         </email>      </payload>
</activity>------WebKitFormBoundaryLyRAYGiE5mFu3UcvContent-Disposition: form-data;
name="data-type"application/xml------WebKitFormBoundaryLyRAYGiE5mFu3Ucv--
```

Response:

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	Current session ID
Content-Type	application/xml
Location	/system/ws/v12/interaction/activity/2800

JSON

Request

Method	URL
POST	`/ws/v12/interaction/activity/send`

Request headers :

Name	Value
X-egain-session	Valid session ID
Content-Type	`mutlipart/form-data; boundary=\----WebKitFormBoundaryLyRAYGiE5mFu3Ucv`
Accept	application/json
Accept-Language	en-US

Request body:

```
------WebKitFormBoundaryLyRAYGiE5mFu3UcvContent-Disposition: form-data; name="data"{
"department": {    "name": "service"  },  "type": {    "value": "email",    "subtype": {
"value": "compose"    }  },  "subject": "Issue with mobile phone. Ref: ``external_case_id",
"payload": {    "email": {      "contents": {        "content": [          {            "type":
"text",            "value": "The issue in your mobile is due to obsolete display driver. Please update
the driver by following these steps: ``update_display_driver"          },            {
"type": "html",            "value": "<HTML><HEAD><TITLE></TITLE></HEAD><BODY><P>The issue in your
mobile is due to obsolete display driver. Please update the driver by following these steps:
``update_display_driver <BR> </P></BODY></HTML>"          }                  ]      },
"emailAddresses": {        "from": "support@business.com",        "to": {          "address": [
"jhenry@customer.com"          ]        }              }    }  }
}------WebKitFormBoundaryLyRAYGiE5mFu3UcvContent-Disposition: form-data;
name="data-type"application/json------WebKitFormBoundaryLyRAYGiE5mFu3Ucv--
```

Response:

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	Current session ID
Content-Type	application/json
Location	/system/ws/v12/interaction/activity/2800

Example 3 - Compose an email with required elements and attachments, using XML/JSON as content-type

Using XML/JSON as content-type, this example demonstrates the following:

- Composing an email for a new case
- Composing an email with required elements, subject and content
- Using non-inline attachments

XML

Request

Method	URL
POST	/ws/v12/interaction/activity/send

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Content-Type	application/xml
Accept-Language	en-US

Request body:


```
<?xml version="1.0" encoding="UTF-8"?>   <activity
xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/activity"
xmlns:ns2="http://bindings.egain.com/ws/model/v12/gen/platform"
xmlns:ns3="http://bindings.egain.com/ws/model/v12/gen/common"
xmlns:ns4="http://bindings.egain.com/ws/model/v12/gen/interaction/attachment" >      <department>
<ns2:name>Service</ns2:name>      </department>      <type>         <value>email</value>
<subtype>            <ns3:value>compose</ns3:value>         </subtype>      </type>
<subject>Issue with laptop</subject>      <attachments>            <ns4:attachment>
<ns4:fileName>image.gif</ns4:fileName>
<ns4:contentType>image/gif</ns4:contentType>
<ns4:content><![CDATA[R0lGODlhEAAQAIMAAAAAAP///7Tt/wCfz3fg/5vo/7Tu/1JSUv///wAAAAAAAAAAAAAAAAAAAAA
AAAAAACH/C05FVFNDQVBFMi4wAwEBAAAh+QQBAAAIACwAAAAAEAAQAAAIZgARCBxIEMGBAwUTCjwQIABChQQZOlx4sCJDixgl
NmyoceNBhxs5cpT4EaTHkw41qgw5MiTJjCVRBhgwICLLkANmDtRIsyfNhjUNVhxgQICBo0gNBB3os2eBAkshIhhAIKpUmgQDA
gA7                ]]></ns4:content>            </ns4:attachment>      </attachments>
<payload>         <email>            <contents>               <content>
<ns3:type>text</ns3:type>                  <ns3:value>This is the issue</ns3:value>
</content>              <content>                  <ns3:type>html</ns3:type>
<ns3:value><![CDATA[<HTML><HEAD><TITLE></TITLE></HEAD><BODY><P>This is the issue <BR>
</P></BODY></HTML>]]></ns3:value>               </content>            </contents>
<emailAddresses>               <from>support@business.com</from>               <to>
<address>jhenry@customer.com</address>               </to>
</emailAddresses>         </email>      </payload>         </activity>
```


Response:

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml
Location	/system/ws/v12/interaction/activity/2795

JSON

Request

Method	URL
POST	/ws/v12/interaction/activity/send

Request headers :

Name	Value
X-egain-session	Valid session ID
Content-Type	`application/json`
Accept	application/json
Accept-Language	en-US

Request body:

```
{  "department": {    "name": "service"  },  "type": {    "value": "email",    "subtype": {
"value": "compose"    }  },  "subject": "Issue with laptop",  "attachments": {    "attachment": [
{        "fileName": "image.gif",        "contentType": "image/gif",        "content":
"R0lGODlhEAAQAIMAAAAAAP///7Tt/wCfz3fg/5vo/7Tu/1JSUv///wAAAAAAAAAAAAAAAAAAAAAAAAAACH/C05FVFNDQVBF
Mi4wAwEBAAAh+QQBAAAIACwAAAAAEAAQAAAIZgARCBxIEMGBAwUTCjwQIABChQQZOlx4sCJDixglNmyoceNBhxs5cpT4EaTHk
w41qgw5MiTJjCVRBhgwICLLkANmDtRIsyfNhjUNVhxgQICBo0gNBB3os2eBAkshIhhAIKpUmgQDAgA7"      }    ]  },
"payload": {    "email": {      "contents": {        "content": [          {            "type":
"text",            "value": "This is the issue"          },          {            "type": "html",
"value": "<HTML><HEAD><TITLE></TITLE></HEAD><BODY><P>This is the issue <BR> </P></BODY></HTML>"
}                        ]      },      "emailAddresses": {        "from": "support@business.com",
"to": {          "address": [            "jhenry@customer.com"          ]        }            }
}  }}
```

Response:

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json
Location	/system/ws/v12/interaction/activity/2795

Example 4 - Compose an email for a new case with required elements, using Multipart/form-data as content-type

Using Multipart/form-data, this example demonstrates the following:

- Composing an email for a new case
- Composing an email with required elements, subject and content
- Using non-inline attachments

XML

Request

Method	URL
POST	`/ws/v12/interaction/activity/send`

Request headers :

Name	Value
X-egain-session	Valid session ID

Content-Type	mutlipart/form-data; boundary=\----WebKitFormBoundaryLyRAYGiE5mFu3Ucv
Accept	application/xml
Accept-Language	en-US

Request body:

```
------WebKitFormBoundaryLyRAYGiE5mFu3UcvContent-Disposition: form-data; name="data"<?xml
version="1.0" encoding="UTF-8"?>   <activity
xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/activity"
xmlns:ns2="http://bindings.egain.com/ws/model/v12/gen/platform"
xmlns:ns3="http://bindings.egain.com/ws/model/v12/gen/common"
xmlns:ns4="http://bindings.egain.com/ws/model/v12/gen/interaction/attachment" >      <department>
<ns2:name>Service</ns2:name>      </department>      <type>         <value>email</value>
<subtype>            <ns3:value>compose</ns3:value>         </subtype>      </type>
<subject>Issue with laptop</subject>            <payload>         <email>            <contents>
<content>                  <ns3:type>text</ns3:type>                  <ns3:value>This is the
issue</ns3:value>               </content>              <content>
<ns3:type>html</ns3:type>
<ns3:value><![CDATA[<HTML><HEAD><TITLE></TITLE></HEAD><BODY><P>This is the issue <BR>
</P></BODY></HTML>]]></ns3:value>               </content>            </contents>
<emailAddresses>               <from>support@business.com</from>               <to>
<address>jhenry@customer.com</address>               </to>
</emailAddresses>         </email>      </payload>
</activity>------WebKitFormBoundaryLyRAYGiE5mFu3UcvContent-Disposition: form-data;
name="data-type"application/xml------WebKitFormBoundaryLyRAYGiE5mFu3UcvContent-Disposition:
form-data; name="laptop_details"; filename="laptop_details.txt"Content-Type: text/plainSystem Dell
Latitude E5400 Laptop Mobile Intel GS45 Express chipsetProcessor Type: Intel Core 2 Duo
P8600------WebKitFormBoundaryLyRAYGiE5mFu3Ucv--
```

Response:

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	Current session ID
Content-Type	application/xml
Location	/system/ws/v12/interaction/activity/2800

JSON

Request

Method	URL
POST	/ws/v12/interaction/activity/send

Request headers :

Name	Value
X-egain-session	Valid session ID
Content-Type	mutlipart/form-data; boundary=\----WebKitFormBoundaryLyRAYGiE5mFu3Ucv
Accept	application/json
Accept-Language	en-US

Request body:

```
------WebKitFormBoundaryLyRAYGiE5mFu3UcvContent-Disposition: form-data; name="data"{
"department": {    "name": "service"  },  "type": {    "value": "email",    "subtype": {
"value": "compose"    }  },  "subject": "Issue with laptop",    "payload": {    "email": {
"contents": {        "content": [          {            "type": "text",            "value": "This
is the issue"          },              {            "type": "html",            "value":
"<HTML><HEAD><TITLE></TITLE></HEAD><BODY><P>This is the issue <BR> </P></BODY></HTML>"          }
                ]      },      "emailAddresses": {        "from": "support@business.com",
"to": {          "address": [            "jhenry@customer.com"          ]        }             }
}  }}------WebKitFormBoundaryLyRAYGiE5mFu3UcvContent-Disposition: form-data;
name="data-type"application/json------WebKitFormBoundaryLyRAYGiE5mFu3UcvContent-Disposition:
form-data; name="laptop_details"; filename="laptop_details.txt"Content-Type: text/plainSystem Dell
Latitude E5400 Laptop Mobile Intel GS45 Express chipsetProcessor Type: Intel Core 2 Duo
P8600------WebKitFormBoundaryLyRAYGiE5mFu3Ucv--
```

Response:

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	Current session ID
Content-Type	application/json
Location	/system/ws/v12/interaction/activity/2800

Example 5 - Composing an email for a new customer with all elements, using XML/JSON as content-type

Using XML/JSON as content-type, this example demonstrates the following:

- Composing an email for an existing case.
- Composing an email using all elements (required and optional).
- Customer representation in the request, to be used for creating a new Customer as part of composing an email

XML

Request

Method	URL
POST	`/ws/v12/interaction/activity/send`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Content-Type	application/xml
Accept-Language	en-US

Request body:

```
<?xml version="1.0" encoding="UTF-8"?><activity
xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/activity"
xmlns:ns2="http://bindings.egain.com/ws/model/v12/gen/platform"
xmlns:ns3="http://bindings.egain.com/ws/model/v12/gen/common"
xmlns:ns4="http://bindings.egain.com/ws/model/v12/gen/interaction/attachment"
xmlns:ns5="http://bindings.egain.com/ws/model/v12/gen/interaction/customer"
xmlns:ns6="http://bindings.egain.com/ws/model/v12/gen/interaction/contactperson"
xmlns:ns7="http://bindings.egain.com/ws/model/v12/gen/interaction/contactpoint">    <department>
<ns2:name>Service</ns2:name>    </department>    <type>        <value>email</value>
<subtype>            <ns3:value>compose</ns3:value>        </subtype>    </type>    <case
id='1061'/>    <priority>4</priority>    <dueDate>2016-12-26T19:00:00.000Z</dueDate>
<subject>Issue with laptop</subject>    <payload>        <email>           <contents>
<content>                    <ns3:type>text</ns3:type>                    <ns3:value>This is the
issue</ns3:value>                </content>                <content>
<ns3:type>html</ns3:type>                    <ns3:value>
<![CDATA[<HTML><HEAD><TITLE></TITLE></HEAD><BODY><P>This is the issue <BR></P></BODY></HTML>]]>
</ns3:value>                </content>            </contents>            <emailAddresses>
<from>support@business.com</from>                <to>
<address>jhenry@customer.com</address>                </to>                <cc>
<address>khenry@customer.com</address>                </cc>                <bcc>
<address>dhenry@customer.com</address>                </bcc>            </emailAddresses>
</email>    </payload>    <customer>        <ns5:type>            <ns5:value>group</ns5:value>
<ns5:group>                <ns5:type>                    <ns3:value>Association</ns3:value>
</ns5:type>                <ns5:region>Europe</ns5:region>
<ns5:numberOfMembers>12</ns5:numberOfMembers>                <ns5:income>$90,000</ns5:income>
<ns5:currency>USD</ns5:currency>
<ns5:registrationNumber>K56743</ns5:registrationNumber>
<ns5:affiliation>FCMA</ns5:affiliation>            </ns5:group>        </ns5:type>
<ns5:customerName>Unichem Laboratories Limited</ns5:customerName>        <ns5:pin>25345</ns5:pin>
<ns5:level>            <ns3:value>Premium</ns3:value>        </ns5:level>        <ns5:role>
<ns3:value>Partner</ns3:value>        </ns5:role>        <ns5:pin>0121</ns5:pin>
<ns5:howReferred>            <ns3:value>Customer</ns3:value>        </ns5:howReferred>
<ns5:industry>            <ns3:value>Health care</ns3:value>        </ns5:industry>
<ns5:marketSegment>Medical Products</ns5:marketSegment>        <ns5:entitlements>Free
service</ns5:entitlements>        <ns5:contactPersons>            <ns6:contactPerson>
<ns6:salutation>Mr.</ns6:salutation>                <ns6:firstName>Kriag</ns6:firstName>
<ns6:middleName>Goldman</ns6:middleName>                <ns6:lastName>Francis</ns6:lastName>
<ns6:loginId>kriag</ns6:loginId>                <ns6:gender>
<ns3:value>Male</ns3:value>                </ns6:gender>                <ns6:identification>
<ns6:type>SSN</ns6:type>                    <ns6:value>111-22-8765</ns6:value>
</ns6:identification>                <ns6:suffix>                    <ns3:value>I</ns3:value>
</ns6:suffix>                <ns6:initials>A.</ns6:initials>
<ns6:secretQuestion>Place of Birth</ns6:secretQuestion>
<ns6:secretAnswer>Sunnyvale</ns6:secretAnswer>
<ns6:hasDirectMailingConsent>true</ns6:hasDirectMailingConsent>
<ns6:hasDirectCallingConsent>true</ns6:hasDirectCallingConsent>
<ns6:hasHoldingDataConsent>true</ns6:hasHoldingDataConsent>
<ns6:jobTitle>Assistant</ns6:jobTitle>                <ns6:employmentStatus>
<ns3:value>Intern</ns3:value>                </ns6:employmentStatus>
<ns6:priority>High</ns6:priority>
<ns6:dateOfBirth>1965-12-09T00:00:00.000Z</ns6:dateOfBirth>                <ns6:maritalStatus>
<ns3:value>Married</ns3:value>                </ns6:maritalStatus>                <ns6:type>
<ns3:value>Legal</ns3:value>                </ns6:type>
<ns6:firstNameFurigana>Kriag</ns6:firstNameFurigana>
<ns6:middleNameFurigana>Goldman</ns6:middleNameFurigana>
<ns6:lastNameFurigana>Francis</ns6:lastNameFurigana>                <ns6:startGreeting>Hey,
Welcome</ns6:startGreeting>                <ns6:endGreeting>Have a Nice Day!</ns6:endGreeting>
<ns6:spouseName>Kethel</ns6:spouseName>
<ns6:emergencyContact>0987654321</ns6:emergencyContact>                <ns6:occupation>Medical
Assistance</ns6:occupation>                <ns6:incomeLevel>40000-50000</ns6:incomeLevel>
<ns6:educationLevel>                    <ns3:value>Graduate</ns3:value>
</ns6:educationLevel>                <ns6:race>African</ns6:race>
<ns6:dependents>4</ns6:dependents>                <ns6:isSmoker>true</ns6:isSmoker>
<ns6:hobbies>Farming</ns6:hobbies>                <ns6:interests>Painting</ns6:interests>
<ns6:contactOrder>1985</ns6:contactOrder>                <ns6:contactPoints>
<ns7:contactPoint>                        <ns7:type>
<ns7:value>postal</ns7:value>                            <ns7:postal>
<ns7:type>                                <ns3:value>Office address</ns3:value>
</ns7:type>                                <ns7:address_1>345</ns7:address_1>
```

```
<ns7:address_2>E Midfield Rd</ns7:address_2>                                  <ns7:city>Mountain
View</ns7:city>                                  <ns7:state>Ca</ns7:state>
<ns7:zip>98704</ns7:zip>                                  <ns7:country>USA</ns7:country>
<ns7:region>United States</ns7:region>                                  </ns7:postal>
</ns7:type>                        <ns7:priority>
<ns3:value>Low</ns3:value>                                  </ns7:priority>
</ns7:contactPoint>                <ns6:contactPoints>                </ns6:contactPerson>
</ns5:contactPersons>    </customer></activity>
```

Response:

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml
Location	/system/ws/v12/interaction/activity/2795

JSON

Request

Method	URL
POST	`/ws/v12/interaction/activity/send`

Request headers :

Name	Value
X-egain-session	Valid session ID
Content-Type	`application/json`
Accept	application/json
Accept-Language	en-US

Request body:

```
{    "department": {        "name": "service"    },    "type": {        "value": "email",
"subtype": {            "value": "compose"        }    },    "case": {        "id": "1061"    },
"priority": 1,    "dueDate": "2016-12-26T19:00:00.000Z",    "subject": "Issue with laptop",
"payload": {        "email": {            "contents": {                "content": [
{                    "type": "text",                    "value": "This is the issue"
},                {                    "type": "html",                    "value":
"<HTML><HEAD><TITLE></TITLE></HEAD><BODY><P>This is the issue <BR> </P></BODY></HTML>"
}                ]            },            "emailAddresses": {                "from":
"support@business.com",                "to": {                    "address": [
"jhenry@customer.com"                ]                },                "cc": {
"address": [                    "khenry@customer.com"                ]                },
"bcc": {                    "address": [                    "dhenry@customer.com"
]                }            }        }    },    "customer": {        "type": {
"value": "group",            "group": {                "type": {                    "value":
"Association"                },                "region": "Europe",
"numberOfMembers": "12",                "income": "1000000",                "currency": "USD",
"registrationNumber": "324",                "affiliation": "FCMA"            }        },
"customerName": "Unichem Laboratories Limited",        "level": {            "value": "Platinum"
},        "role": {            "value": "Partner"        },        "pin": "0121",
"howReferred": {            "value": "Customer"        },        "industry": {            "value":
"Health care"        },        "marketSegment": "Medical Products",        "entitlements": "Free
service",        "contactPersons": {            "contactPerson": [                {
"salutation": "Mr.",                    "firstName": "Kriag",                    "middleName":
"Goldman",                    "lastName": "Francis",                    "loginId": "kfrancis",
```

```
"gender": {                        "value": "Male"                    },
"identification": {                        "type": "SSN",                        "value":
"111-22-8765"                    },                    "suffix": {
"value": "Jr."                    },                    "initials": "A.",
"secretQuestion": "Place of Birth",                    "secretAnswer": "Sunnyvale",
"hasDirectMailingConsent": "true",                    "hasDirectCallingConsent": "true",
"hasHoldingDataConsent": "true",                    "jobTitle": "Manager",
"employmentStatus": {                        "value": "Intern"                    },
"priority": "High",                    "dateOfBirth": "1965-12-09T00:00:00.000Z",
"maritalStatus": {                        "value": "Married"                    },
"type": {                        "value": "Billing"                    },
"firstNameFurigana": "Kriag",                    "middleNameFurigana": "Goldman",
"lastNameFurigana": "Francis",                    "startGreeting": "Hello",
"endGreeting": "Byee",                    "spouseName": "Sara",
"emergencyContact": "998-765-4321",                    "occupation": "Branch Manager",
"incomeLevel": "40000-50000",                    "educationLevel": {
"value": "Graduate"                    },                    "race": "African",
"dependents": "4",                    "isSmoker": "true",                    "hobbies": "Farming",
"interests": "Painting",                    "contactOrder": "1984",
"contactPoints": {                        "contactPoint": [                        {
"type": {                                    "value": "postal",
"postal": {                                    "type": {
"value": "Office address"                                    },
"address_1": "345",                                    "address_2": "E Midfield Rd",
"city": "Mountain View",                                    "state": "Ca",
"zip": "98704",                                    "country": "USA",
"region": "United States"                                    }                                    },
"priority": {                                    "value": "Low"                                    }
}                        ]                    }                    }                ]        }    },
"customAttributes": {        "customAttribute": [            {                "attribName":
"laptop_identification_no",                "attribValues": {                    "attribValue": [
{                        "value": "CE1222212GKAHDHFUJUUUEMMJDJ27SDJD"
}                    ]                }                },            {                "attribName":
"previousattempts",                "attribValues": {                    "attribValue": [
{                        "value": "2"                        }                    ]
}            },            {                "attribName": "domain",
"attribValues": {                    "attribValue": [                        {
"value": "laptop"                        },                        {
"value": "display"                        }                    ]                }            }
]    }}
```


Response:

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json
Location	/system/ws/v12/interaction/activity/2795

Example 6 - Composing an email for a new customer with all elements, using Multipart/form-data as content-type

Using Multipart/form-data as content-type, this example demonstrates the following:

- Composing an email for an existing case.
- Composing an email using all elements (required and optional).
- Customer representation in the request, to be used for creating a new Customer as part of composing an email.

XML

Request

Method	URL
POST	`/ws/v12/interaction/activity/send`

Request headers :

Name	Value
X-egain-session	Valid session ID
Content-Type	`mutlipart/form-data; boundary=----WebKitFormBoundaryAXn851qjukQsnRxT`
Accept	application/xml
Accept-Language	en-US

Request body:

```
------WebKitFormBoundaryAXn851qjukQsnRxTContent-Disposition: form-data; name="data"<?xml
version="1.0" encoding="UTF-8"?><activity
xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/activity"
xmlns:ns2="http://bindings.egain.com/ws/model/v12/gen/platform"
xmlns:ns3="http://bindings.egain.com/ws/model/v12/gen/common"
xmlns:ns4="http://bindings.egain.com/ws/model/v12/gen/interaction/attachment"
xmlns:ns5="http://bindings.egain.com/ws/model/v12/gen/interaction/customer"
xmlns:ns6="http://bindings.egain.com/ws/model/v12/gen/interaction/contactperson"
xmlns:ns7="http://bindings.egain.com/ws/model/v12/gen/interaction/contactpoint">    <department>
<ns2:name>Service</ns2:name>    </department>    <type>        <value>email</value>
<subtype>            <ns3:value>compose</ns3:value>        </subtype>    </type>
<priority>4</priority>    <dueDate>2016-12-26T19:00:00.000Z</dueDate>    <subject>Issue with
laptop</subject>    <payload>        <email>            <contents>                <content>
<ns3:type>text</ns3:type>                    <ns3:value>this is the issue</ns3:value>
</content>                <content>                    <ns3:type>html</ns3:type>
<ns3:value>                        <![CDATA[<HTML><HEAD><TITLE></TITLE></HEAD><BODY><P>This is the
issue <BR></P></BODY></HTML>]]>                    </ns3:value>                </content>
</contents>            <emailAddresses>                <from>support@business.com</from>
<to>                    <address>jhenry@customer.com</address>                </to>
<cc>                    <address>khenry@customer.com</address>                </cc>
<bcc>                    <address>dhenry@customer.com</address>                </bcc>
</emailAddresses>        </email>    </payload>    <customer>        <ns5:type>
<ns5:value>group</ns5:value>            <ns5:group>            <ns5:type>
<ns3:value>Association</ns3:value>                </ns5:type>
<ns5:region>Europe</ns5:region>                <ns5:numberOfMembers>12</ns5:numberOfMembers>
<ns5:income>$90,000</ns5:income>                <ns5:currency>USD</ns5:currency>
<ns5:registrationNumber>K56743</ns5:registrationNumber>
<ns5:affiliation>FCMA</ns5:affiliation>            </ns5:group>        </ns5:type>
<ns5:customerName>Unichem Laboratories Limited</ns5:customerName>        <ns5:pin>25345</ns5:pin>
<ns5:level>            <ns3:value>Premium</ns3:value>        </ns5:level>        <ns5:role>
<ns3:value>Partner</ns3:value>        </ns5:role>        <ns5:pin>0121</ns5:pin>
<ns5:howReferred>            <ns3:value>Customer</ns3:value>        </ns5:howReferred>
<ns5:industry>            <ns3:value>Health care</ns3:value>        </ns5:industry>
<ns5:marketSegment>Medical Products</ns5:marketSegment>        <ns5:entitlements>Free
service</ns5:entitlements>        <ns5:contactPersons>            <ns6:contactPerson>
<ns6:salutation>Mr.</ns6:salutation>                <ns6:firstName>Kriag</ns6:firstName>
<ns6:middleName>Goldman</ns6:middleName>                <ns6:lastName>Francis</ns6:lastName>
<ns6:loginId>kriag</ns6:loginId>                <ns6:gender>
<ns3:value>Male</ns3:value>                </ns6:gender>                <ns6:identification>
<ns6:type>SSN</ns6:type>                    <ns6:value>111-22-8765</ns6:value>
</ns6:identification>                <ns6:suffix>                    <ns3:value>I</ns3:value>
</ns6:suffix>                <ns6:initials>A.</ns6:initials>
<ns6:secretQuestion>Place of Birth</ns6:secretQuestion>
<ns6:secretAnswer>Sunnyvale</ns6:secretAnswer>
<ns6:hasDirectMailingConsent>true</ns6:hasDirectMailingConsent>
```

```
<ns6:hasDirectCallingConsent>true</ns6:hasDirectCallingConsent>
<ns6:hasHoldingDataConsent>true</ns6:hasHoldingDataConsent>
<ns6:jobTitle>Assistant</ns6:jobTitle>                <ns6:employmentStatus>
<ns3:value>Intern</ns3:value>                </ns6:employmentStatus>
<ns6:priority>High</ns6:priority>
<ns6:dateOfBirth>1965-12-09T00:00:00.000Z</ns6:dateOfBirth>                <ns6:maritalStatus>
<ns3:value>Married</ns3:value>                </ns6:maritalStatus>                <ns6:type>
<ns3:value>Legal</ns3:value>                </ns6:type>
<ns6:firstNameFurigana>Kriag</ns6:firstNameFurigana>
<ns6:middleNameFurigana>Goldman</ns6:middleNameFurigana>
<ns6:lastNameFurigana>Francis</ns6:lastNameFurigana>                <ns6:startGreeting>Hey,
Welcome</ns6:startGreeting>                <ns6:endGreeting>Have a Nice Day!</ns6:endGreeting>
<ns6:spouseName>Kethel</ns6:spouseName>
<ns6:emergencyContact>0987654321</ns6:emergencyContact>                <ns6:occupation>Medical
Assistance</ns6:occupation>                <ns6:incomeLevel>40000-50000</ns6:incomeLevel>
<ns6:educationLevel>                <ns3:value>Graduate</ns3:value>
</ns6:educationLevel>                <ns6:race>African</ns6:race>
<ns6:dependents>4</ns6:dependents>                <ns6:isSmoker>true</ns6:isSmoker>
<ns6:hobbies>Farming</ns6:hobbies>                <ns6:interests>Painting</ns6:interests>
<ns6:contactOrder>1985</ns6:contactOrder>                <ns6:contactPoints>
<ns7:contactPoint>                <ns7:type>
<ns7:value>postal</ns7:value>                <ns7:postal>
<ns7:type>                <ns3:value>Office address</ns3:value>
</ns7:type>                <ns7:address_1>345</ns7:address_1>
<ns7:address_2>E Midfield Rd</ns7:address_2>                <ns7:city>Mountain
View</ns7:city>                <ns7:state>Ca</ns7:state>
<ns7:zip>98704</ns7:zip>                <ns7:country>USA</ns7:country>
<ns7:region>United States</ns7:region>                </ns7:postal>
</ns7:type>                <ns7:priority>
<ns3:value>Low</ns3:value>                </ns7:priority>
</ns7:contactPoint>                </ns6:contactPoints>                </ns6:contactPerson>
</ns5:contactPersons>    </customer>
</activity>------WebKitFormBoundaryAXn851qjukQsnRxTContent-Disposition: form-data;
name="data-type"application/xml------WebKitFormBoundaryAXn851qjukQsnRxT--
```

Response:

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	Current session ID
Content-Type	application/xml
Location	/system/ws/v12/interaction/activity/2800

JSON

Request

Method	URL
POST	`/ws/v12/interaction/activity/send`

Request headers :

Name	Value
X-egain-session	Valid session ID
Content-Type	`mutlipart/form-data; boundary=----WebKitFormBoundaryAXn851qjukQsnRxT`
Accept	application/json
Accept-Language	en-US

Request body:


```
------WebKitFormBoundaryAXn851qjukQsnRxTContent-Disposition: form-data; name="data"{
"department": {    "name": "service"  },  "type": {    "value": "email",    "subtype": {
"value": "compose"    }  },  "priority": 1,  "dueDate": "2016-12-26T19:00:00.000Z",  "subject":
"Issue with laptop",   "payload": {    "email": {      "contents": {        "content": [          {
"type": "text",            "value": "this is the issue"          },          {            "type":
"html",            "value": "<HTML><HEAD><TITLE></TITLE></HEAD><BODY><P>This is the issue <BR>
</P></BODY></HTML>"          }              ]      },      "emailAddresses": {        "from":
"support@business.com",        "to": {          "address": [            "jhenry@customer.com"
]        },        "cc": {          "address": [            "khenry@customer.com"          ]
},        "bcc": {          "address": [            "dhenry@customer.com"          ]        }
}    }  },  "customer": {        "type": {            "value": "group",            "group": {
"type": {                    "value": "Association"                },                "region":
"Europe",                "numberOfMembers": "12",                "income": "1000000",
"currency": "USD",                "registrationNumber": "324",                "affiliation":
"FCMA"            }        },        "customerName": "Unichem Laboratories Limited",
"level": {            "value": "Platinum"        },        "role": {            "value": "Partner"
},        "pin": "0121",        "howReferred": {            "value": "Customer"        },
"industry": {            "value": "Health care"        },        "marketSegment": "Medical
Products",        "entitlements": "Free service",        "contactPersons": {
"contactPerson": [                {                    "salutation": "Mr.",
"firstName": "Kriag",                    "middleName": "Goldman",                    "lastName":
"Francis",                    "loginId": "kfrancis",                    "gender": {
"value": "Male"                    },                    "identification": {
"type": "SSN",                        "value": "111-22-8765"                    },
"suffix": {                        "value": "Jr."                    },
"initials": "A.",                    "secretQuestion": "Place of Birth",
"secretAnswer": "Sunnyvale",                    "hasDirectMailingConsent": "true",
"hasDirectCallingConsent": "true",                    "hasHoldingDataConsent": "true",
"jobTitle": "Manager",                    "employmentStatus": {                        "value":
"Intern"                    },                    "priority": "High",
"dateOfBirth": "1965-12-09T00:00:00.000Z",                    "maritalStatus": {
"value": "Married"                    },                    "type": {
"value": "Billing"                    },                    "firstNameFurigana": "Kriag",
"middleNameFurigana": "Goldman",                    "lastNameFurigana": "Francis",
"startGreeting": "Hello",                    "endGreeting": "Byee",
"spouseName": "Sara",                    "emergencyContact": "998-765-4321",
"occupation": "Branch Manager",                    "incomeLevel": "40000-50000",
"educationLevel": {                        "value": "Graduate"                    },
"race": "African",                    "dependents": "4",                    "isSmoker": "true",
"hobbies": "Farming",                    "interests": "Painting",
"contactOrder": "1984",                    "contactPoints": {
"contactPoint": [                        {                                "type": {
"value": "postal",                                "postal": {
"type": {                                        "value": "Office address"
},                                    "address_1": "345",
"address_2": "E Midfield Rd",                                    "city": "Mountain View",
"state": "Ca",                                    "zip": "98704",
"country": "USA",                                    "region": "United States"
}                                },                                "priority": {
"value": "Low"                                }                                }
]                    }                }            ]        }    },  "customAttributes": {
"customAttribute": [      {        "attribName": "laptop_identification_no",
"attribValues": {          "attribValue": [            {              "value":
"CE1222212GKAHDHFUJUUUEMMJDJ27SDJD"            }          ]        }      },      {
"attribName": "previousattempts",        "attribValues": {          "attribValue": [            {
"value": "2"            }          ]        }      },            {        "attribName": "domain",
"attribValues": {          "attribValue": [            {              "value": "laptop"
},            {              "value": "display"            }          ]        }            }    ]
}}------WebKitFormBoundaryAXn851qjukQsnRxTContent-Disposition: form-data;
name="data-type"application/json------WebKitFormBoundaryAXn851qjukQsnRxT--
```


Response:

HTTP/1.1 201 Created

Response headers

Name	Value

X-egain-session	Current session ID
Content-Type	application/json
Location	/system/ws/v12/interaction/activity/2800

CompositeRequest Class Reference

Public Member Functions

- java.util.List< Request > getRequest ()

Detailed Description

CompositeRequest Schema

A CompositeRequest encapsulates multiple API calls in one client request.

XML Schema File

`model/v3/xsd/meta/compositeRequest.xsd`

Name	Description	Type	Included?
`request`	A list of zero or more Request instances.	Request	Always

Member Function Documentation

java.util.List<Request> getRequest ()

Gets the value of the request property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the request property.

For example, to add a new item, do as follows:

```
getRequest().add(newItem);
```

Objects of the following type(s) are allowed in the list Request

CompositeResult Class Reference

Public Member Functions

- java.util.List< Result > getResult ()
- java.util.List< ResultV12 > getResultObject ()

Detailed Description

CompositeResult Schema

A CompositeResult encapsulates a response from the `meta/composite` API. It extends the WSResult Schema.

The `meta/composite` API allows the caller to run several API calls on the server with one client call. The CompositeResult object contains a Result object for each of the embedded API calls.

XML Schema File

`model/v3/xsd/meta/compositeResult.xsd`

Name	Description	Type	Included?
`result`	A list of zero or more Result instances.	Result	Always

Member Function Documentation

java.util.List<Result> getResult ()

Gets the value of the result property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the result property.

For example, to add a new item, do as follows:

```
getResult().add(newItem);
```

Objects of the following type(s) are allowed in the list Result

java.util.List<ResultV12> getResultObject ()

Gets the value of the resultObject property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the resultObject property.

For example, to add a new item, do as follows:

```
getResultObject().add(newItem);
```

Objects of the following type(s) are allowed in the list ResultV12

ContactPerson Class Reference

Public Member Functions

- Integer getContactOrder ()
- ContactPoints getContactPoints ()
- CustomAttributes getCustomAttributes ()
- java.lang.String getDateOfBirth ()
- java.lang.String getDependents ()
- L10NString getEducationLevel ()
- java.util.List< Email > getEmail ()
- java.lang.String getEmergencyContact ()
- L10NString getEmploymentStatus ()
- java.lang.String getEndGreeting ()
- java.lang.String getFirstName ()
- java.lang.String getFirstNameFurigana ()
- L10NString getGender ()
- java.lang.String getHasDirectCallingConsent ()
- java.lang.String getHasDirectMailingConsent ()
- java.lang.String getHasHoldingDataConsent ()
- java.lang.String getHobbies ()
- long getId ()
- Identification getIdentification ()
- java.lang.String getIncomeLevel ()
- java.lang.String getInitials ()
- java.lang.String getInterests ()
- java.lang.String getIsSmoker ()
- java.lang.String getJobTitle ()
- DateAndUser getLastModified ()
- java.lang.String getLastName ()
- java.lang.String getLastNameFurigana ()
- java.lang.String getLoginId ()
- L10NString getMaritalStatus ()
- java.lang.String getMiddleName ()
- java.lang.String getMiddleNameFurigana ()
- java.lang.String getOccupation ()
- java.util.List< Phone > getPhone ()
- java.util.List< Postal > getPostal ()
- java.lang.String getPriority ()
- java.lang.String getRace ()
- java.lang.String getSalutation ()
- java.lang.String getSecretAnswer ()
- java.lang.String getSecretQuestion ()
- java.util.List< Social > getSocial ()
- java.lang.String getSpouseName ()
- java.lang.String getStartGreeting ()
- L10NString getSuffix ()
- L10NString getType ()
- java.util.List< Website > getWebsite ()
- Boolean isIsSystemCreated ()
- void setContactOrder (Integer value)

- void setContactPoints (ContactPoints value)
- void setCustomAttributes (CustomAttributes value)
- void setDateOfBirth (java.lang.String value)
- void setDependents (java.lang.String value)
- void setEducationLevel (L10NString value)
- void setEmergencyContact (java.lang.String value)
- void setEmploymentStatus (L10NString value)
- void setEndGreeting (java.lang.String value)
- void setFirstName (java.lang.String value)
- void setFirstNameFurigana (java.lang.String value)
- void setGender (L10NString value)
- void setHasDirectCallingConsent (java.lang.String value)
- void setHasDirectMailingConsent (java.lang.String value)
- void setHasHoldingDataConsent (java.lang.String value)
- void setHobbies (java.lang.String value)
- void setId (long value)
- void setIdentification (Identification value)
- void setIncomeLevel (java.lang.String value)
- void setInitials (java.lang.String value)
- void setInterests (java.lang.String value)
- void setIsSmoker (java.lang.String value)
- void setIsSystemCreated (Boolean value)
- void setJobTitle (java.lang.String value)
- void setLastModified (DateAndUser value)
- void setLastName (java.lang.String value)
- void setLastNameFurigana (java.lang.String value)
- void setLoginId (java.lang.String value)
- void setMaritalStatus (L10NString value)
- void setMiddleName (java.lang.String value)
- void setMiddleNameFurigana (java.lang.String value)
- void setOccupation (java.lang.String value)
- void setPriority (java.lang.String value)
- void setRace (java.lang.String value)
- void setSalutation (java.lang.String value)
- void setSecretAnswer (java.lang.String value)
- void setSecretQuestion (java.lang.String value)
- void setSpouseName (java.lang.String value)
- void setStartGreeting (java.lang.String value)
- void setSuffix (L10NString value)
- void setType (L10NString value)

Detailed Description

ContactPerson Schema

This schema contains ContactPerson type details.

XML Schema File

`model/v12/xsd/interaction/contact_person.xsd`

Name	Description	Type

id	ID of the requested contact person	Long
isSystemCreated	Field to convey if the contact person is system created	Boolean
salutation	Salutation of the contact person	String
firstName	First name of the contact person	String
middleName	Middle name of the contact person	String
lastName	Last name of the contact person	String
loginId	Login ID of the contact person	String
lastModified	Last modification details of the contact person	DateAndUser
jobTitle	Job Title of the contact person	String
employmentStatus	Employment status of the contact person	L10NString
dateOfBirth	Date of birth of the contact person	DateTime
gender	Gender of the contact person	L10NString
maritalStatus	Marital status of the contact person	L10NString
identification	Identification details of the contact person	Identification
type	Contact person's type (e.g. billing, legal, shipping etc.)	L10NString
firstNameFurigana	String to specify how the first name of the contact person should be pronounced	String
middleNameFurigana	String to specify how the middle name of the contact person should be pronounced	String
lastNameFurigana	String to specify how the last name of the contact person should be pronounced	String
suffix	Suffix to use for the contact person	L10NString
initials	Initials of the contact person	String
startGreeting	String to specify start greeting to use for the contact person	String
endGreeting	String to specify end greeting to use for the contact person	String
spouseName	Name of spouse of the contact person	String
emergencyContact	Emergency Contact information of the contact person	String
priority	Priority of the contact person	String

secretQuestion	Secret question which should be asked to the contact person if he forgets his password	String
secretAnswer	Name and value of all the custom attributes configured for the Customer Object	String
occupation	Occupation of the contact person	String
incomeLevel	Income level of the contact person	String
educationLevel	Education level of the contact person	L10NString
race	Race of the contact person	String
dependents	Dependents of the contact person	String
isSmoker	Field to convey if the contact person is a smoker	Boolean
hobbies	Hobbies of the contact person	String
interests	Interests of the contact person	String
contactOrder	Number specifying the order in which this contact person should be contacted if there are more than one contact persons for the same customer	Int
hasDirectMailingConsent	Field to convey if direct mailing consent is given by the contact person	Boolean
hasDirectCallingConsent	Field to convey if direct calling consent is given by the contact person	Boolean
hasHoldingDataConsent	Field to convey if holding data consent is given by the contact person	Boolean
customAttributes	Name and value of all the custom attributes configured for the Contact Person Object	CustomAttributes
contactPoints	Details of all contact points associated with the contact person	ContactPoints
email	Details of all email contact points associated with the contact person (only for customer access)	Email
postal	Details of all postal contact points associated with the contact person (only for customer access)	Postal
phone	Details of all phone contact points associated with the contact person (only for	Phone

	customer access)	
website	Details of all website type contact points associated with the contact person (only for customer access)	Website
social	Details of all social type contact points associated with the contact person (only for customer access)	Social

---

Member Function Documentation

Integer getContactOrder ()

Gets the value of the contactOrder property.

Returns:

possible object is Integer

ContactPoints getContactPoints ()

Gets the value of the contactPoints property.

Returns:

possible object is ContactPoints

CustomAttributes getCustomAttributes ()

Gets the value of the customAttributes property.

Returns:

possible object is CustomAttributes

java.lang.String getDateOfBirth ()

Gets the value of the dateOfBirth property.

Returns:

possible object is java.lang.String

java.lang.String getDependents ()

Gets the value of the dependents property.

Returns:

possible object is java.lang.String

L10NString getEducationLevel ()

Gets the value of the educationLevel property.

Returns:

possible object is L10NString

java.util.List<Email> getEmail ()

Gets the value of the email property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the email property.

For example, to add a new item, do as follows:

```
   getEmail().add(newItem);
```

Objects of the following type(s) are allowed in the list Email

java.lang.String getEmergencyContact ()

Gets the value of the emergencyContact property.

Returns:

possible object is java.lang.String

L10NString getEmploymentStatus ()

Gets the value of the employmentStatus property.

Returns:

possible object is L10NString

java.lang.String getEndGreeting ()

Gets the value of the endGreeting property.

Returns:

possible object is java.lang.String

java.lang.String getFirstName ()

Gets the value of the firstName property.

Returns:

possible object is java.lang.String

java.lang.String getFirstNameFurigana ()

Gets the value of the firstNameFurigana property.

Returns:

possible object is java.lang.String

L10NString getGender ()

Gets the value of the gender property.

Returns:

possible object is L10NString

java.lang.String getHasDirectCallingConsent ()

Gets the value of the hasDirectCallingConsent property.

Returns:

possible object is java.lang.String

java.lang.String getHasDirectMailingConsent ()

Gets the value of the hasDirectMailingConsent property.

Returns:

possible object is java.lang.String

java.lang.String getHasHoldingDataConsent ()

Gets the value of the hasHoldingDataConsent property.

Returns:

possible object is java.lang.String

java.lang.String getHobbies ()

Gets the value of the hobbies property.

Returns:

possible object is java.lang.String

long getId ()

Gets the value of the id property.

Returns:

possible object is Long

Identification getIdentification ()

Gets the value of the identification property.

Returns:

possible object is Identification

java.lang.String getIncomeLevel ()

Gets the value of the incomeLevel property.

Returns:

possible object is java.lang.String

java.lang.String getInitials ()

Gets the value of the initials property.

Returns:

possible object is java.lang.String

java.lang.String getInterests ()

Gets the value of the interests property.

Returns:

possible object is java.lang.String

java.lang.String getIsSmoker ()

Gets the value of the isSmoker property.

Returns:

possible object is java.lang.String

java.lang.String getJobTitle ()

Gets the value of the jobTitle property.

Returns:

possible object is java.lang.String

DateAndUser getLastModified ()

Gets the value of the lastModified property.

Returns:

possible object is DateAndUser

java.lang.String getLastName ()

Gets the value of the lastName property.

Returns:

possible object is java.lang.String

java.lang.String getLastNameFurigana ()

Gets the value of the lastNameFurigana property.

Returns:

possible object is java.lang.String

java.lang.String getLoginId ()

Gets the value of the loginId property.

Returns:

possible object is java.lang.String

L10NString getMaritalStatus ()

Gets the value of the maritalStatus property.

Returns:

possible object is L10NString

java.lang.String getMiddleName ()

Gets the value of the middleName property.

Returns:

possible object is java.lang.String

java.lang.String getMiddleNameFurigana ()

Gets the value of the middleNameFurigana property.

Returns:

possible object is java.lang.String

java.lang.String getOccupation ()

Gets the value of the occupation property.

Returns:

possible object is java.lang.String

java.util.List<Phone> getPhone ()

Gets the value of the phone property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the phone property.

For example, to add a new item, do as follows:

```
getPhone().add(newItem);
```

Objects of the following type(s) are allowed in the list Phone

java.util.List<Postal> getPostal ()

Gets the value of the postal property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the postal property.

For example, to add a new item, do as follows:

```
getPostal().add(newItem);
```

Objects of the following type(s) are allowed in the list Postal

java.lang.String getPriority ()

Gets the value of the priority property.

Returns:

possible object is java.lang.String

java.lang.String getRace ()

Gets the value of the race property.

Returns:

possible object is java.lang.String

java.lang.String getSalutation ()

Gets the value of the salutation property.

Returns:

possible object is java.lang.String

java.lang.String getSecretAnswer ()

Gets the value of the secretAnswer property.

Returns:

possible object is java.lang.String

java.lang.String getSecretQuestion ()

Gets the value of the secretQuestion property.

Returns:

possible object is java.lang.String

java.util.List<Social> getSocial ()

Gets the value of the social property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the social property.

For example, to add a new item, do as follows:

```
getSocial().add(newItem);
```

Objects of the following type(s) are allowed in the list Social

java.lang.String getSpouseName ()

Gets the value of the spouseName property.

Returns:

possible object is java.lang.String

java.lang.String getStartGreeting ()

Gets the value of the startGreeting property.

Returns:

possible object is java.lang.String

L10NString getSuffix ()

Gets the value of the suffix property.

Returns:

possible object is L10NString

L10NString getType ()

Gets the value of the type property.

Returns:

possible object is L10NString

java.util.List<Website> getWebsite ()

Gets the value of the website property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the website property.

For example, to add a new item, do as follows:

```
getWebsite().add(newItem);
```

Objects of the following type(s) are allowed in the list Website

Boolean isIsSystemCreated ()

Gets the value of the isSystemCreated property.

Returns:

possible object is Boolean

void setContactOrder (Integer *value*)

Sets the value of the contactOrder property.

Parameters:

value	allowed object is Integer

void setContactPoints (ContactPoints *value*)

Sets the value of the contactPoints property.

Parameters:

value	allowed object is ContactPoints

void setCustomAttributes (CustomAttributes *value*)

Sets the value of the customAttributes property.

Parameters:

value	allowed object is CustomAttributes

void setDateOfBirth (java.lang.String *value*)

Sets the value of the dateOfBirth property.

Parameters:

value	allowed object is java.lang.String

void setDependents (java.lang.String *value*)

Sets the value of the dependents property.

Parameters:

value	allowed object is java.lang.String

void setEducationLevel (L10NString *value*)

Sets the value of the educationLevel property.

Parameters:

value	allowed object is L10NString

void setEmergencyContact (java.lang.String *value*)

Sets the value of the emergencyContact property.

Parameters:

value	allowed object is java.lang.String

void setEmploymentStatus (L10NString *value*)

Sets the value of the employmentStatus property.

Parameters:

value	allowed object is L10NString

void setEndGreeting (java.lang.String *value*)

Sets the value of the endGreeting property.

Parameters:

value	allowed object is java.lang.String

void setFirstName (java.lang.String *value*)

Sets the value of the firstName property.

Parameters:

value	allowed object is java.lang.String

void setFirstNameFurigana (java.lang.String *value*)

Sets the value of the firstNameFurigana property.

Parameters:

value	allowed object is java.lang.String

void setGender (L10NString *value*)

Sets the value of the gender property.

Parameters:

value	allowed object is L10NString

void setHasDirectCallingConsent (java.lang.String *value*)

Sets the value of the hasDirectCallingConsent property.

Parameters:

value	allowed object is java.lang.String

void setHasDirectMailingConsent (java.lang.String *value*)

Sets the value of the hasDirectMailingConsent property.

Parameters:

value	allowed object is java.lang.String

void setHasHoldingDataConsent (java.lang.String *value*)

Sets the value of the hasHoldingDataConsent property.

Parameters:

value	allowed object is java.lang.String

void setHobbies (java.lang.String *value*)

Sets the value of the hobbies property.

Parameters:

value	allowed object is java.lang.String

void setId (long *value*)

Sets the value of the id property.

Parameters:

value	allowed object is Long

void setIdentification (Identification *value*)

Sets the value of the identification property.

Parameters:

value	allowed object is Identification

void setIncomeLevel (java.lang.String *value*)

Sets the value of the incomeLevel property.

Parameters:

value	allowed object is java.lang.String

void setInitials (java.lang.String *value*)

Sets the value of the initials property.

Parameters:

value	allowed object is java.lang.String

void setInterests (java.lang.String *value*)

Sets the value of the interests property.

Parameters:

value	allowed object is java.lang.String

void setIsSmoker (java.lang.String *value*)

Sets the value of the isSmoker property.

Parameters:

value	allowed object is java.lang.String

void setIsSystemCreated (Boolean *value*)

Sets the value of the isSystemCreated property.

Parameters:

value	allowed object is Boolean

void setJobTitle (java.lang.String *value*)

Sets the value of the jobTitle property.

Parameters:

value	allowed object is java.lang.String

void setLastModified (DateAndUser *value*)

Sets the value of the lastModified property.

Parameters:

value	allowed object is DateAndUser

void setLastName (java.lang.String *value*)

Sets the value of the lastName property.

Parameters:

value	allowed object is java.lang.String

void setLastNameFurigana (java.lang.String *value*)

Sets the value of the lastNameFurigana property.

Parameters:

value	allowed object is java.lang.String

void setLoginId (java.lang.String *value*)

Sets the value of the loginId property.

Parameters:

value	allowed object is java.lang.String

void setMaritalStatus (L10NString *value*)

Sets the value of the maritalStatus property.

Parameters:

value	allowed object is L10NString

void setMiddleName (java.lang.String *value*)

Sets the value of the middleName property.

Parameters:

value	allowed object is java.lang.String

void setMiddleNameFurigana (java.lang.String *value*)

Sets the value of the middleNameFurigana property.

Parameters:

value	allowed object is java.lang.String

void setOccupation (java.lang.String *value*)

Sets the value of the occupation property.

Parameters:

value	allowed object is java.lang.String

void setPriority (java.lang.String *value*)

Sets the value of the priority property.

Parameters:

value	allowed object is java.lang.String

void setRace (java.lang.String *value*)

Sets the value of the race property.

Parameters:

value	allowed object is java.lang.String

void setSalutation (java.lang.String *value*)

Sets the value of the salutation property.

Parameters:

value	allowed object is java.lang.String

void setSecretAnswer (java.lang.String *value*)

Sets the value of the secretAnswer property.

Parameters:

value	allowed object is java.lang.String

void setSecretQuestion (java.lang.String *value*)

Sets the value of the secretQuestion property.

Parameters:

value	allowed object is java.lang.String

void setSpouseName (java.lang.String *value*)

Sets the value of the spouseName property.

Parameters:

value	allowed object is java.lang.String

void setStartGreeting (java.lang.String *value*)

Sets the value of the startGreeting property.

Parameters:

value	allowed object is java.lang.String

void setSuffix (L10NString *value*)

Sets the value of the suffix property.

Parameters:

value	allowed object is L10NString

void setType (L10NString *value*)

Sets the value of the type property.

Parameters:

value	allowed object is L10NString

ContactPerson Class Reference

Public Member Functions

- Integer getContactOrder ()
- ContactPoints getContactPoints ()
- CustomAttributes getCustomAttributes ()
- java.lang.String getDateOfBirth ()
- java.lang.String getDependents ()
- L10NString getEducationLevel ()
- java.util.List< Email > getEmail ()
- java.lang.String getEmergencyContact ()
- L10NString getEmploymentStatus ()
- java.lang.String getEndGreeting ()
- java.lang.String getFirstName ()
- java.lang.String getFirstNameFurigana ()
- L10NString getGender ()
- java.lang.String getHasDirectCallingConsent ()
- java.lang.String getHasDirectMailingConsent ()
- java.lang.String getHasHoldingDataConsent ()
- java.lang.String getHobbies ()
- long getId ()
- Identification getIdentification ()
- java.lang.String getIncomeLevel ()
- java.lang.String getInitials ()
- java.lang.String getInterests ()
- java.lang.String getIsSmoker ()
- java.lang.String getJobTitle ()
- DateAndUser getLastModified ()
- java.lang.String getLastName ()
- java.lang.String getLastNameFurigana ()
- java.lang.String getLoginId ()
- L10NString getMaritalStatus ()
- java.lang.String getMiddleName ()
- java.lang.String getMiddleNameFurigana ()
- java.lang.String getOccupation ()
- java.util.List< Phone > getPhone ()
- java.util.List< Postal > getPostal ()
- java.lang.String getPriority ()
- java.lang.String getRace ()
- java.lang.String getSalutation ()
- java.lang.String getSecretAnswer ()
- java.lang.String getSecretQuestion ()
- java.lang.String getSelf ()
- java.util.List< Social > getSocial ()
- java.lang.String getSpouseName ()
- java.lang.String getStartGreeting ()
- L10NString getSuffix ()
- L10NString getType ()
- java.util.List< Website > getWebsite ()
- Boolean isIsSystemCreated ()

- void setContactOrder (Integer value)
- void setContactPoints (ContactPoints value)
- void setCustomAttributes (CustomAttributes value)
- void setDateOfBirth (java.lang.String value)
- void setDependents (java.lang.String value)
- void setEducationLevel (L10NString value)
- void setEmergencyContact (java.lang.String value)
- void setEmploymentStatus (L10NString value)
- void setEndGreeting (java.lang.String value)
- void setFirstName (java.lang.String value)
- void setFirstNameFurigana (java.lang.String value)
- void setGender (L10NString value)
- void setHasDirectCallingConsent (java.lang.String value)
- void setHasDirectMailingConsent (java.lang.String value)
- void setHasHoldingDataConsent (java.lang.String value)
- void setHobbies (java.lang.String value)
- void setId (long value)
- void setIdentification (Identification value)
- void setIncomeLevel (java.lang.String value)
- void setInitials (java.lang.String value)
- void setInterests (java.lang.String value)
- void setIsSmoker (java.lang.String value)
- void setIsSystemCreated (Boolean value)
- void setJobTitle (java.lang.String value)
- void setLastModified (DateAndUser value)
- void setLastName (java.lang.String value)
- void setLastNameFurigana (java.lang.String value)
- void setLoginId (java.lang.String value)
- void setMaritalStatus (L10NString value)
- void setMiddleName (java.lang.String value)
- void setMiddleNameFurigana (java.lang.String value)
- void setOccupation (java.lang.String value)
- void setPriority (java.lang.String value)
- void setRace (java.lang.String value)
- void setSalutation (java.lang.String value)
- void setSecretAnswer (java.lang.String value)
- void setSecretQuestion (java.lang.String value)
- void setSelf (java.lang.String value)
- void setSpouseName (java.lang.String value)
- void setStartGreeting (java.lang.String value)
- void setSuffix (L10NString value)
- void setType (L10NString value)

Detailed Description

ContactPerson Schema

This schema contains ContactPerson type details.

XML Schema File

`model/v15/xsd/interaction/contact_person.xsd`

Name	Description	Type
`id`	ID of the requested contact person	Long
`self`	Attribute to identify whether the contact is the logged in contact	String
`isSystemCreated`	Field to convey if the contact person is system created	Boolean
`salutation`	Salutation of the contact person	String
`firstName`	First name of the contact person	String
`middleName`	Middle name of the contact person	String
`lastName`	Last name of the contact person	String
`loginId`	Login ID of the contact person	String
`lastModified`	Last modification details of the contact person	DateAndUser
`jobTitle`	Job Title of the contact person	String
`employmentStatus`	Employment status of the contact person	L10NString
`dateOfBirth`	Date of birth of the contact person	DateTime
`gender`	Gender of the contact person	L10NString
`maritalStatus`	Marital status of the contact person	L10NString
`identification`	Identification details of the contact person	Identification
`type`	Contact person's type (e.g. billing, legal, shipping etc.)	L10NString
`firstNameFurigana`	String to specify how the first name of the contact person should be pronounced	String
`middleNameFurigana`	String to specify how the middle name of the contact person should be pronounced	String
`lastNameFurigana`	String to specify how the last name of the contact person should be pronounced	String
`suffix`	Suffix to use for the contact person	L10NString
`initials`	Initials of the contact person	String
`startGreeting`	String to specify start greeting to use for the contact person	String
`endGreeting`	String to specify end greeting to use for the contact person	String

spouseName	Name of spouse of the contact person	String
emergencyContact	Emergency Contact information of the contact person	String
priority	Priority of the contact person	String
secretQuestion	Secret question which should be asked to the contact person if he forgets his password	String
secretAnswer	Name and value of all the custom attributes configured for the Customer Object	String
occupation	Occupation of the contact person	String
incomeLevel	Income level of the contact person	String
educationLevel	Education level of the contact person	L10NString
race	Race of the contact person	String
dependents	Dependents of the contact person	String
isSmoker	Field to convey if the contact person is a smoker	Boolean
hobbies	Hobbies of the contact person	String
interests	Interests of the contact person	String
contactOrder	Number specifying the order in which this contact person should be contacted if there are more than one contact persons for the same customer	Int
hasDirectMailingConsent	Field to convey if direct mailing consent is given by the contact person	Boolean
hasDirectCallingConsent	Field to convey if direct calling consent is given by the contact person	Boolean
hasHoldingDataConsent	Field to convey if holding data consent is given by the contact person	Boolean
customAttributes	Name and value of all the custom attributes configured for the Contact Person Object	CustomAttributes
contactPoints	Details of all contact points associated with the contact person	ContactPoints
email	Details of all email contact points associated with the contact person (only for customer access)	Email
postal	Details of all postal contact	Postal

	points associated with the contact person (only for customer access)	
`phone`	Details of all phone contact points associated with the contact person (only for customer access)	Phone
`website`	Details of all website type contact points associated with the contact person (only for customer access)	Website
`social`	Details of all social type contact points associated with the contact person (only for customer access)	Social

---

Member Function Documentation

Integer getContactOrder ()

Gets the value of the contactOrder property.

Returns:
possible object is Integer

ContactPoints getContactPoints ()

Gets the value of the contactPoints property.

Returns:
possible object is ContactPoints

CustomAttributes getCustomAttributes ()

Gets the value of the customAttributes property.

Returns:
possible object is CustomAttributes

java.lang.String getDateOfBirth ()

Gets the value of the dateOfBirth property.

Returns:
possible object is java.lang.String

java.lang.String getDependents ()

Gets the value of the dependents property.

Returns:
possible object is java.lang.String

L10NString getEducationLevel ()

Gets the value of the educationLevel property.

Returns:
possible object is L10NString

java.util.List<Email> getEmail ()

Gets the value of the email property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the email property.

For example, to add a new item, do as follows:

```
getEmail().add(newItem);
```

Objects of the following type(s) are allowed in the list Email

java.lang.String getEmergencyContact ()

Gets the value of the emergencyContact property.

Returns:
possible object is java.lang.String

L10NString getEmploymentStatus ()

Gets the value of the employmentStatus property.

Returns:
possible object is L10NString

java.lang.String getEndGreeting ()

Gets the value of the endGreeting property.

Returns:
possible object is java.lang.String

java.lang.String getFirstName ()

Gets the value of the firstName property.

Returns:
possible object is java.lang.String

java.lang.String getFirstNameFurigana ()

Gets the value of the firstNameFurigana property.

Returns:
possible object is java.lang.String

L10NString getGender ()

Gets the value of the gender property.

Returns:
possible object is L10NString

java.lang.String getHasDirectCallingConsent ()

Gets the value of the hasDirectCallingConsent property.

Returns:

possible object is java.lang.String

java.lang.String getHasDirectMailingConsent ()

Gets the value of the hasDirectMailingConsent property.

Returns:

possible object is java.lang.String

java.lang.String getHasHoldingDataConsent ()

Gets the value of the hasHoldingDataConsent property.

Returns:

possible object is java.lang.String

java.lang.String getHobbies ()

Gets the value of the hobbies property.

Returns:

possible object is java.lang.String

long getId ()

Gets the value of the id property.

Returns:

possible object is Long

Identification getIdentification ()

Gets the value of the identification property.

Returns:

possible object is Identification

java.lang.String getIncomeLevel ()

Gets the value of the incomeLevel property.

Returns:

possible object is java.lang.String

java.lang.String getInitials ()

Gets the value of the initials property.

Returns:

possible object is java.lang.String

java.lang.String getInterests ()

Gets the value of the interests property.

Returns:

possible object is java.lang.String

java.lang.String getIsSmoker ()

Gets the value of the isSmoker property.

Returns:

possible object is java.lang.String

java.lang.String getJobTitle ()

Gets the value of the jobTitle property.

Returns:

possible object is java.lang.String

DateAndUser getLastModified ()

Gets the value of the lastModified property.

Returns:

possible object is DateAndUser

java.lang.String getLastName ()

Gets the value of the lastName property.

Returns:

possible object is java.lang.String

java.lang.String getLastNameFurigana ()

Gets the value of the lastNameFurigana property.

Returns:

possible object is java.lang.String

java.lang.String getLoginId ()

Gets the value of the loginId property.

Returns:

possible object is java.lang.String

L10NString getMaritalStatus ()

Gets the value of the maritalStatus property.

Returns:

possible object is L10NString

java.lang.String getMiddleName ()

Gets the value of the middleName property.

Returns:

possible object is java.lang.String

java.lang.String getMiddleNameFurigana ()

Gets the value of the middleNameFurigana property.

Returns:

possible object is java.lang.String

java.lang.String getOccupation ()

Gets the value of the occupation property.

Returns:

possible object is java.lang.String

java.util.List<Phone> getPhone ()

Gets the value of the phone property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the phone property.

For example, to add a new item, do as follows:

```
getPhone().add(newItem);
```

Objects of the following type(s) are allowed in the list Phone

java.util.List<Postal> getPostal ()

Gets the value of the postal property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the postal property.

For example, to add a new item, do as follows:

```
getPostal().add(newItem);
```

Objects of the following type(s) are allowed in the list Postal

java.lang.String getPriority ()

Gets the value of the priority property.

Returns:

possible object is java.lang.String

java.lang.String getRace ()

Gets the value of the race property.

Returns:

possible object is java.lang.String

java.lang.String getSalutation ()

Gets the value of the salutation property.

Returns:

possible object is java.lang.String

java.lang.String getSecretAnswer ()

Gets the value of the secretAnswer property.

Returns:

possible object is java.lang.String

java.lang.String getSecretQuestion ()

Gets the value of the secretQuestion property.

Returns:

possible object is java.lang.String

java.lang.String getSelf ()

Gets the value of the self property.

Returns:

possible object is java.lang.String

java.util.List<Social> getSocial ()

Gets the value of the social property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the social property.

For example, to add a new item, do as follows:

```
getSocial().add(newItem);
```

Objects of the following type(s) are allowed in the list Social

java.lang.String getSpouseName ()

Gets the value of the spouseName property.

Returns:

possible object is java.lang.String

java.lang.String getStartGreeting ()

Gets the value of the startGreeting property.

Returns:

possible object is java.lang.String

L10NString getSuffix ()

Gets the value of the suffix property.

Returns:

possible object is L10NString

L10NString getType ()

Gets the value of the type property.

Returns:

possible object is L10NString

java.util.List<Website> getWebsite ()

Gets the value of the website property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the website property.

For example, to add a new item, do as follows:

```
getWebsite().add(newItem);
```

Objects of the following type(s) are allowed in the list Website

Boolean isIsSystemCreated ()

Gets the value of the isSystemCreated property.

Returns:

possible object is Boolean

void setContactOrder (Integer *value*)

Sets the value of the contactOrder property.

Parameters:

value	allowed object is Integer

void setContactPoints (ContactPoints *value*)

Sets the value of the contactPoints property.

Parameters:

value	allowed object is ContactPoints

void setCustomAttributes (CustomAttributes *value*)

Sets the value of the customAttributes property.

Parameters:

value	allowed object is CustomAttributes

void setDateOfBirth (java.lang.String *value*)

Sets the value of the dateOfBirth property.

Parameters:

value	allowed object is java.lang.String

void setDependents (java.lang.String *value*)

Sets the value of the dependents property.

Parameters:

value	allowed object is java.lang.String

void setEducationLevel (L10NString *value*)

Sets the value of the educationLevel property.

Parameters:

value	allowed object is L10NString

void setEmergencyContact (java.lang.String *value*)

Sets the value of the emergencyContact property.

Parameters:

value	allowed object is java.lang.String

void setEmploymentStatus (L10NString *value*)

Sets the value of the employmentStatus property.

Parameters:

value	allowed object is L10NString

void setEndGreeting (java.lang.String *value*)

Sets the value of the endGreeting property.

Parameters:

value	allowed object is java.lang.String

void setFirstName (java.lang.String *value*)

Sets the value of the firstName property.

Parameters:

value	allowed object is java.lang.String

void setFirstNameFurigana (java.lang.String *value*)

Sets the value of the firstNameFurigana property.

Parameters:

value	allowed object is java.lang.String

void setGender (L10NString *value*)

Sets the value of the gender property.

Parameters:

value	allowed object is L10NString

void setHasDirectCallingConsent (java.lang.String *value*)

Sets the value of the hasDirectCallingConsent property.

Parameters:

value	allowed object is java.lang.String

void setHasDirectMailingConsent (java.lang.String *value*)

Sets the value of the hasDirectMailingConsent property.

Parameters:

value	allowed object is java.lang.String

void setHasHoldingDataConsent (java.lang.String *value*)

Sets the value of the hasHoldingDataConsent property.

Parameters:

value	allowed object is java.lang.String

void setHobbies (java.lang.String *value*)

Sets the value of the hobbies property.

Parameters:

value	allowed object is java.lang.String

void setId (long *value*)

Sets the value of the id property.

Parameters:

value	allowed object is Long

void setIdentification (Identification *value*)

Sets the value of the identification property.

Parameters:

value	allowed object is Identification

void setIncomeLevel (java.lang.String *value*)

Sets the value of the incomeLevel property.

Parameters:

value	allowed object is java.lang.String

void setInitials (java.lang.String *value*)

Sets the value of the initials property.

Parameters:

value	allowed object is java.lang.String

void setInterests (java.lang.String *value*)

Sets the value of the interests property.

Parameters:

value	allowed object is java.lang.String

void setIsSmoker (java.lang.String *value*)

Sets the value of the isSmoker property.

Parameters:

value	allowed object is java.lang.String

void setIsSystemCreated (Boolean *value*)

Sets the value of the isSystemCreated property.

Parameters:

value	allowed object is Boolean

void setJobTitle (java.lang.String *value*)

Sets the value of the jobTitle property.

Parameters:

value	allowed object is java.lang.String

void setLastModified (DateAndUser *value*)

Sets the value of the lastModified property.

Parameters:

value	allowed object is DateAndUser

void setLastName (java.lang.String *value*)

Sets the value of the lastName property.

Parameters:

value	allowed object is java.lang.String

void setLastNameFurigana (java.lang.String *value*)

Sets the value of the lastNameFurigana property.

Parameters:

value	allowed object is java.lang.String

void setLoginId (java.lang.String *value*)

Sets the value of the loginId property.

Parameters:

value	allowed object is java.lang.String

void setMaritalStatus (L10NString *value*)

Sets the value of the maritalStatus property.

Parameters:

value	allowed object is L10NString

void setMiddleName (java.lang.String *value*)

Sets the value of the middleName property.

Parameters:

value	allowed object is java.lang.String

void setMiddleNameFurigana (java.lang.String *value*)

Sets the value of the middleNameFurigana property.

Parameters:

value	allowed object is java.lang.String

void setOccupation (java.lang.String *value*)

Sets the value of the occupation property.

Parameters:

value	allowed object is java.lang.String

void setPriority (java.lang.String *value*)

Sets the value of the priority property.

Parameters:

value	allowed object is java.lang.String

void setRace (java.lang.String *value*)

Sets the value of the race property.

Parameters:

value	allowed object is java.lang.String

void setSalutation (java.lang.String *value*)

Sets the value of the salutation property.

Parameters:

value	allowed object is java.lang.String

void setSecretAnswer (java.lang.String *value*)

Sets the value of the secretAnswer property.

Parameters:

value	allowed object is java.lang.String

void setSecretQuestion (java.lang.String *value*)

Sets the value of the secretQuestion property.

Parameters:

value	allowed object is java.lang.String

void setSelf (java.lang.String *value*)

Sets the value of the self property.

Parameters:

value	allowed object is java.lang.String

void setSpouseName (java.lang.String *value*)

Sets the value of the spouseName property.

Parameters:

value	allowed object is java.lang.String

void setStartGreeting (java.lang.String *value*)

Sets the value of the startGreeting property.

Parameters:

value	allowed object is java.lang.String

void setSuffix (L10NString *value*)

Sets the value of the suffix property.

Parameters:

value	allowed object is L10NString

void setType (L10NString *value*)

Sets the value of the type property.

Parameters:

value	allowed object is L10NString

ContactPersons Class Reference

Public Member Functions

- java.util.List< ContactPerson > getContactPerson ()
- BigInteger getCount ()
- Link getLink ()
- void setCount (BigInteger value)
- void setLink (Link value)

Detailed Description

ContactPersons Schema

This schema contains ContactPersons type details.

XML Schema File

`model/v12/xsd/interaction/contact_person.xsd`

Name	Description	Type
`link`	`self` link	Link
`contactPerson`	Contact Person details	ContactPerson
`count`	Total count of contact persons	Int

Member Function Documentation

java.util.List<ContactPerson> getContactPerson ()

Gets the value of the contactPerson property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the contactPerson property.

For example, to add a new item, do as follows:

```
getContactPerson().add(newItem);
```

Objects of the following type(s) are allowed in the list ContactPerson

BigInteger getCount ()

Gets the value of the count property.

Returns:

possible object is BigInteger

Link getLink ()

Gets the value of the link property.

Returns:

possible object is Link

void setCount (BigInteger *value*)

Sets the value of the count property.

Parameters:

value	allowed object is BigInteger

void setLink (Link *value*)

Sets the value of the link property.

Parameters:

value	allowed object is Link

ContactPersons Class Reference

Public Member Functions

- java.util.List< ContactPerson > getContactPerson ()
- BigInteger getCount ()
- Link getLink ()
- void setCount (BigInteger value)
- void setLink (Link value)

Detailed Description

ContactPersons Schema

This schema contains ContactPersons type details.

XML Schema File

`model/v15/xsd/interaction/contact_person.xsd`

Name	Description	Type
`link`	`self` link	Link
`contactPerson`	Contact Person details	ContactPerson
`count`	Total count of contact persons	Int

Member Function Documentation

java.util.List<ContactPerson> getContactPerson ()

Gets the value of the contactPerson property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the contactPerson property.

For example, to add a new item, do as follows:

```
getContactPerson().add(newItem);
```

Objects of the following type(s) are allowed in the list ContactPerson

BigInteger getCount ()

Gets the value of the count property.

Returns:

possible object is BigInteger

Link getLink ()

Gets the value of the link property.

Returns:

possible object is Link

void setCount (BigInteger *value*)

Sets the value of the count property.

Parameters:

value	allowed object is BigInteger

void setLink (Link *value*)

Sets the value of the link property.

Parameters:

value	allowed object is Link

ContactPoint Class Reference

Public Member Functions

- CustomAttributes getCustomAttributes ()
- long getId ()
- DateAndUser getLastModified ()
- L10NString getPriority ()
- Type getType ()
- void setCustomAttributes (CustomAttributes value)
- void setId (long value)
- void setLastModified (DateAndUser value)
- void setPriority (L10NString value)
- void setType (Type value)

Detailed Description

ContactPoint Schema

Description of the elements used in ContactPoint schema.

XML Schema File

`model/v12/xsd/interaction/contact_point.xsd`

Name	Description	Type
`id`	contact point ID	Long
`type`	Type of the contact point	Type
`priority`	Priority of the contact point	L10NString
`lastModified`	Last modification details of the contact point	DateAndUser
`customAttributes`	Name and value of all the custom attributes configured for the Contact Point Object	CustomAttributes

---

Member Function Documentation

CustomAttributes getCustomAttributes ()

Gets the value of the customAttributes property.

Returns:

possible object is CustomAttributes

long getId ()

Gets the value of the id property.

Returns:

possible object is Long

DateAndUser getLastModified ()

Gets the value of the lastModified property.

Returns:

possible object is DateAndUser

L10NString getPriority ()

Gets the value of the priority property.

Returns:

possible object is L10NString

Type getType ()

Gets the value of the type property.

Returns:

possible object is Type

void setCustomAttributes (CustomAttributes *value*)

Sets the value of the customAttributes property.

Parameters:

value	allowed object is CustomAttributes

void setId (long *value*)

Sets the value of the id property.

Parameters:

value	allowed object is Long

void setLastModified (DateAndUser *value*)

Sets the value of the lastModified property.

Parameters:

value	allowed object is DateAndUser

void setPriority (L10NString *value*)

Sets the value of the priority property.

Parameters:

value	allowed object is L10NString

void setType (Type *value*)

Sets the value of the type property.

Parameters:

value	allowed object is Type

ContactPoint Class Reference

Public Member Functions

- CustomAttributes getCustomAttributes ()
- long getId ()
- DateAndUser getLastModified ()
- L10NString getPriority ()
- Type getType ()
- void setCustomAttributes (CustomAttributes value)
- void setId (long value)
- void setLastModified (DateAndUser value)
- void setPriority (L10NString value)
- void setType (Type value)

Detailed Description

ContactPoint Schema

Description of the elements used in ContactPoint schema.

XML Schema File

`model/v15/xsd/interaction/contact_point.xsd`

Name	Description	Type
`id`	contact point ID	Long
`type`	The type of the contact point	Type
`priority`	Priority of the contact point	L10NString
`lastModified`	Last modification details of the contact point	DateAndUser
`customAttributes`	Name and value of all the custom attributes configured for the Contact Point Object	CustomAttributes

---

Member Function Documentation

CustomAttributes getCustomAttributes ()

Gets the value of the customAttributes property.

Returns:

possible object is CustomAttributes

long getId ()

Gets the value of the id property.

Returns:

possible object is Long

DateAndUser getLastModified ()

Gets the value of the lastModified property.

Returns:

possible object is DateAndUser

L10NString getPriority ()

Gets the value of the priority property.

Returns:

possible object is L10NString

Type getType ()

Gets the value of the type property.

Returns:

possible object is Type

void setCustomAttributes (CustomAttributes *value*)

Sets the value of the customAttributes property.

Parameters:

value	allowed object is CustomAttributes

void setId (long *value*)

Sets the value of the id property.

Parameters:

value	allowed object is Long

void setLastModified (DateAndUser *value*)

Sets the value of the lastModified property.

Parameters:

value	allowed object is DateAndUser

void setPriority (L10NString *value*)

Sets the value of the priority property.

Parameters:

value	allowed object is L10NString

void setType (Type *value*)

Sets the value of the type property.

Parameters:

value	allowed object is Type

ContactPoints Class Reference

Public Member Functions

- java.util.List< ContactPoint > getContactPoint ()
- Link getLink ()
- void setLink (Link value)

Detailed Description

ContactPoints Schema

This schema contains ContactPoints type details.

XML Schema File

`model/v12/xsd/interaction/contact_point.xsd`

Name	Description	Type
`link`	`self` link	Link
`contactPoint`	Contact Point details	ContactPoint

Member Function Documentation

java.util.List<ContactPoint> getContactPoint ()

Gets the value of the contactPoint property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the contactPoint property.

For example, to add a new item, do as follows:

```
getContactPoint().add(newItem);
```

Objects of the following type(s) are allowed in the list ContactPoint

Link getLink ()

Gets the value of the link property.

Returns:

possible object is Link

void setLink (Link *value*)

Sets the value of the link property.

Parameters:

value	allowed object is Link

ContactPoints Class Reference

Public Member Functions

- java.util.List< ContactPoint > getContactPoint ()
- Link getLink ()
- void setLink (Link value)

Detailed Description

ContactPoints Schema

This schema contains ContactPoints type details.

XML Schema File

`model/v15/xsd/interaction/contact_point.xsd`

Name	Description	Type
`link`	`self` link	Link
`contactPoint`	Contact Point details	ContactPoint

Member Function Documentation

java.util.List<ContactPoint> getContactPoint ()

Gets the value of the contactPoint property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the contactPoint property.

For example, to add a new item, do as follows:

```
getContactPoint().add(newItem);
```

Objects of the following type(s) are allowed in the list ContactPoint

Link getLink ()

Gets the value of the link property.

Returns:

possible object is Link

void setLink (Link *value*)

Sets the value of the link property.

Parameters:

value	allowed object is Link

Contacts Class Reference

Public Member Functions

- java.util.List< ContactPerson > getContact ()
- Link getLink ()
- void setLink (Link value)

Detailed Description

Contacts Schema

This schema contains Contacts type details.

XML Schema File

`model/v12/xsd/interaction/contact_person.xsd`

Name	Description	Type
`link`	`self` link	Link
`contact`	Contact details	ContactPerson
`count`	Total count of contacts	Int

Member Function Documentation

java.util.List<ContactPerson> getContact ()

Gets the value of the contact property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the contact property.

For example, to add a new item, do as follows:

```
getContact().add(newItem);
```

Objects of the following type(s) are allowed in the list ContactPerson

Link getLink ()

Gets the value of the link property.

Returns:

possible object is Link

void setLink (Link *value*)

Sets the value of the link property.

Parameters:

value	allowed object is Link

Contacts Class Reference

Public Member Functions

- java.util.List< ContactPerson > getContact ()
- Link getLink ()
- void setLink (Link value)

Detailed Description

Contacts Schema

This schema contains Contacts type details.

XML Schema File

`model/v15/xsd/interaction/contact_person.xsd`

Name	Description	Type
`link`	`self` link	Link
`contact`	Contact details	ContactPerson
`count`	Total count of contacts	Int

Member Function Documentation

java.util.List<ContactPerson> getContact ()

Gets the value of the contact property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the contact property.

For example, to add a new item, do as follows:

```
getContact().add(newItem);
```

Objects of the following type(s) are allowed in the list ContactPerson

Link getLink ()

Gets the value of the link property.

Returns:

possible object is Link

void setLink (Link *value*)

Sets the value of the link property.

Parameters:

value	allowed object is Link

Content Class Reference

Public Member Functions

- java.lang.String getType ()
- java.lang.String getValue ()
- void setType (java.lang.String value)
- void setValue (java.lang.String value)

Detailed Description

Content Schema

This schema contains details of the Content schema.

XML Schema File

`model/v12/xsd/common.xsd`

Name	Description	Type
`type`	A string that indicates the type of the content. Valid values are • text • html.	String
`value`	The value of the content.	String

Member Function Documentation

java.lang.String getType ()

Gets the value of the type property.

Returns:

possible object is java.lang.String

java.lang.String getValue ()

Gets the value of the value property.

Returns:

possible object is java.lang.String

void setType (java.lang.String *value*)

Sets the value of the type property.

Parameters:

value	allowed object is java.lang.String

void setValue (java.lang.String *value*)

Sets the value of the value property.

Parameters:

value	allowed object is java.lang.String

Content Class Reference

Public Member Functions

- java.lang.String getType ()
- java.lang.String getValue ()
- void setType (java.lang.String value)
- void setValue (java.lang.String value)

Detailed Description

Content Schema

This schema contains details of the Content schema.

XML Schema File

`model/v15/xsd/common.xsd`

Name	Description	Type
`type`	A string that indicates the type of the content. Valid values are • text • html.	String
`value`	The value of the content.	String

Member Function Documentation

java.lang.String getType ()

Gets the value of the type property.

Returns:

possible object is java.lang.String

java.lang.String getValue ()

Gets the value of the value property.

Returns:

possible object is java.lang.String

void setType (java.lang.String *value*)

Sets the value of the type property.

Parameters:

value	allowed object is java.lang.String

void setValue (java.lang.String *value*)

Sets the value of the value property.

Parameters:

value	allowed object is java.lang.String

Contents Class Reference

Public Member Functions

- java.util.List< Content > getContent ()

Detailed Description

Contents Schema

This schema contains details of the Contents type.

XML Schema File

`model/v12/xsd/interaction/activity.xsd`

Name	Description	Type
`content`	An element that holds the content of the activity.	Content

---

Member Function Documentation

java.util.List<Content> getContent ()

Gets the value of the content property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the content property.

For example, to add a new item, do as follows:

```
getContent().add(newItem);
```

Objects of the following type(s) are allowed in the list Content

Contents Class Reference

Public Member Functions

- java.util.List< Content > getContent ()

Detailed Description

Contents Schema

This schema contains details of the Contents type.

XML Schema File

`model/v15/xsd/interaction/activity.xsd`

Name	Description	Type
`content`	An element that holds the content of the activity.	Content

---

Member Function Documentation

java.util.List<Content> getContent ()

Gets the value of the content property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the content property.

For example, to add a new item, do as follows:

```
getContent().add(newItem);
```

Objects of the following type(s) are allowed in the list Content

ContextCaseCommonInfoPage Class Reference

Detailed Description

Supported values of some Common Query Parameters that appear in Case Resource APIs

NOTE: each *common parameter* described below is not necessarily supported by all Case APIs. Therefore, first refer to specific API documentation to see which *common parameters* that API supports.

Values of $attribute common parameter supported by Case Resource

Use `$attribute` to request additional attributes/elements of resource representation, beyond those always returned by server. The value of `$attribute` must be a comma separated list of attribute names. For example,

```
GET .../context/interaction/case/1000?$attribute=created
```

```
GET .../context/interaction/case/1000?$attribute=created,recentActivityDate,custom.abc
```

```
GET .../context/interaction/case/1000?$attribute=all
```

Name	Description	Schema/type returned by server
all	This is a special keyword that prompts server to return all available resource attributes	N/A
created	Case creation date	DateAndUser
recentActivityDate	Date of creation of the most recently created activity in the case.	DateTime
unreadActivityCount	Total number of unread activities in the case.	Int
custom.<name>	Name of a custom attribute configured for case object	CustomAttributes

Values of $sort common parameter supported by Case Resource

Cases returned in server response are sorted based on the attribute supplied under `$sort` . See *Description* column below for specifics.

Name	Description
id	Results are sorted on case IDs
recentActivity	Results are sorted on date of creation of most recently created activities in the case. If

	activityMode query parameter is specified in the request, then only the creation dates of activities in the specified mode will be considered during sorting.that $order system parameter value must be sent as 'desc' for the results to contain most recent cases at the top.

Summary attributes of Case Resource

Case Resource always returns `<cases>` representation, that contains one or more `<case>` representations and `<paginationInfo>` element if applicable.

Case summary

Name	Description	Schema/type
id	Case ID	Long
link	Self link that can be used to retrieve this case	Link
activities	Field holding a link that can be used to retrieve all activities of this case	Activities
status	Status of the case	L10NString
customer	Customer associated with the case (ID, name and self-link). This attribute will be returned only if the case belongs to the logged in customer.	Customer
subject	Case subject	String

ContextCustomerCommonInfoPage Class Reference

Detailed Description

Supported values of some Common Query Parameters that appear in Customer Resource APIs

NOTE: each *common parameter* described below is not necessarily supported by all Customer APIs. Therefore, first refer to specific API documentation to see which *common parameters* that API supports.

Values of $attribute common parameter supported by Customer Resource

Use `$attribute` to request additional attributes/elements of resource representation, beyond those always returned by server. The value of $attribute must be a comma separated list of attribute names. For example,

```
GET .../context/interaction/customer?$attribute=role
```

```
GET .../context/interaction/customer?$attribute=industry,marketSegment,custom.abc
```

```
GET .../context/interaction/customer?$attribute=all
```

Name	Description	Schema/type returned by server
all	This is a special keyword that prompts server to return all available resource attributes. All attributes listed in this table as well as contact-additional-attributes will be returned.	N/A
role	Role of the customer (e.g., partner, reseller, customer)	L10NString
pin	Customer pin information	String
industry	Industry that this customer belongs to	L10NString
marketSegment	Market segment of the customer	String
entitlements	Entitlements of the customer	String
custom.<name>	Name of a custom attribute configured for customer object	CustomAttributes

Summary attributes of Customer Resource

Customer Resource always returns `<customers>` representation, that contains one or more `<customer>` representations and `<paginationInfo>` element if applicable.

Customer summary

Name	Description	Type
id	Customer ID	Long
link	Self link that can be used to retrieve this customer	Link
cases	Field holding a link that can be used to retrieve all cases of this customer	Cases
customerName	Customer name	String
type	Type and type-specific details of the customer	Type
lastModified	Details of the last modification of the customer (date only)	DateAndUser
contacts	All contacts of this customer. This representation contains one or more `<contact>` elements. See Contact summary below for details.	Contacts

Contact summary

Name	Description	Type
id	Contact ID	Long
firstName	Contact's first name	String
middleName	Contact's middle name	String
lastName	Contact's last name	String
lastModified	Details of the last modification of this contact (date only)	DateAndUser
email	Email details of this contact (ID, emailAddress and lastModified). `<contact>` element can contain one or more `<email>` elements.	Email
postal	Postal details of this contact (ID, type, address_1, address_2, city, state, zip, country, region and lastModified). `<contact>` element can contain one or more `<postal>` elements.	Postal

phone	Phone details of this contact (ID, type, phoneNo, countryCode, areaCode, extension and lastModified). `<contact>` element can contain one or more `<phone>` elements.	Phone
website	Website details of this contact (ID, url and lastModified). `<contact>` element can contain one or more `<website>` elements.	Website
social	Social details of this contact (ID, type, socialId and lastModified). `<contact>` element can contain one or more `<social>` elements.	Social

Additional attributes of Customer Resource

Below are additional attributes of Contact representations that are returned by server if `$attribute=all` is requested by client. None of the below attributes can be requested by name. If `$attribute=all` is not supplied in client request, only summary attributes are returned for Contact representation. However, if `$attribute=all` is provided, both summary and all additional attributes of Contact are returned in server response.

Additional Attributes of Contact

The following additional contact attributes are returned under *customers -> customer -> contacts->contact* element in server response.

Name	Description	Type/schema returned by server
salutation	Contact's salutation	String
gender	Contact's gender	L10NString
identification	Identification details of the contact	Identification
suffix	Contact's suffix	L10NString
initials	Contact's initials	String
secretQuestion	Secret question for password retrieval	String
secretAnswer	Answer to the secret question	String
hasDirectMailingConsent	A flag indicationg whether direct mailing consent is given by the contact	Boolean
hasDirectCallingConsent	A flag indicationg whether	Boolean

	direct calling consent is given by the contact	
hasHoldingDataConsent	A flag indicationg whether holding data consent is given by the contact	Boolean
jobTitle	Contact's job title	String
employmentStatus	Contact's employment status	L10NString
priority	Priority of this contact	String
dateOfBirth	Contact's date of birth	DateTime
maritalStatus	Marital status of the contact	L10NString
type	Contact's type (e.g. billing, legal, shipping etc.)	L10NString
firstNameFurigana	Contact's first name in furigana	String
middleNameFurigana	Contact's middle name in furigana	String
lastNameFurigana	Contact's last name in furigana	String
startGreeting	String specifying start of greeting to use for this contact	String
endGreeting	String specifying end of greeting to use for this contact	String
spouseName	Spouse name of the contact	String
emergencyContact	Emergency contact information of the contact	String
occupation	Contact's occupation	String
incomeLevel	Contact's income level	String
educationLevel	Contact's education level	L10NString
race	Contact's race	String
dependents	Dependents of the contact	String
isSmoker	A flag indicationg whether this contact is a smoker	Boolean
hobbies	Contact's hobbies	String
interests	Contact's interests	String
contactOrder	Order in which this contact should be contacted if there are multiple contacts for the same customer	Int
customAttributes	All custom attributes available for this contact	CustomAttributes

CorporateInfo Class Reference

Public Member Functions

- ContactPerson getContact ()
- java.lang.String getCurrency ()
- java.lang.String getNumberOfEmployees ()
- java.lang.String getRegion ()
- java.lang.String getRegistrationNumber ()
- java.lang.String getRevenues ()
- java.lang.String getSector ()
- void setContact (ContactPerson value)
- void setCurrency (java.lang.String value)
- void setNumberOfEmployees (java.lang.String value)
- void setRegion (java.lang.String value)
- void setRegistrationNumber (java.lang.String value)
- void setRevenues (java.lang.String value)
- void setSector (java.lang.String value)

Detailed Description

CorporateInfo Schema

Description of the elements used in CorporateInfo schema.

XML Schema File

`model/v12/xsd/interaction/customer.xsd`

Name	Description	Type
`region`	Region of operation of corporate customer	String
`numberOfEmployees`	Number of employees in the organization	Long
`revenues`	Revenue of the corporate customer	String
`currency`	Currency used while dealing with the corporate customer	String
`registrationNumber`	Registration number of the corporate customer	String
`sector`	Sector of the corporate customer	String
`contact`	Contact details	ContactPerson

Member Function Documentation

ContactPerson getContact ()

Gets the value of the contact property.

Returns:

possible object is ContactPerson

java.lang.String getCurrency ()

Gets the value of the currency property.

Returns:

possible object is java.lang.String

java.lang.String getNumberOfEmployees ()

Gets the value of the numberOfEmployees property.

Returns:

possible object is java.lang.String

java.lang.String getRegion ()

Gets the value of the region property.

Returns:

possible object is java.lang.String

java.lang.String getRegistrationNumber ()

Gets the value of the registrationNumber property.

Returns:

possible object is java.lang.String

java.lang.String getRevenues ()

Gets the value of the revenues property.

Returns:

possible object is java.lang.String

java.lang.String getSector ()

Gets the value of the sector property.

Returns:

possible object is java.lang.String

void setContact (ContactPerson *value*)

Sets the value of the contact property.

Parameters:

value	allowed object is ContactPerson

void setCurrency (java.lang.String *value*)

Sets the value of the currency property.

Parameters:

value	allowed object is java.lang.String

void setNumberOfEmployees (java.lang.String *value*)

Sets the value of the numberOfEmployees property.

Parameters:

value	allowed object is java.lang.String

void setRegion (java.lang.String *value*)

Sets the value of the region property.

Parameters:

value	allowed object is java.lang.String

void setRegistrationNumber (java.lang.String *value*)

Sets the value of the registrationNumber property.

Parameters:

value	allowed object is java.lang.String

void setRevenues (java.lang.String *value*)

Sets the value of the revenues property.

Parameters:

value	allowed object is java.lang.String

void setSector (java.lang.String *value*)

Sets the value of the sector property.

Parameters:

value	allowed object is java.lang.String

CorporateInfo Class Reference

Public Member Functions

- ContactPerson getContact ()
- java.lang.String getCurrency ()
- java.lang.String getNumberOfEmployees ()
- java.lang.String getRegion ()
- java.lang.String getRegistrationNumber ()
- java.lang.String getRevenues ()
- java.lang.String getSector ()
- void setContact (ContactPerson value)
- void setCurrency (java.lang.String value)
- void setNumberOfEmployees (java.lang.String value)
- void setRegion (java.lang.String value)
- void setRegistrationNumber (java.lang.String value)
- void setRevenues (java.lang.String value)
- void setSector (java.lang.String value)

Detailed Description

CorporateInfo Schema

Description of the elements used in CorporateInfo schema.

XML Schema File

`model/v15/xsd/interaction/customer.xsd`

Name	Description	Type
`region`	Region of operation of corporate customer	String
`numberOfEmployees`	Number of employees in the organization	Long
`revenues`	Revenue of the corporate customer	String
`currency`	Currency used while dealing with the corporate customer	String
`registrationNumber`	Registration number of the corporate customer	String
`sector`	Sector of the corporate customer	String
`contact`	Contact details	ContactPerson

Member Function Documentation

ContactPerson getContact ()

Gets the value of the contact property.

Returns:

possible object is ContactPerson

java.lang.String getCurrency ()

Gets the value of the currency property.

Returns:

possible object is java.lang.String

java.lang.String getNumberOfEmployees ()

Gets the value of the numberOfEmployees property.

Returns:

possible object is java.lang.String

java.lang.String getRegion ()

Gets the value of the region property.

Returns:

possible object is java.lang.String

java.lang.String getRegistrationNumber ()

Gets the value of the registrationNumber property.

Returns:

possible object is java.lang.String

java.lang.String getRevenues ()

Gets the value of the revenues property.

Returns:

possible object is java.lang.String

java.lang.String getSector ()

Gets the value of the sector property.

Returns:

possible object is java.lang.String

void setContact (ContactPerson *value*)

Sets the value of the contact property.

Parameters:

value	allowed object is ContactPerson

void setCurrency (java.lang.String *value*)

Sets the value of the currency property.

Parameters:

value	allowed object is java.lang.String

void setNumberOfEmployees (java.lang.String *value*)

Sets the value of the numberOfEmployees property.

Parameters:

value	allowed object is java.lang.String

void setRegion (java.lang.String *value*)

Sets the value of the region property.

Parameters:

value	allowed object is java.lang.String

void setRegistrationNumber (java.lang.String *value*)

Sets the value of the registrationNumber property.

Parameters:

value	allowed object is java.lang.String

void setRevenues (java.lang.String *value*)

Sets the value of the revenues property.

Parameters:

value	allowed object is java.lang.String

void setSector (java.lang.String *value*)

Sets the value of the sector property.

Parameters:

value	allowed object is java.lang.String

CountAndLink Class Reference

Public Member Functions

- Long getCount ()
- Link getLink ()
- void setCount (Long value)
- void setLink (Link value)

Detailed Description

countAndLink Schema

This schema has the definition of countAndLink.

XML Schema File

`model/v12/xsd/interaction/activity.xsd`

Name	Description	Type
`count`	Indicates number of objects.	Long
`Link`	Link to the resource.	Link

Member Function Documentation

Long getCount ()

Gets the value of the count property.

Returns:

possible object is Long

Link getLink ()

Gets the value of the link property.

Returns:

possible object is Link

void setCount (Long *value*)

Sets the value of the count property.

Parameters:

value	allowed object is Long

void setLink (Link *value*)

Sets the value of the link property.

Parameters:

value	allowed object is Link

CountAndLink Class Reference

Public Member Functions

- Long getCount ()
- Link getLink ()
- void setCount (Long value)
- void setLink (Link value)

Detailed Description

countAndLink Schema

This schema has the definition of countAndLink.

XML Schema File

`model/v15/xsd/interaction/activity.xsd`

Name	Description	Type
`count`	Indicates number of objects.	Long
`Link`	Link to the resource.	Link

Member Function Documentation

Long getCount ()

Gets the value of the count property.

Returns:

possible object is Long

Link getLink ()

Gets the value of the link property.

Returns:

possible object is Link

void setCount (Long *value*)

Sets the value of the count property.

Parameters:

value	allowed object is Long

void setLink (Link *value*)

Sets the value of the link property.

Parameters:

value	allowed object is Link

CreateContactPersonPage Class Reference

Detailed Description

Create Contact Person

Overview

This section contains the required and optional elements for contact person. A single contact person can be created for an individual customer and multiple contact persons can be created for group and corporate customers. One contact person can contain multiple contact points.

Elements required in request body

Name	Description
firstName	Must not exceed 124 characters.

Optional elements allowed in request body

Name	Description
salutation	Must be one of 'Mr.', 'Mrs.', 'Ms.', or 'Miss'.
middleName	Must not exceed 124 characters.
lastName	Must not exceed 124 characters
loginId	Must not exceed 255 characters.
gender.value	Must be 'male' or 'female'.
identification.type	Must be one of the values configured in application.
identification.value	Must not exceed 255 characters.
suffix.value	Must be one of jr., sr., i, ii, and iii.
initials	Must not exceed 16 characters.
secretQuestion	Must not exceed 255 characters.
secretAnswer	Must not exceed 255 characters.
hasDirectMailingConsent	Must be true or false.
hasDirectCallingConsent	Must be true or false.
hasHoldingDataConsent	Must be true or false.
jobTitle	Must not exceed 255 characters.
employmentStatus.value	Must be one of part-time, full-time, temporary, contract,intern, or unemployed.
priority	Must not exceed 255 characters.
dateOfBirth	Must be a past date. Refer supported date format here.
maritalStatus.value	Must be one of married, single, separated, divorced, and widowed.

type.value	Must be one of the values configured in application.
firstNameFurigana	Must not exceed 124 characters.
middleNameFurigana	Must not exceed 124 characters.
lastNameFurigana	Must not exceed 124 characters.
startGreeting	Must not exceed 255 characters.
endGreeting	Must not exceed 255 characters.
spouseName	Must not exceed 512 characters.
emergencyContact	Must not exceed 50 characters.
occupation	Must not exceed 255 characters.
incomeLevel	Must not exceed 255 characters.
educationLevel.value	Must be one of high school, graduate, post graduate, or doctorate.
race	Must not exceed 255 characters.
dependents	Must not exceed 255 characters.
isSmoker	Must be true or false.
hobbies	Must not exceed 255 characters.
interests	Must not exceed 255 characters.
contactOrder	Numeric value less than 32768.
contactPoints	One or more contact points can be provided. For required and optional elements of contact point, refer Create Contact Point.
customAttributes	Name must match one of the custom attributes configured in application. If the custom attribute is configured as an enumeration, the value must be one of the predefined values.

CreateContactPointPage Class Reference

Detailed Description

Create Contact Point

Overview

This section contains the required and optional elements for contact point. Multiple contact points can be created for a contact person.

Email contact point

Elements required in request body

Name	Description
type.value	Must be "email".
type.email.emailAddress	Must be a valid email address or phone number. Refer Email Address definition for the valid email address format. "Customer departmentalization" setting is enabled in the application, the provided email address must not be associated with any existing contact points in the same department. "Customer departmentalization" setting is disabled in application, the provided email address must not be associated with any existing contact points in the application.

Optional elements allowed in request body

Name	Description
priority.value	Must be 'low', 'medium', or 'high'.
customAttributes	Name must match one of the custom attributes configured in application. If the custom attribute is configured as an enumeration, the value must be one of the predefined values.

Phone contact point

Elements required in request body

Name	Description
type.value	Must be "phone".

type.phone.type.value	This can be one of 'home', 'office', 'mobile', 'fax', or 'pager'.
type.phone.phoneNo	This accepts any string representation. It is the client's responsibility to send in the correct number. Must not exceed 40 characters.

Optional elements allowed in request body

Name	Description
type.phone.countryCode	Must be a number not exceeding 9 digits.
type.phone.areaCode	Must not exceed 10 characters.
type.phone.extension	Must not exceed 10 characters.
type.phone.availability.days.value	Must be one of weekdays, weekends, and 'any_day'.
type.phone.availability.times.value	Must be one of 'mornings', 'afternoons', 'evenings', 'day', and 'anytime'.
priority.value	Must be 'low', 'medium', or 'high'.
customAttributes	Name must match one of the custom attributes configured in application. If the custom attribute is configured as an enumeration, the value must be one of the predefined values.

Postal contact point

Elements required in request body

Name	Description
type.value	Must be "postal".
type.postal.type.value	Must be one of 'office', 'home', 'mailto', 'billto', or 'shipto'.
type.postal.address_1	Must not exceed 50 characters.

Optional elements allowed in request body

Name	Description
type.postal.address_2	Must not exceed 50 characters.
type.postal.city	Must not exceed 50 characters.
type.postal.state	Must not exceed 50 characters.
type.postal.zip	Must not exceed 50 characters.
type.postal.country	Must not exceed 50 characters.
type.postal.region	Must not exceed 50 characters.
priority.value	Must be 'low', 'medium', or 'high'.
customAttributes	Name must match one of the custom attributes configured in application. If the

	custom attribute is configured as an enumeration, the value must be one of the predefined values.

Web contact point

Elements required in request body

Name	Description
type.value	Must be "web".
type.website.url	Must not exceed 1024 characters.

Optional elements allowed in request body

Name	Description
priority.value	Must be 'low', 'medium', or 'high'.
customAttributes	Name must match one of the custom attributes configured in application. If the custom attribute is configured as an enumeration, the value must be one of the predefined values.

Social contact point

Elements required in request body

Name	Description
type.value	Must be "social".
type.social.type.value	Must be one of 'twitter, 'facebook', 'community', or 'other'.
type.socialId	Must not exceed 255 characters.

Optional elements allowed in request body

Name	Description
priority.value	Must be 'low', 'medium', or 'high'.
customAttributes	Name must match one of the custom attributes configured in application. If the custom attribute is configured as an enumeration, the value must be one of the predefined values.

CreateContextContactPointPage Class Reference

Detailed Description

Create Contact Point

Overview

This section contains the required and optional elements for contact point. Multiple contact points can be created for a contact person.

Create Email contact point

Elements required in request body

Name	Description
email.emailAddress	Must be a valid email address or phone number. Refer Email Address definition for the valid email address format. "Customer departmentalization" setting is enabled in the application, the provided email address must not be associated with any existing contact points in the same department. "Customer departmentalization" setting is disabled in application, the provided email address must not be associated with any existing contact points in the application.

Optional elements allowed in request body

None

Create Phone contact point

Elements required in request body

Name	Description
phone.type.value	This can be one of 'home', 'office', 'mobile', 'fax', or 'pager'.
phone.phoneNo	This accepts any string representation. It is the client's responsibility to send in the correct number. Must not exceed 40 characters.

Optional elements allowed in request body

Name	Description

phone.countryCode	Must be a number not exceeding 9 digits.
phone.areaCode	Must not exceed 10 characters.
phone.extension	Must not exceed 10 characters.

Create Postal contact point

Elements required in request body

Name	Description
postal.type.value	Must be one of 'office', 'home', 'mailto', 'billto', or 'shipto'.
postal.address_1	Must not exceed 50 characters.

Optional elements allowed in request body

Name	Description
postal.address_2	Must not exceed 50 characters.
postal.city	Must not exceed 50 characters.
postal.state	Must not exceed 50 characters.
postal.zip	Must not exceed 50 characters.
postal.country	Must not exceed 50 characters.
postal.region	Must not exceed 50 characters.

Create Web contact point

Elements required in request body

Name	Description
website.url	Must not exceed 1024 characters.

Optional elements allowed in request body

None

Create Social contact point

Elements required in request body

Name	Description
social.type.value	Must be one of 'twitter, 'facebook', 'community', or 'other'.
socialId	Must not exceed 255 characters.

Optional elements allowed in request body

None

CreateCorporateCustomerExamples Class Reference

Detailed Description

Examples for Create Corporate Customer

Example 1 - Create customer with required elements

This example demonstrates the following:

- Creating a corporate customer by providing only the required elements.
- This example assumes that the "Customer departmentalization" setting is disabled, and hence, department is not a required attribute.

XML

Request

Method	URL
POST	`/ws/v12/interaction/customer`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Content-Type	application/xml
Accept-Language	en-US

Request body

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?><customer
xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/customer"
xmlns:ns2="http://bindings.egain.com/ws/model/v12/gen/platform">    <type>
<value>corporate</value>    </type>    <customerName>Svara Bank</customerName></customer>
```

Response

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml
Location	/system/ws/v12/interaction/customer/2809

JSON

Request

Method	URL
POST	/ws/v12/interaction/customer

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/json
Content-Type	application/json
Accept-Language	en-US

Request body

```
{        "type": {            "value": "corporate"        },        "customerName": "Svara Bank" }
```

Response

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json
Location	/system/ws/v12/interaction/customer/2810

Example 2 - Create customer with all elements

This example demonstrates the following:

- Creating a corporate customer with all elements
- Creating contact point of all types.
- This example assumes that the "Customer departmentalization" setting is enabled, and hence, this example also shows the representation of department in the request.

XML

Request

Method	URL
POST	/ws/v12/interaction/customer

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Content-Type	application/xml
Accept-Language	en-US

Request body

```
<?xml version="1.0" encoding="UTF-8"?><customer
xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/customer"
xmlns:ns2="http://bindings.egain.com/ws/model/v12/gen/platform"
xmlns:ns3="http://bindings.egain.com/ws/model/v12/gen/common"
xmlns:ns4="http://bindings.egain.com/ws/model/v12/gen/interaction/contactperson"
xmlns:ns5="http://bindings.egain.com/ws/model/v12/gen/interaction/contactpoint">   <department>
<ns2:name>Service</ns2:name>   </department>   <type>      <value>corporate</value>
<corporate>                  <region>Europe</region>
<numberOfEmployees>200</numberOfEmployees>         <revenues>1000000</revenues>
<currency>USD</currency>         <registrationNumber>324-213</registrationNumber>
<sector>Pharma</sector>      </corporate>   </type>   <customerName>Unichem Laboratories
Limited</customerName>   <level>      <ns3:value>Premium</ns3:value>   </level>   <role>
<ns3:value>Partner</ns3:value>   </role>   <pin>0121</pin>   <howReferred>
<ns3:value>Customer</ns3:value>   </howReferred>   <industry>      <ns3:value>Finance</ns3:value>
</industry>   <marketSegment>Fixed Deposit</marketSegment>   <entitlements>No Extra
Charges</entitlements>   <customAttributes>      <ns3:customAttribute>
<ns3:attribName>preferredlang</ns3:attribName>         <ns3:attribValues>
<ns3:attribValue>               <ns3:value>Spanish</ns3:value>            </ns3:attribValue>
</ns3:attribValues>      </ns3:customAttribute>   </customAttributes>   <contactPersons>
<ns4:contactPerson>         <ns4:salutation>Mr.</ns4:salutation>
<ns4:firstName>David</ns4:firstName>         <ns4:middleName>Osbon</ns4:middleName>
<ns4:lastName>Stewart</ns4:lastName>         <ns4:loginId>david</ns4:loginId>
<ns4:gender>            <ns3:value>male</ns3:value>         </ns4:gender>
<ns4:identification>            <ns4:type>License</ns4:type>
<ns4:value>111111-555555-22</ns4:value>         </ns4:identification>         <ns4:suffix>
<ns3:value>sr.</ns3:value>         </ns4:suffix>         <ns4:initials>A.</ns4:initials>
<ns4:secretQuestion>Place of Birth</ns4:secretQuestion>
<ns4:secretAnswer>California</ns4:secretAnswer>
<ns4:hasDirectMailingConsent>true</ns4:hasDirectMailingConsent>
<ns4:hasDirectCallingConsent>true</ns4:hasDirectCallingConsent>
<ns4:hasHoldingDataConsent>true</ns4:hasHoldingDataConsent>
<ns4:jobTitle>Manager</ns4:jobTitle>         <ns4:employmentStatus>
<ns3:value>part-time</ns3:value>         </ns4:employmentStatus>
<ns4:priority>High</ns4:priority>
<ns4:dateOfBirth>1965-12-09T00:00:00.000Z</ns4:dateOfBirth>         <ns4:maritalStatus>
<ns3:value>married</ns3:value>         </ns4:maritalStatus>         <ns4:type>
<ns3:value>Billing</ns3:value>         </ns4:type>
<ns4:firstNameFurigana>Fan</ns4:firstNameFurigana>
<ns4:middleNameFurigana>El</ns4:middleNameFurigana>
<ns4:lastNameFurigana>Vanman</ns4:lastNameFurigana>
<ns4:startGreeting>Hello</ns4:startGreeting>         <ns4:endGreeting>Byee</ns4:endGreeting>
<ns4:spouseName>Sara</ns4:spouseName>
<ns4:emergencyContact>0987654321</ns4:emergencyContact>         <ns4:occupation>Branch
Manager</ns4:occupation>         <ns4:incomeLevel>60000-70000</ns4:incomeLevel>
<ns4:educationLevel>            <ns3:value>high school</ns3:value>         </ns4:educationLevel>
<ns4:race>Asian</ns4:race>         <ns4:dependents>4</ns4:dependents>
<ns4:isSmoker>true</ns4:isSmoker>         <ns4:hobbies>Farming</ns4:hobbies>
<ns4:interests>Painting</ns4:interests>         <ns4:contactOrder>1984</ns4:contactOrder>
<ns4:customAttributes>            <ns3:customAttribute>
<ns3:attribName>isprimary</ns3:attribName>               <ns3:attribValues>
<ns3:attribValue>                     <ns3:value>y</ns3:value>
</ns3:attribValue>               </ns3:attribValues>            </ns3:customAttribute>
</ns4:customAttributes>         <ns4:contactPoints>            <ns5:contactPoint>
<ns5:type>                  <ns5:value>phone</ns5:value>                  <ns5:phone>
<ns5:type>                        <ns3:value>pager</ns3:value>                  </ns5:type>
<ns5:phoneNo>234 3456</ns5:phoneNo>                     <ns5:countryCode>1</ns5:countryCode>
<ns5:areaCode>408</ns5:areaCode>                     <ns5:extension>102</ns5:extension>
<ns5:availability>                        <ns5:days>
<ns3:value>weekdays</ns3:value>                        </ns5:days>
<ns5:times>                           <ns3:value>mornings</ns3:value>
</ns5:times>                     </ns5:availability>                  </ns5:phone>
</ns5:type>               <ns5:priority>                  <ns3:value>low</ns3:value>
</ns5:priority>               <ns5:customAttributes>                  <ns3:customAttribute>
<ns3:attribName>prioritysequence</ns3:attribName>                     <ns3:attribValues>
<ns3:attribValue>                              <ns3:value>1</ns3:value>
</ns3:attribValue>                     </ns3:attribValues>
</ns3:customAttribute>               </ns5:customAttributes>            </ns5:contactPoint>
<ns5:contactPoint>               <ns5:type>                  <ns5:value>postal</ns5:value>
<ns5:postal>                     <ns5:type>                        <ns3:value>billto</ns3:value>
```

```
</ns5:type>                    <ns5:address_1>345</ns5:address_1>
<ns5:address_2>E Midfield Rd</ns5:address_2>                    <ns5:city>Mountain
View</ns5:city>                  <ns5:state>CO</ns5:state>
<ns5:zip>98704</ns5:zip>                    <ns5:country>USA</ns5:country>
<ns5:region>United States</ns5:region>                  </ns5:postal>              </ns5:type>
<ns5:priority>                 <ns3:value>medium</ns3:value>              </ns5:priority>
<ns5:customAttributes>                  <ns3:customAttribute>
<ns3:attribName>prioritysequence</ns3:attribName>                     <ns3:attribValues>
<ns3:attribValue>                          <ns3:value>2</ns3:value>
</ns3:attribValue>                       </ns3:attribValues>
</ns3:customAttribute>               </ns5:customAttributes>            </ns5:contactPoint>
<ns5:contactPoint>              <ns5:type>                  <ns5:value>email</ns5:value>
<ns5:email>                    <ns5:emailAddress>david.Stewart@customer.com</ns5:emailAddress>
</ns5:email>              </ns5:type>              <ns5:priority>
<ns3:value>high</ns3:value>              </ns5:priority>              <ns5:customAttributes>
<ns3:customAttribute>                    <ns3:attribName>prioritysequence</ns3:attribName>
<ns3:attribValues>                       <ns3:attribValue>
<ns3:value>3</ns3:value>                       </ns3:attribValue>
</ns3:attribValues>                  </ns3:customAttribute>               </ns5:customAttributes>
</ns5:contactPoint>            <ns5:contactPoint>               <ns5:type>
<ns5:value>social</ns5:value>                  <ns5:social>
<ns5:socialId>DavidStewart</ns5:socialId>                     <ns5:type>
<ns3:value>twitter</ns3:value>                    </ns5:type>                  </ns5:social>
</ns5:type>               <ns5:priority>                 <ns3:value>low</ns3:value>
</ns5:priority>              <ns5:customAttributes>                  <ns3:customAttribute>
<ns3:attribName>prioritysequence</ns3:attribName>                     <ns3:attribValues>
<ns3:attribValue>                          <ns3:value>4</ns3:value>
</ns3:attribValue>                     </ns3:attribValues>
</ns3:customAttribute>               </ns5:customAttributes>            </ns5:contactPoint>
<ns5:contactPoint>              <ns5:type>                  <ns5:value>web</ns5:value>
<ns5:website>                    <ns5:url>www.davidStewart.com</ns5:url>
</ns5:website>               </ns5:type>              <ns5:priority>
<ns3:value>low</ns3:value>               </ns5:priority>              <ns5:customAttributes>
<ns3:customAttribute>                    <ns3:attribName>prioritysequence</ns3:attribName>
<ns3:attribValues>                       <ns3:attribValue>
<ns3:value>5</ns3:value>                       </ns3:attribValue>
</ns3:attribValues>                  </ns3:customAttribute>               </ns5:customAttributes>
</ns5:contactPoint>         </ns4:contactPoints>      </ns4:contactPerson>
<ns4:contactPerson>         <ns4:salutation>Mr.</ns4:salutation>
<ns4:firstName>Jack</ns4:firstName>         <ns4:middleName>Derick</ns4:middleName>
<ns4:lastName>Hilton</ns4:lastName>         <ns4:loginId>JHilton</ns4:loginId>
<ns4:gender>            <ns3:value>male</ns3:value>         </ns4:gender>
<ns4:identification>            <ns4:type>Passport</ns4:type>
<ns4:value>4567890</ns4:value>         </ns4:identification>         <ns4:suffix>
<ns3:value>sr.</ns3:value>         </ns4:suffix>         <ns4:initials>J.</ns4:initials>
<ns4:secretQuestion>Place of Birth</ns4:secretQuestion>
<ns4:secretAnswer>Texas</ns4:secretAnswer>
<ns4:hasDirectMailingConsent>false</ns4:hasDirectMailingConsent>
<ns4:hasDirectCallingConsent>false</ns4:hasDirectCallingConsent>
<ns4:hasHoldingDataConsent>true</ns4:hasHoldingDataConsent>
<ns4:jobTitle>Manager</ns4:jobTitle>         <ns4:employmentStatus>
<ns3:value>intern</ns3:value>         </ns4:employmentStatus>
<ns4:priority>High</ns4:priority>
<ns4:dateOfBirth>1965-12-09T00:00:00.000Z</ns4:dateOfBirth>         <ns4:maritalStatus>
<ns3:value>married</ns3:value>         </ns4:maritalStatus>         <ns4:type>
<ns3:value>Billing</ns3:value>         </ns4:type>
<ns4:firstNameFurigana>Jack</ns4:firstNameFurigana>
<ns4:middleNameFurigana>Derick</ns4:middleNameFurigana>
<ns4:lastNameFurigana>Hilton</ns4:lastNameFurigana>
<ns4:startGreeting>Hello</ns4:startGreeting>         <ns4:endGreeting>Byee</ns4:endGreeting>
<ns4:spouseName>Sara</ns4:spouseName>
<ns4:emergencyContact>0987654321</ns4:emergencyContact>         <ns4:occupation>Branch
Manager</ns4:occupation>         <ns4:incomeLevel>80000-90000</ns4:incomeLevel>
<ns4:educationLevel>            <ns3:value>graduate</ns3:value>         </ns4:educationLevel>
<ns4:race>Asian</ns4:race>         <ns4:dependents>4</ns4:dependents>
<ns4:isSmoker>true</ns4:isSmoker>         <ns4:hobbies>Farming</ns4:hobbies>
<ns4:interests>Painting</ns4:interests>         <ns4:contactOrder>1980</ns4:contactOrder>
<ns4:customAttributes>            <ns3:customAttribute>
<ns3:attribName>isprimary</ns3:attribName>               <ns3:attribValues>
<ns3:attribValue>                     <ns3:value>y</ns3:value>
</ns3:attribValue>               </ns3:attribValues>            </ns3:customAttribute>
```

```
</ns4:customAttributes>         <ns4:contactPoints>           <ns5:contactPoint>
<ns5:type>                  <ns5:value>phone</ns5:value>                <ns5:phone>
<ns5:type>                      <ns3:value>home</ns3:value>                     </ns5:type>
<ns5:phoneNo>294 3416</ns5:phoneNo>                   <ns5:countryCode>1</ns5:countryCode>
<ns5:areaCode>408</ns5:areaCode>                    <ns5:extension>102</ns5:extension>
<ns5:availability>                      <ns5:days>
<ns3:value>any_day</ns3:value>                       </ns5:days>
<ns5:times>                         <ns3:value>evenings</ns3:value>
</ns5:times>                       </ns5:availability>                  </ns5:phone>
</ns5:type>              <ns5:priority>                <ns3:value>low</ns3:value>
</ns5:priority>              <ns5:customAttributes>                  <ns3:customAttribute>
<ns3:attribName>prioritysequence</ns3:attribName>                    <ns3:attribValues>
<ns3:attribValue>                          <ns3:value>5</ns3:value>
</ns3:attribValue>                    </ns3:attribValues>
</ns3:customAttribute>               </ns5:customAttributes>           </ns5:contactPoint>
<ns5:contactPoint>               <ns5:type>                  <ns5:value>postal</ns5:value>
<ns5:postal>                     <ns5:type>                       <ns3:value>office</ns3:value>
</ns5:type>                     <ns5:address_1>345</ns5:address_1>
<ns5:address_2>E Midfield Rd</ns5:address_2>                     <ns5:city>Mountain
View</ns5:city>                    <ns5:state>CO</ns5:state>
<ns5:zip>98704</ns5:zip>                     <ns5:country>USA</ns5:country>
<ns5:region>United States</ns5:region>                  </ns5:postal>              </ns5:type>
<ns5:priority>                  <ns3:value>low</ns3:value>               </ns5:priority>
<ns5:customAttributes>                  <ns3:customAttribute>
<ns3:attribName>prioritysequence</ns3:attribName>                    <ns3:attribValues>
<ns3:attribValue>                          <ns3:value>1</ns3:value>
</ns3:attribValue>                    </ns3:attribValues>
</ns3:customAttribute>               </ns5:customAttributes>           </ns5:contactPoint>
<ns5:contactPoint>               <ns5:type>                  <ns5:value>email</ns5:value>
<ns5:email>                     <ns5:emailAddress>jHilton@customer.com</ns5:emailAddress>
</ns5:email>               </ns5:type>              <ns5:priority>
<ns3:value>high</ns3:value>              </ns5:priority>              <ns5:customAttributes>
<ns3:customAttribute>                    <ns3:attribName>prioritysequence</ns3:attribName>
<ns3:attribValues>                       <ns3:attribValue>
<ns3:value>2</ns3:value>                          </ns3:attribValue>
</ns3:attribValues>                  </ns3:customAttribute>               </ns5:customAttributes>
</ns5:contactPoint>            <ns5:contactPoint>               <ns5:type>
<ns5:value>social</ns5:value>                  <ns5:social>
<ns5:socialId>vaman</ns5:socialId>                       <ns5:type>
<ns3:value>twitter</ns3:value>                      </ns5:type>                  </ns5:social>
</ns5:type>              <ns5:priority>                  <ns3:value>low</ns3:value>
</ns5:priority>              <ns5:customAttributes>                  <ns3:customAttribute>
<ns3:attribName>prioritysequence</ns3:attribName>                    <ns3:attribValues>
<ns3:attribValue>                          <ns3:value>1</ns3:value>
</ns3:attribValue>                    </ns3:attribValues>
</ns3:customAttribute>               </ns5:customAttributes>           </ns5:contactPoint>
<ns5:contactPoint>               <ns5:type>                  <ns5:value>web</ns5:value>
<ns5:website>                     <ns5:url>www.jackderick.com</ns5:url>
</ns5:website>               </ns5:type>               <ns5:priority>
<ns3:value>low</ns3:value>              </ns5:priority>               <ns5:customAttributes>
<ns3:customAttribute>                    <ns3:attribName>prioritysequence</ns3:attribName>
<ns3:attribValues>                       <ns3:attribValue>
<ns3:value>3</ns3:value>                          </ns3:attribValue>
</ns3:attribValues>                  </ns3:customAttribute>               </ns5:customAttributes>
</ns5:contactPoint>         </ns4:contactPoints>      </ns4:contactPerson>
</contactPersons></customer>
```

Response

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml
Location	/system/ws/v12/interaction/customer/2811

JSON

Request

Method	URL
POST	/ws/v12/interaction/customer

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/json
Content-Type	application/json
Accept-Language	en-US

Request body


```
{    "department": {        "name": "Service"    },    "type": {        "value": "corporate",
"corporate": {          "region": "Europe",           "numberOfEmployees": "200",
"revenues": "1000000",          "currency": "USD",          "registrationNumber": "324-213",
"sector": "Pharma"        }    },    "customerName": "Unichem Laboratories Limited",    "level": {
"value": "Premium"    },    "role": {        "value": "Partner"    },    "pin": "0121",
"howReferred": {        "value": "Customer"    },    "industry": {        "value": "Finance"    },
"marketSegment": "Fixed Deposit",    "entitlements": "No Extra Charges",    "customAttributes": {
"customAttribute": [          {              "attribName": "preferredlang",
"attribValues": {                    "attribValue": [                    {
"value": "Spanish"                    }                ]              }          }
]    },    "contactPersons": {        "contactPerson": [          {              "salutation":
"Mr.",              "firstName": "David",              "middleName": "Osbon",
"lastName": "Stewart",              "loginId": "david",              "gender": {
"value": "male"              },              "identification": {                  "type":
"License",                  "value": "111111-555555-22"              },
"suffix": {                  "value": "sr."              },              "initials": "A.",
"secretQuestion": "Place of Birth",              "secretAnswer": "California",
"hasDirectMailingConsent": "true",              "hasDirectCallingConsent": "true",
"hasHoldingDataConsent": "true",              "jobTitle": "Manager",
"employmentStatus": {                  "value": "part-time"              },
"priority": "High",              "dateOfBirth": "1965-12-09T00:00:00.000Z",
"maritalStatus": {                  "value": "married"              },              "type":
{                  "value": "Billing"              },              "firstNameFurigana":
"Fan",              "middleNameFurigana": "El",              "lastNameFurigana": "Vanman",
"startGreeting": "Hello",              "endGreeting": "Byee",              "spouseName":
"Sara",              "emergencyContact": "0987654321",              "occupation": "Branch
Manager",              "incomeLevel": "60000-70000",              "educationLevel": {
"value": "high school"              },              "race": "Asian",
"dependents": "4",              "isSmoker": "true",              "hobbies": "Farming",
"interests": "Painting",              "contactOrder": "1984",              "customAttributes":
{                  "customAttribute": [                  {
"attribName": "isprimary",                  "attribValues": {
"attribValue": [                  {
"value": "y"                  }                  ]
}                  }                ]              },              "contactPoints":
{                  "contactPoint": [                  {
"type": {                  "value": "phone",                  "phone":
{                  "type": {                  "value":
"pager"                  },                  "phoneNo": "234
3456",                  "countryCode": "1",
"areaCode": "408",                  "extension": "102",
"availability": {                  "days": {
"value": "weekdays"                  },
"times": {                  "value": "mornings"
}                }                }
},                  "priority": {                  "value": "low"
},                  "customAttributes": {
"customAttribute": [                  {
"attribName": "prioritysequence",                  "attribValues": {
```

```
"attribValue": [                                                {
"value": "1"                                                  }
]                                           }                                   }
]                               }                       },                        {
"type": {                                   "value": "postal",
"postal": {                                       "type": {
"value": "billto"                                       },
"address_1": "345",                                       "address_2": "E Midfield Rd",
"city": "Mountain View",                                        "state": "CO",
"zip": "98704",                                         "country": "USA",
"region": "United States"                                     }                             },
"priority": {                               "value": "medium"                               },
"customAttributes": {                                   "customAttribute": [
{                                           "attribName": "prioritysequence",
"attribValues": {                                         "attribValue": [
{                                                       "value": "2"
}                                                   ]                                     }
}                                  ]                          }                           },
{                               "type": {                                 "value": "email",
"email": {                                "emailAddress": "david.Stewart@customer.com"
}                               },                                  "priority": {
"value": "low"                               },                               "customAttributes": {
"customAttribute": [                                        {
"attribName": "prioritysequence",                                          "attribValues": {
"attribValue": [                                                {
"value": "3"                                                  }
]                                           }                                   }
]                               }                       },                        {
"type": {                                   "value": "social",
"social": {                                       "socialId": "DavidStewart",
"type": {                                           "value": "twitter"
}                                  }                          },
"priority": {                               "value": "low"                                  },
"customAttributes": {                                   "customAttribute": [
{                                           "attribName": "prioritysequence",
"attribValues": {                                         "attribValue": [
{                                                       "value": "4"
}                                                   ]                                     }
}                                  ]                          }                           },
{                               "type": {                                 "value": "web",
"website": {                                  "url": "www.davidStewart.com"
}                               },                                  "priority": {
"value": "low"                               },                               "customAttributes": {
"customAttribute": [                                        {
"attribName": "prioritysequence",                                          "attribValues": {
"attribValue": [                                                {
"value": "5"                                                  }
]                                           }                                   }
]                               }                       }                 ]               }
},            {               "salutation": "Mr.",                "firstName": "Jack",
"middleName": "Derick",                 "lastName": "Hilton",                "loginId": "JHilton",
"gender": {                     "value": "male"                },                "identification":
{                   "type": "Passport",                   "value": "4567890"                },
"suffix": {                     "value": "sr."                },              "initials": "J.",
"secretQuestion": "Place of Birth",                "secretAnswer": "Texas",
"hasDirectMailingConsent": "false",                "hasDirectCallingConsent": "false",
"hasHoldingDataConsent": "true",                "jobTitle": "Manager",
"employmentStatus": {                   "value": "intern"              },
"priority": "High",                "dateOfBirth": "1965-12-09T00:00:00.000Z",
"maritalStatus": {                      "value": "married"              },                "type":
{                   "value": "Billing"                },                "firstNameFurigana":
"Jack",                 "middleNameFurigana": "Derick",                "lastNameFurigana":
"Hilton",                 "startGreeting": "Hello",                "endGreeting": "Byee",
"spouseName": "Sara",                "emergencyContact": "0987654321",
"occupation": "Branch Manager",                "incomeLevel": "80000-90000",
"educationLevel": {                     "value": "graduate"              },
"race": "Asian",                "dependents": "4",                "isSmoker": "true",
"hobbies": "Farming",                "interests": "Painting",                "contactOrder":
"1980",                "customAttributes": {                   "customAttribute": [
{                               "attribName": "isprimary",
"attribValues": {                                 "attribValue": [
```

```
{                                        "value": "y"                                        }
]                              }                        }                        ]                 },
"contactPoints": {                    "contactPoint": [                        {
"type": {                               "value": "phone",                                "phone":
{                                     "type": {                                        "value":
"home"                                 },                                    "phoneNo": "294
3416",                                 "countryCode": "1",
"areaCode": "408",                                  "extension": "102",
"availability": {                                      "days": {
"value": "any_day"                                      },
"times": {                                          "value": "evenings"
}                                  }                                  }
},                              "priority": {                                  "value": "low"
},                              "customAttributes": {
"customAttribute": [                                    {
"attribName": "prioritysequence",                                        "attribValues": {
"attribValue": [                                                  {
"value": "5"                                                   }
]                                       }                                        }
]                              }                        },                          {
"type": {                                  "value": "postal",
"postal": {                                      "type": {
"value": "office"                                      },
"address_1": "345",                                     "address_2": "E Midfield Rd",
"city": "Mountain View",                                     "state": "CO",
"zip": "98704",                                   "country": "USA",
"region": "United States"                                    }                              },
"priority": {                                 "value": "low"                               },
"customAttributes": {                                  "customAttribute": [
{                                          "attribName": "prioritysequence",
"attribValues": {                                              "attribValue": [
{                                                      "value": "1"
}                                                 ]                                    }
}                                  ]                              }                        },
{                              "type": {                                  "value": "email",
"email": {                                    "emailAddress": "jHilton@customer.com"
}                              },                                  "priority": {
"value": "high"                                 },                              "customAttributes": {
"customAttribute": [                                    {
"attribName": "prioritysequence",                                        "attribValues": {
"attribValue": [                                                  {
"value": "2"                                                   }
]                                       }                                        }
]                              }                        },                          {
"type": {                                  "value": "social",
"social": {                                      "socialId": "vaman",
"type": {                                        "value": "Twitter"
}                                  }                              },
"priority": {                                 "value": "low"                               },
"customAttributes": {                                  "customAttribute": [
{                                          "attribName": "prioritysequence",
"attribValues": {                                              "attribValue": [
{                                                      "value": "1"
}                                                 ]                                    }
}                                  ]                              }                        },
{                              "type": {                                  "value": "web",
"website": {                                     "url": "www.jackderick.com"
}                              },                                  "priority": {
"value": "low"                                 },                              "customAttributes": {
"customAttribute": [                                    {
"attribName": "prioritysequence",                                        "attribValues": {
"attribValue": [                                                  {
"value": "1"                                                   }
]                                       }                                        }
]                              }                        }                        ]                }
}        ]    }}
```


Response

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json
Location	/system/ws/v12/interaction/customer/2812

CreateCorporateCustomerPage Class Reference

Detailed Description

Create Corporate Customer

Overview

This API allows user to create a corporate customer. A corporate customer can have multiple Contact Persons, and the Contact Person may have one or more Contact Points.

Only one customer can be created at a time.

Since:

11.6

APIs

Method	URL	Description
POST	`/ws/v12/interaction/customer`	Create corporate customer.

Authentication

Authentication is required. The client must be logged in to call this API. Each API request must contain X-egain-session request header returned by Login API.

Permissions

All of the following are required:

- User should have 'Create Customer' action.
- If "Customer departmentalization" setting is enabled in the application, then created customer must belong to either the user's home department, or to the department where the user is a foreign user.

Licenses

The logged in user must have the following licenses:

- ECE CIH Platform

Request

Request headers

Name	Description	Allowed values	Default value
X-egain-session	Session ID obtained	N/A	N/A

	from Login API response header		
Accept	Content type accepted by client.	`application/xml` or `application/json`	N/A
Content-Type	Media type sent by the client	`application/xml` or `application/json`	N/A
Accept-Language	Language locale accepted by client (used for locale specific fields in resource representation and in error responses)	Supported 'Accept-Language' header codes	`default system language`

Request Body

The request body is mandatory. Request body can be in either XML or JSON format:

Elements required in request body

Name	Description
department.name	Name of the department in which the customer should be created. Department name is required only If "Customer departmentalization" setting is enabled in the application.
type.value	Must be "corporate".
customerName	Must not exceed 124 characters.

Optional elements allowed in request body

Name	Description
level	Must be one of the values configured in application.
role	Must be one of 'Partner', 'Reseller', or 'Customer'.
Pin	Must not exceed 255 characters.
howReferred	Must be one of 'Website', 'Customer', 'Partner', 'Employee', or 'Reseller'.
industry	Must be one of the values configured in application.
marketSegment	Must not exceed 50 characters.
entitlements	Must not exceed 1024 characters.

customAttributes	Name must match one of the custom attributes configured in application. If the custom attribute is configured as an enumeration, the value must be one of the predefined values.
contactPersons.contactPerson	One or more contact persons can be provided. For required and optional elements of contact person, refer Create Contact Person.
type.corporate.region	Must be one of the values configured in application.
type.corporate.numberOfEmployees	Must not exceed 19 digits
type.corporate.revenues	Must not exceed 20 characters.
type.corporate.currency	Must not exceed 255 characters.
type.corporate.registrationNumber	Must not exceed 255 characters.
type.corporate.sector	Must not exceed 50 characters.

Request body XML schemas:

- Customers Schema

Supported API specific query parameters

None

Supported common query parameters

None

Response

Response headers

Name	Description	Possible values
X-egain-session	Session ID of the current user session	N/A
Content-Type	Media type of response body	`application/xml` or `application/json`
Location	Location of the new created customer	N/A

Response body XML schemas:

- Error - used in case of error

HTTP status codes

Success Status codes

201 - Created

- The request was successfully executed.

Failure Status codes

400 - Bad Request

- Any query parameter is sent in the request.
- Request body does not contain the required elements.
- An unsupported element is present in the request body.
- Elements provided do not adhere to the rules stated in the Request Body section.
- Request body is empty.

401 - Unauthorized

- X-egain-session request header is missing.
- Session is invalid or expired.

403 - Forbidden

- The user does not have sufficient permissions. Refer Permissions section for details.

500 - Internal server error

Examples:

Example 1 - Create customer with required elements

Example 2 - Create customer with all elements

CreateCustomerGrantExamples Class Reference

Detailed Description

Examples for create grants on a customer

Example 1 - Provide grants to a single customer

This example demonstrates the following:

- Providing grant to a single customer.

XML

Request

Method	URL
POST	`/ws/v12/interaction/customer/grant`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Content-Type	application/xml
Accept-Language	en-US

Request body

```
<?xml version="1.0" encoding="UTF-8"?><grants
xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/customer">    <grantsOn>
<customer id="1000"/>    </grantsOn>    <grantsTo>        <customer id="1001"/>
</grantsTo></grants>
```

Response

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml
Location	/system/ws/v12/interaction/customer/1000/grant

JSON

Request

Method	URL
POST	`/ws/v12/interaction/customer/grant`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/json
Content-Type	application/json
Accept-Language	en-US

Request body

```
{    "grantsOn": {        "customer": [            {                "id": "1000"            }
]    },    "grantsTo": {        "customer": [            {                "id": "1001"
}        ]    }}
```

Response

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json
Location	/system/ws/v12/interaction/customer/1000/grant

Example 2 - Provide grants to multiple customers

This example demonstrates the following:

- roviding grant to multiple customers (2 customers in this example).

XML

Request

Method	URL
POST	`/ws/v12/interaction/customer/grant`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml

Content-Type	application/xml
Accept-Language	en-US

Request body

```
<?xml version="1.0" encoding="UTF-8" standalone="yes" ?><grants
xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/customer">    <grantsOn>
<customer id="1000"/>    </grantsOn>    <grantsTo>        <customer id="1002"/>        <customer
id="1020"/>    </grantsTo></grants>
```

Response

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml
Location	/system/ws/v12/interaction/customer/1000/grant

JSON

Request

Method	URL
POST	`/ws/v12/interaction/customer/grant`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/json
Content-Type	application/json
Accept-Language	en-US

Request body

```
{    "grantsOn": {        "customer": [            {                "id": "1000"            }
]    },    "grantsTo": {        "customer": [            {                "id": "1002"
},            {                "id": "1020"            }        ]    }}
```

Response

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json
Location	/system/ws/v12/interaction/customer/1000/grant

CreateCustomerGrantPage Class Reference

Detailed Description

Create customer grants

Overview

This API allows the user to provide grants on a customer to other customers. Refer Customer grants for information about what is a grant.

For the successful execution of this API:

1. The customer to whom grant is being provided, must be an individual customer.
2. The customer on whom the grant is being provided, must be an individual customer.
3. If the customer departmentalization is enabled in the application, both the customers must belong to the same department.
4. The number of customers to whom grants are being provided must not exceed 75.

Since:

11.6

APIs

Method	URL	Description
POST	`/ws/v12/interaction/customer/grant`	Provides grants on a customer to one or more customers.

Authentication

Authentication is required. The client must be logged in to call this API. Each API request must contain X-egain-session request header returned by Login API.

Permissions

All of the following are required:

- User must have 'Edit Customer' action.
- If "Customer departmentalization" setting is enabled in the application, then all customers (granted on and granted to) must belong to either the user's home department, or to a department where the user is a foreign user.

Licenses

The logged in user must have the following licenses:

- ECE CIH Platform

Request

Request headers

Name	Description	Allowed values	Default value
X-egain-session	Session ID obtained from Login API response header	N/A	N/A
Accept	Content type accepted by client.	`application/xml` or `application/json`	N/A
Content-Type	Media type sent by the client	`application/xml` or `application/json`	N/A
Accept-Language	Language locale accepted by client (used for locale specific fields in resource representation and in error responses)	Supported 'Accept-Language' header codes	`default system language`

Request Body

The request body is mandatory. Request body can be in either XML or JSON format:

Elements required in request body

Name	Description
grantsOn.customer.id	Customer on whom the grants will be provided.
grantsTo.customer.id	This will specify the customers to whom the grant will be provided.

Optional elements allowed in request body

None

Request body XML schemas:

- Grants Schema

Supported API specific query parameters

None

Supported common query parameters

None

Response

Response headers

Name	Description	Possible values
X-egain-session	Session ID of the current user session	N/A
Content-Type	Media type of response body	application/xml or application/json
Location	URL listing the grants for the customer providing the grants	interaction/customer/{ID}/grant

Response body XML schemas:

- Error - used in case of error

HTTP status codes

Success Status codes

201 - Created

- The request was successfully executed.

Failure Status codes

400 - Bad Request

- Any query parameter is sent in the request.
- Request body does not contain the required elements.
- An unsupported element is present in the request body.
- Elements provided do not adhere to the rules stated in the Request Body section.
- Request body is empty.

401 - Unauthorized

- X-egain-session request header is missing.
- Session is invalid or expired.

403 - Forbidden

- The user does not have sufficient permissions. Refer Permissions section for details.

406 - Not Acceptable

- Invalid 'Accept-Language' header value

500 - Internal server error

Examples:

Example 1 - Provide grants to a single customer

Example 2 - Provide grants to multiple customers

Created Class Reference

Public Member Functions

- XMLGregorianCalendar getDate ()
- User getUser ()
- void setDate (XMLGregorianCalendar value)
- void setUser (User value)

Detailed Description

Documentation to be added when the Authoring API is released.

Member Function Documentation

XMLGregorianCalendar getDate ()

Gets the value of the date property.

Returns:

possible object is XMLGregorianCalendar

User getUser ()

Gets the value of the user property.

Returns:

possible object is User

void setDate (XMLGregorianCalendar *value*)

Sets the value of the date property.

Parameters:

value	allowed object is XMLGregorianCalendar

void setUser (User *value*)

Sets the value of the user property.

Parameters:

value	allowed object is User

CreateEmailActivityResponseExamples Class Reference

Detailed Description

Examples for Create Incoming Email Activity

Example 1 - Create a secure email response with required elements, using XML/JSON content-type

Using XML/JSON as the content-type, this example demonstrates the following:

- Creating an email with required elements, subject and content.

XML

Request

Method	URL
POST	`/ws/v15/context/interaction/activity/1000`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Content-Type	application/xml
Accept-Language	en-US

Request body:

```
<?xml version="1.0" encoding="UTF-8"?>   <activity
xmlns="http://bindings.egain.com/ws/model/v15/gen/interaction/activity"
xmlns:ns2="http://bindings.egain.com/ws/model/v15/gen/platform"
xmlns:ns3="http://bindings.egain.com/ws/model/v15/gen/common"
xmlns:ns4="http://bindings.egain.com/ws/model/v15/gen/interaction/attachment" >          <type>
<value>email</value>         <subtype>            <ns3:value>general</ns3:value>
</subtype>      </type>          <subject>Issue with mobile phone</subject>          <payload>
<email>            <contents>               <content>                  <ns3:type>text</ns3:type>
<ns3:value>This is the issue</ns3:value>               </content>             <content>
<ns3:type>html</ns3:type>
<ns3:value><![CDATA[<HTML><HEAD><TITLE></TITLE></HEAD><BODY><P>This is the issue <BR>
</P></BODY></HTML>]]></ns3:value>              </content>           </contents>
</email>      </payload>      </activity>
```

Response:

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	current session ID

Content-Type	application/xml
Location	/system/ws/v15/context/interaction/activity/2795

JSON

Request

Method	URL
POST	`/ws/v15/context/interaction/activity/1000`

Request headers :

Name	Value
X-egain-session	Valid session ID
Content-Type	`application/json`
Accept	application/json
Accept-Language	en-US

Request body:

```
{   "type": {    "value": "email",    "subtype": {      "value": "general"    }  },  "subject":
"Issue with mobile phone",  "payload": {    "email": {          "contents": {        "content": [
{            "type": "text",            "value": "This is the issue"         },         {
"type": "html",            "value": "<HTML><HEAD><TITLE></TITLE></HEAD><BODY><P>This is the issue
<BR> </P></BODY></HTML>"          }              ]      }    }  }}
```

Response:

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json
Location	/system/ws/v15/context/interaction/activity/2795

Example 2 - Create a secure email response with required elements, using Multipart/form-data content-type

Using "multipart/form-data" as the content-type, this example demonstrates the following:

- Creating an email with required elements, subject and content.

XML

Request

Method	URL
POST	/ws/v15/context/interaction/activity/1000

Request headers :

Name	Value
X-egain-session	Valid session ID
Content-Type	multipart/form-data; boundary=----WebKitFormBoundaryLyRAYGiE5mFu3Ucv
Accept	application/xml
Accept-Language	en-US

Request body:

```
------WebKitFormBoundaryLyRAYGiE5mFu3UcvContent-Disposition: form-data; name="data" <?xml
version="1.0" encoding="UTF-8"?>   <activity
xmlns="http://bindings.egain.com/ws/model/v15/gen/interaction/activity"
xmlns:ns2="http://bindings.egain.com/ws/model/v15/gen/platform"
xmlns:ns3="http://bindings.egain.com/ws/model/v15/gen/common"
xmlns:ns4="http://bindings.egain.com/ws/model/v15/gen/interaction/attachment" >          <type>
<value>email</value>         <subtype>            <ns3:value>general</ns3:value>
</subtype>      </type>           <subject>Issue with mobile phone</subject>       <payload>
<email>                    <contents>               <content>
<ns3:type>html</ns3:type>
<ns3:value><![CDATA[<HTML><HEAD><TITLE></TITLE></HEAD><BODY><P>This is the issue <BR>
</P></BODY></HTML>]]></ns3:value>              </content>                        </contents>
</email>      </payload>       </activity>
------WebKitFormBoundaryLyRAYGiE5mFu3UcvContent-Disposition: form-data; name="data-type"
application/xml------WebKitFormBoundaryLyRAYGiE5mFu3Ucv--
```

Response:

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	Current session ID
Content-Type	multipart/form-data; boundary=----WebKitFormBoundaryLyRAYGiE5mFu3Ucv
Location	/system/ws/v15/context/interaction/activity/2800

JSON

Request

Method	URL
POST	/ws/v15/context/interaction/activity/1000

Request headers :

Name	Value

X-egain-session	Valid session ID
Content-Type	`multipart/form-data; boundary=----WebKitFormBoundaryLyRAYGiE5mFu3Ucv`
Accept	application/json
Accept-Language	en-US

Request body:

```
------WebKitFormBoundaryLyRAYGiE5mFu3UcvContent-Disposition: form-data; name="data" {   "type": {
"value": "email",    "subtype": {      "value": "general"    }  },  "subject": "Issue with mobile
phone",  "payload": {    "email": {      "contents": {        "content": [                  {
"type": "html",            "value": "<HTML><HEAD><TITLE></TITLE></HEAD><BODY><P>This is the issue
<BR> </P></BODY></HTML>"          }              ]      }    }
}}------WebKitFormBoundaryLyRAYGiE5mFu3UcvContent-Disposition: form-data; name="data-type"
application/json------WebKitFormBoundaryLyRAYGiE5mFu3Ucv--
```

Response:

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	Current session ID
Content-Type	`multipart/form-data; boundary=----WebKitFormBoundaryLyRAYGiE5mFu3Ucv`
Location	/system/ws/v15/context/interaction/activity/2800

Example 3 - Create a secure email response with inline and non-inline attachments, using XML/JSON content-type

Using XML/JSON as the content-type, this example demonstrates the following:

- Creating an email with required elements, message center ID, subject and content
- Representation of non-inline attachments in the request
- Representation of inline attachments in the request
- Creating an email with inline and non-inline attachments.

Note:

. isInline element is not present for the attachment with fileName laptop_issue.gif. Hence, this attachment will be treated as a non-inline attachment.

. isInline element is set to true for the attachment with contentId 14A6D171E20D4FD8A20D0D17B6C984CF@example.com. This attachment is being referred by the image <IMG src="cid:14A6D171E20D4FD8A20D0D17B6C984CF@example.com"> in the email content using the cid URL scheme. Hence, this attachment will be treated as an inline attachment for this email.

XML

Request

Method	URL
POST	/ws/v15/context/interaction/activity/1000

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Content-Type	application/xml
Accept-Language	en-US

Request body:


```
<?xml version="1.0" encoding="UTF-8"?>   <activity
xmlns="http://bindings.egain.com/ws/model/v15/gen/interaction/activity"
xmlns:ns2="http://bindings.egain.com/ws/model/v15/gen/platform"
xmlns:ns3="http://bindings.egain.com/ws/model/v15/gen/common"
xmlns:ns4="http://bindings.egain.com/ws/model/v15/gen/interaction/attachment" >          <type>
<value>email</value>         <subtype>            <ns3:value>general</ns3:value>
</subtype>      </type>      <subject>laptop issue</subject>      <attachments>
<ns4:attachment>               <ns4:fileName>laptop_issue.gif</ns4:fileName>
<ns4:contentType>image/gif</ns4:contentType>
<ns4:content><![CDATA[R0lGODlhEAAQAIMAAAAAAP///7Tt/wCfz3fg/5vo/7Tu/1JSUv///wAAAAAAAAAAAAAAAAAAAA
AAAAAACH/C05FVFNDQVBFMi4wAwEBAAAh+QQBAAAIACwAAAAAEAAQAAAIZgARCBxIEMGBAwUTCjwQIABChQQZOlx4sCJDixgl
NmyoceNBhxs5cpT4EaTHkw41qgw5MiTJjCVRBhgwICLLkANmDtRIsyfNhjUNVhxgQICBo0gNBB3os2eBAkshIhhAIKpUmgQDA
gA7               ]]></ns4:content>           </ns4:attachment>           <ns4:attachment>
<ns4:isInline>true</ns4:isInline>
<ns4:contentId><![CDATA[<14A6D171E20D4FD8A20D0D17B6C984CF@example.com>]]></ns4:contentId>
<ns4:fileName>company_logo.gif</ns4:fileName>
<ns4:contentType>image/gif</ns4:contentType>
<ns4:content><![CDATA[R0lGODlhEAAQAPcAAP//////zP//mf//Zv//M///AP/M///MzP/Mmf/MZv/MM//MAP+Z//+ZzP+
Zmf+ZZv+ZM/+ZAP9m//9mzP9mmf9mZv9mM/9mAP8z//8zzP8zmf8zZv8zM/8zAP8A//8AzP8Amf8AZv8AM/8AAMz//8z/zMz/
mcz/Zsz/M8z/AMzM/8zMzMzMmczMZszMM8zMAMyZ/8yZzMyZmcyZZsyZM8yZAMxm/8xmzMxmmcxmZsxmM8xmAMwz/8wzzMwzm
cwzZswzM8wzAMwA/8wAzMwAmcwAZswAM8wAAJn//5n/zJn/mZn/Zpn/M5n/AJnM/5nMzJnMmZnMZpnMM5nMAJmZ/5mZzJmZmZ
mZZpmZM5mZAJlm/5lmzJlmmZlmZplmM5lmAJkz/5kzzJkzmZkzZpkzM5kzAJkA/5kAzJkAmZkAZpkAM5kAAGb//2b/zGb/mWb
/Zmb/M2b/AGbM/2bMzGbMmWbMZmbMM2bMAGaZ/2aZzGaZmWaZZmaZM2aZAGZm/2ZmzGZmmWZmZmZmM2ZmAGYz/2YzzGYzmWYz
ZmYzM2YzAGYA/2YAzGYAmWYAZmYAM2YAADP//zP/zDP/mTP/ZjP/MzP/ADPM/zPMzDPMmTPMZjPMMzPMADOZ/zOZzDOZmTOZZ
jOZMzOZADNm/zNmzDNmmTNmZjNmMzNmADMz/zMzzDMzmTMzZjMzMzMzADMA/zMAzDMAmTMAZjMAMzMAAAD//wD/zAD/mQD/Zg
D/MwD/AADM/wDMzADMmQDMZgDMMwDMAACZ/wCZzACZmQCZZgCZMwCZAABm/wBmzABmmQBmZgBmMwBmAAAz/wAzzAAzmQAzZgA
zMwAzAAAA/wAAzAAAmQAAZgAAMwAAAACfz1JSUv///wAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAA
AAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAACH5B
AEAANoALAAAAAAQABAAAAhUALUJHEiwoEFt2RJmOyhQYTYAABwWfBjRIcWFAylC3LgRY0OOICMS1BhSZEaI2FKqhOgRYcmOI1
GqTMky5kuTHwHMpInT5c2WJEO2RGhRIsOj2gICADs=              ]]></ns4:content>
</ns4:attachment>      </attachments>      <payload>         <email>                <contents>
<content>                <ns3:type>text</ns3:type>                <ns3:value>Attached is the
laptop image for reference.</ns3:value>               </content>             <content>
<ns3:type>html</ns3:type>
<ns3:value><![CDATA[<HTML><HEAD></HEAD><BODY><P>Attached is the laptop image for
reference.</P><DIV><IMG
src="cid:14A6D171E20D4FD8A20D0D17B6C984CF@example.com"></DIV></BODY></HTML>]]></ns3:value>
</content>            </contents>            <messageCenter id="Service"/>         </email>
</payload>      </activity>
```


Response:

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	current session ID

Content-Type	application/xml
Location	/system/ws/v15/context/interaction/activity/2795

JSON

Request

Method	URL
POST	`/ws/v15/context/interaction/activity/1000`

Request headers :

Name	Value
X-egain-session	Valid session ID
Content-Type	`application/json`
Accept	application/json
Accept-Language	en-US

Request body:


```
{  "type": {    "value": "email",    "subtype": {      "value": "general"    }  },  "subject":
"laptop issue",  "attachments": {    "attachment": [      {        "fileName": "laptop_issue.gif",
"contentType": "image/gif",        "content":
"R0lGODlhEAAQAIMAAAAAAP///7Tt/wCfz3fg/5vo/7Tu/1JSUv///wAAAAAAAAAAAAAAAAAAAAAAAAAAACH/C05FVFNDQVBF
Mi4wAwEBAAAh+QQBAAAIACwAAAAAEAAQAAAIZgARCBxIEMGBAwUTCjwQIABChQQZOlx4sCJDixglNmyoceNBhxs5cpT4EaTHk
w41qgw5MiTJjCVRBhgwICLLkANmDtRIsyfNhjUNVhxgQICBo0gNBB3os2eBAkshIhhAIKpUmgQDAgA7"      },      {
"isInline" : "true",        "contentId": "<14A6D171E20D4FD8A20D0D17B6C984CF@example.com>",
"fileName": "company_logo.gif",        "contentType": "image/gif",        "content":
"R0lGODlhEAAQAPcAAP//////zP//mf//Zv//M///AP/M///MzP/Mmf/MZv/MM//MAP+Z//+ZzP+Zmf+ZZv+ZM/+ZAP9m//9m
zP9mmf9mZv9mM/9mAP8z//8zzP8zmf8zZv8zM/8zAP8A//8AzP8Amf8AZv8AM/8AAMz//8z/zMz/mcz/Zsz/M8z/AMzM8z
MzMmczMZszMM8zMAMyZ/8yZzMyZmcyZZsyZM8yZAMxm/8xmzMxmmcxmZsxmM8xmAMwz/8wzzMwzmcwzZswzM8wzAMwA/8wAzM
wAmcwAZswAM8wAAJn//5n/zJn/mZn/Zpn/M5n/AJnM/5nMzJnMmZnMZpnMM5nMAJmZ/5mZzJmZmZmZZpmZM5mZAJlm/5lmzJl
mmZlmZplmM5lmAJkz/5kzzJkzmZkzZpkzM5kzAJkA/5kAzJkAmZkAZpkAM5kAAGb//2b/zGb/mWb/Zmb/M2b/AGbM/2bMzGbM
mWbMZmbMM2bMAGaZ/2aZzGaZmWaZZmaZM2aZAGZm/2ZmzGZmmWZmZmZmM2ZmAGYz/2YzzGYzmWYzZmYzM2YzAGYA/2YAzGYAm
WYAZmYAM2YAADP//zP/zDP/mTP/ZjP/MzP/ADPM/zPMzDPMmTPMZjPMMzPMADOZ/zOZzDOZmTOZZjOZMzOZADNm/zNmzDNmmT
NmZjNmMzNmADMz/zMzzDMzmTMzZjMzMzMzADMA/zMAzDMAmTMAZjMAMzMAAAD//wD/zAD/mQD/ZgD/MwD/AADM/wDMzADMmQD
MZgDMMwDMAACZ/wCZzACZmQCZZgCZMwCZAABm/wBmzABmmQBmZgBmMwBmAAAz/wAzzAAzmQAzZgAzMwAzAAAA/wAAzAAAmQAA
ZgAAMwAAAACfz1JSUv///wAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAA
AAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAA
hUALUJHEiwoEFt2RJmOyhQYTYAABwWfBjRIcWFAylC3LgRY0OOICMS1BhSZEaI2FKqhOgRYcmOI1GqTMky5kuTHwHMpInT5c2
WJEO2RGhRIsOj2gICADs="      }     ]   },  "payload": {     "email": {       "contents": {
"content": [          {            "type": "text",            "value": "Attached is the laptop image
for reference."          },          {            "type": "html",            "value":
"<HTML><HEAD><TITLE></TITLE></HEAD><BODY><P>Attached is the laptop image for reference.</P><DIV><IMG
src='cid:14A6D171E20D4FD8A20D0D17B6C984CF@example.com'></DIV></BODY></HTML>"          }
]      },      "messageCenter": {           "id":"Service"        }     }  }}
```


Response:

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json
Location	/system/ws/v15/context/interaction/activity/2795

Example 4 - Create a secure email response with inline and non-inline attachment, using Multipart/form-data content-type

Using Multipart/form-data as content-type, this example demonstrates the following:

- Creating an email with required elements, message center ID, subject and content
- Representation of inline attachment in the request
- Representation of non-inline attachment in the request
- Creating an email with inline and non-inline attachments

Note:

. The 3rd body part has the Content-ID header with value 06FE0B5C60B94D0FA57450C77A18AB33@example.com. This body part is being referred by the image <IMG src="cid:06FE0B5C60B94D0FA57450C77A18AB33@example.com"> in the "data" part using the cid URL scheme. Hence, the 3rd body part will be treated as an inline attachment for this email.

. Content-ID header is not present in the 4th body part. Hence, this part will be treated as a non-inline attachment.

XML

Request

Method	URL
POST	`/ws/v15/context/interaction/activity/1000`

Request headers :

Name	Value
X-egain-session	Valid session ID
Content-Type	`multipart/form-data; boundary=----WebKitFormBoundaryLyRAYGiE5mFu3Ucv`
Accept	application/xml
Accept-Language	en-US

Request body:

```
------WebKitFormBoundaryLyRAYGiE5mFu3UcvContent-Disposition: form-data; name="data" <?xml
version="1.0" encoding="UTF-8"?>   <activity
xmlns="http://bindings.egain.com/ws/model/v15/gen/interaction/activity"
xmlns:ns2="http://bindings.egain.com/ws/model/v15/gen/platform"
xmlns:ns3="http://bindings.egain.com/ws/model/v15/gen/common"
xmlns:ns4="http://bindings.egain.com/ws/model/v15/gen/interaction/attachment" >      <type>
<value>email</value>         <subtype>            <ns3:value>general</ns3:value>
</subtype>      </type>      <subject>laptop issue</subject>       <payload>         <email>
<contents>               <content>                  <ns3:type>html</ns3:type>
<ns3:value><![CDATA[<HTML><HEAD></HEAD><BODY><P>Attached laptop details for reference.</P><DIV><IMG
src="cid:06FE0B5C60B94D0FA57450C77A18AB33@example.com"></DIV></BODY></HTML>]]></ns3:value>
</content>                        </contents>           <messageCenter id="Service"/>
```

```
</email>      </payload>       </activity>
------WebKitFormBoundaryLyRAYGiE5mFu3UcvContent-Disposition: form-data; name="data-type"
application/xml------WebKitFormBoundaryLyRAYGiE5mFu3UcvContent-ID:
<06FE0B5C60B94D0FA57450C77A18AB33@example.com>Content-Type: image/png;
name="company_logo.png"Content-Transfer-Encoding: base64
R0lGODlhEAAQAIMAAAAAAP///7Tt/wCfz3fg/5vo/7Tu/1JSUv///wAAAAAAAAAAAAAAAAAAAAAAAAAAACH/C05FVFNDQVBFM
i4wAwEBAAAh+QQBAAAIACwAAAAAEAAQAAAIZgARCBxIEMGBAwUTCjwQIABChQQZOlx4sCJDixglNmyoceNBhxs5cpT4EaTHkw
41qgw5MiTJjCVRBhgwICLLkANmDtRIsyfNhjUNVhxgQICBo0gNBB3os2eBAkshIhhAIKpUmgQDAgA7------WebKitFormBou
ndaryLyRAYGiE5mFu3UcvContent-Disposition: form-data; name="laptop_details";
filename="laptop_details.txt"Content-Type: text/plain System Dell Latitude E5400 Laptop Mobile Intel
GS45 Express chipsetProcessorType: Intel Core 2 Duo P8600------WebKitFormBoundaryLyRAYGiE5mFu3Ucv--
```

Response:

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	Current session ID
Content-Type	`multipart/form-data; boundary=----WebKitFormBoundaryLyRAYGiE5mFu3Ucv`
Location	/system/ws/v15/context/interaction/activity/2800

JSON

Request

Method	URL
POST	`/ws/v15/context/interaction/activity/1000`

Request headers :

Name	Value
X-egain-session	Valid session ID
Content-Type	`multipart/form-data; boundary=----WebKitFormBoundaryLyRAYGiE5mFu3Ucv`
Accept	application/json
Accept-Language	en-US

Request body:

```
------WebKitFormBoundaryLyRAYGiE5mFu3UcvContent-Disposition: form-data; name="data" {  "type": {
"value": "email",    "subtype": {      "value": "general"    }  },  "subject": "laptop issue",
"payload": {    "email": {      "contents": {        "content": [                  {
"type": "html",            "value": "<HTML><HEAD></HEAD><BODY><P>Attached laptop details for
reference.</P><DIV><IMG
src='cid:06FE0B5C60B94D0FA57450C77A18AB33@example.com'></DIV></BODY></HTML>"          }
]      },      "messageCenter": {           "id":"Service"        }    }
}}------WebKitFormBoundaryLyRAYGiE5mFu3UcvContent-Disposition: form-data; name="data-type"
application/json------WebKitFormBoundaryLyRAYGiE5mFu3UcvContent-Type: image/png;
name="company_logo.png"Content-Transfer-Encoding: base64Content-ID:
<06FE0B5C60B94D0FA57450C77A18AB33@example.com>
R0lGODlhEAAQAIMAAAAAAP///7Tt/wCfz3fg/5vo/7Tu/1JSUv///wAAAAAAAAAAAAAAAAAAAAAAAAAAACH/C05FVFNDQVBFM
i4wAwEBAAAh+QQBAAAIACwAAAAAEAAQAAAIZgARCBxIEMGBAwUTCjwQIABChQQZOlx4sCJDixglNmyoceNBhxs5cpT4EaTHkw
41qgw5MiTJjCVRBhgwICLLkANmDtRIsyfNhjUNVhxgQICBo0gNBB3os2eBAkshIhhAIKpUmgQDAgA7------WebKitFormBou
```

```
ndaryLyRAYGiE5mFu3UcvContent-Disposition: form-data; name="laptop_details";
filename="laptop_details.txt"Content-Type: text/plain System Dell Latitude E5400 Laptop Mobile Intel
GS45 Express chipsetProcessorType: Intel Core 2 Duo P8600------WebKitFormBoundaryLyRAYGiE5mFu3Ucv--
```

Response:

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	Current session ID
Content-Type	`multipart/form-data; boundary=----WebKitFormBoundaryLyRAYGiE5mFu3Ucv`
Location	/system/ws/v15/context/interaction/activity/2800

Example 5 - Create a secure email response with all attributes, using XML/JSON content-type

Using XML/JSON as the content-type, this example demonstrates the following:

- Creating an email using message center ID
- Creating an email using all supported attributes

XML

Request

Method	URL
POST	`/ws/v15/context/interaction/activity/1000`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Content-Type	application/xml
Accept-Language	en-US

Request body:

```
<?xml version="1.0" encoding="UTF-8"?>   <activity
xmlns="http://bindings.egain.com/ws/model/v15/gen/interaction/activity"
xmlns:ns2="http://bindings.egain.com/ws/model/v15/gen/platform"
xmlns:ns3="http://bindings.egain.com/ws/model/v15/gen/common"
xmlns:ns4="http://bindings.egain.com/ws/model/v15/gen/interaction/attachment" >          <type>
<value>email</value>         <subtype>            <ns3:value>general</ns3:value>
</subtype>      </type>      <subject>laptop issue</subject>      <issueType id="1001"/>
<payload>         <email>            <contents>               <content>
<ns3:type>html</ns3:type>                  <ns3:value><![CDATA[<HTML><HEAD></HEAD><BODY><DIV>hi
my new laptop is havingdisplay issues.</DIV></BODY></HTML>]]></ns3:value>               </content>
</contents>            <emailAddresses>               <from>jhenry@customer.com</from>
```

```
<replyTo><address>jhenry1@customer.com</address></replyTo>            </emailAddresses>
<messageCenter id="Service"/>                </email>      </payload>      <customAttributes>
<ns3:customAttribute>           <ns3:attribName>laptop_identification_no</ns3:attribName>
<ns3:attribValues>              <ns3:attribValue>
<ns3:value>CE1222212GKAHDHFUJUUUEMMJDJ27SDJD</ns3:value>               </ns3:attribValue>
</ns3:attribValues>           </ns3:customAttribute>           <ns3:customAttribute>
<ns3:attribName>previousattempts</ns3:attribName>            <ns3:attribValues>
<ns3:attribValue>                  <ns3:value>2</ns3:value>               </ns3:attribValue>
</ns3:attribValues>             </ns3:customAttribute>             <ns3:customAttribute>
<ns3:attribName>domain</ns3:attribName>           <ns3:attribValues>
<ns3:attribValue>                  <ns3:value>laptop</ns3:value>              </ns3:attribValue>
<ns3:attribValue>                  <ns3:value>display</ns3:value>
</ns3:attribValue>           </ns3:attribValues>         </ns3:customAttribute>
</customAttributes>   </activity>
```

Response:

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml
Location	/system/ws/v15/context/interaction/activity/2795

JSON

Request

Method	URL
POST	`/ws/v15/context/interaction/activity/1000`

Request headers :

Name	Value
X-egain-session	Valid session ID
Content-Type	`application/json`
Accept	application/json
Accept-Language	en-US

Request body:

```
{  "type": {    "value": "email",    "subtype": {      "value": "general"    }  },  "subject":
"Laptop Issue",  "issueType": {    "id":"1001"    },  "payload": {    "email": {      "contents": {
"content": [                    {            "type": "html",            "value":
"<HTML><HEAD></HEAD><BODY><DIV>hi my new laptop is having display issues.</DIV></BODY></HTML>"
}             ]      },      "emailAddresses": {        "from": "jhenry@customer.com",
"replyTo": {             "address": ["jhenry1@customer.com"]         }      },
"messageCenter": {           "id":"Service"      }    }  },  "customAttributes": {
"customAttribute": [      {        "attribName": "laptop_identification_no",
"attribValues": {          "attribValue": [            {              "value":
"CE1222212GKAHDHFUJUUUEMMJDJ27SDJD"            }          ]        }      },      {
"attribName": "previousattempts",        "attribValues": {          "attribValue": [           {
"value": "2"            }          ]        }      },           {        "attribName": "domain",
"attribValues": {          "attribValue": [            {              "value": "laptop"
},            {              "value": "display"            }          ]        }           }    ]
}}
```

Response:

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json
Location	/system/ws/v15/context/interaction/activity/2795

Example 6 - Create a secure email response with all attributes, using Multipart/form-data content-type

Using Multipart/form-data as content-type, this example demonstrates the following:

- Creating an email using message center ID
- Creating an email using all supported attributes.

XML

Request

Method	URL
POST	`/ws/v15/context/interaction/activity/1000`

Request headers :

Name	Value
X-egain-session	Valid session ID
Content-Type	`multipart/form-data; boundary=----WebKitFormBoundaryAXn851qjukQsnRxT`
Accept	application/xml
Accept-Language	en-US

Request body:

```
------WebKitFormBoundaryAXn851qjukQsnRxTContent-Disposition: form-data; name="data" <?xml
version="1.0" encoding="UTF-8"?>   <activity
xmlns="http://bindings.egain.com/ws/model/v15/gen/interaction/activity"
xmlns:ns2="http://bindings.egain.com/ws/model/v15/gen/platform"
xmlns:ns3="http://bindings.egain.com/ws/model/v15/gen/common"
xmlns:ns4="http://bindings.egain.com/ws/model/v15/gen/interaction/attachment" >      <type>
<value>email</value>         <subtype>            <ns3:value>general</ns3:value>
</subtype>      </type>           <subject>laptop issue</subject>           <issueType id="1001"/>
<payload>         <email>            <contents>               <content>
<ns3:type>text</ns3:type>                  <ns3:value>hi my new laptop is having display
issues.</ns3:value>               </content>              <content>
<ns3:type>html</ns3:type>                  <ns3:value><![CDATA[<HTML><HEAD></HEAD><BODY><P>hi my
new laptop is having display issues.<BR></P> </BODY></HTML>]]></ns3:value>               </content>
</contents>            <emailAddresses>               <from>jhenry@customer.com</from>
<replyTo> <address>jhenry1@customer.com</address> </replyTo>              </emailAddresses>
```

```
<messageCenter id="Service"/>         </email>      </payload>      <customAttributes>
<ns3:customAttribute>           <ns3:attribName>laptop_identification_no</ns3:attribName>
<ns3:attribValues>              <ns3:attribValue>
<ns3:value>CE1222212GKAHDHFUJUUUEMMJDJ27SDJD</ns3:value>               </ns3:attribValue>
</ns3:attribValues>           </ns3:customAttribute>           <ns3:customAttribute>
<ns3:attribName>previousattempts</ns3:attribName>            <ns3:attribValues>
<ns3:attribValue>                 <ns3:value>2</ns3:value>               </ns3:attribValue>
</ns3:attribValues>            </ns3:customAttribute>             <ns3:customAttribute>
<ns3:attribName>domain</ns3:attribName>           <ns3:attribValues>
<ns3:attribValue>                 <ns3:value>laptop</ns3:value>              </ns3:attribValue>
<ns3:attribValue>                 <ns3:value>display</ns3:value>
</ns3:attribValue>            </ns3:attribValues>         </ns3:customAttribute>
</customAttributes>   </activity>------WebKitFormBoundaryAXn851qjukQsnRxTContent-Disposition:
form-data; name="data-type" application/xml------WebKitFormBoundaryAXn851qjukQsnRxT--
```

Response:

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	Current session ID
Content-Type	`multipart/form-data; boundary=----WebKitFormBoundaryAXn851qjukQsnRxT`
Location	/system/ws/v15/context/interaction/activity/2800

JSON

Request

Method	URL
POST	`/ws/v15/context/interaction/activity/1000`

Request headers :

Name	Value
X-egain-session	Valid session ID
Content-Type	`multipart/form-data; boundary=----WebKitFormBoundaryAXn851qjukQsnRxT`
Accept	application/json
Accept-Language	en-US

Request body:

```
------WebKitFormBoundaryAXn851qjukQsnRxTContent-Disposition: form-data; name="data" {   "type": {
"value": "email",    "subtype": {      "value": "general"    }  },  "subject": "laptop issue",
"issueType": {    "id":"1001"    },  "payload": {    "email": {      "contents": {
"content": [          {            "type": "text",            "value": "hi my new laptop is having
display issues."          },          {            "type": "html",            "value":
"<HTML><HEAD></HEAD><BODY><P>hi my new laptop is having display issues.<BR></P></BODY></HTML>"
}             ]      },      "emailAddresses": {        "from": "jhenry@customer.com",
"replyTo": {            "address": ["jhenry1@customer.com"]        }            },
"messageCenter": {          "id":"Service"        }    }  },  "customAttributes": {
"customAttribute": [      {        "attribName": "laptop_identification_no",
"attribValues": {          "attribValue": [            {              "value":
```

```
"CE1222212GKAHDHFUJUUUEMMJDJ27SDJD"            }          ]        }      },      {
"attribName": "previousattempts",        "attribValues": {          "attribValue": [            {
"value": "2"            }          ]        }      },          {        "attribName": "domain",
"attribValues": {          "attribValue": [            {              "value": "laptop"
},            {              "value": "display"            }          ]        }          }    ]
}}------WebKitFormBoundaryAXn851qjukQsnRxTContent-Disposition: form-data; name="data-type"
application/json------WebKitFormBoundaryAXn851qjukQsnRxT--
```

Response:

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	Current session ID
Content-Type	`multipart/form-data; boundary=----WebKitFormBoundaryAXn851qjukQsnRxT`
Location	/system/ws/v15/context/interaction/activity/2800

Example 7 - Create secure email response with required elements for another customer, using XML/JSON content-type

Using XML/JSON as the content-type, this example demonstrates the following:

- Creating a secure email for another customer.
- Creating an email using required elements, subject and content

XML

Request

Method	URL
POST	`/ws/v15/context/interaction/activity/1000?customer=1000`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Content-Type	application/xml
Accept-Language	en-US

Request body:

```
<?xml version="1.0" encoding="UTF-8"?>   <activity
xmlns="http://bindings.egain.com/ws/model/v15/gen/interaction/activity"
xmlns:ns2="http://bindings.egain.com/ws/model/v15/gen/platform"
xmlns:ns3="http://bindings.egain.com/ws/model/v15/gen/common"
xmlns:ns4="http://bindings.egain.com/ws/model/v15/gen/interaction/attachment" >          <type>
<value>email</value>         <subtype>            <ns3:value>general</ns3:value>
</subtype>      </type>      <subject>Issue with mobile phone</subject>          <payload>
```

```
<email>            <contents>               <content>                  <ns3:type>text</ns3:type>
<ns3:value>This is the issue</ns3:value>              </content>              <content>
<ns3:type>html</ns3:type>
<ns3:value><![CDATA[<HTML><HEAD><TITLE></TITLE></HEAD><BODY><P> This is the issue <BR>
</P></BODY></HTML>]]></ns3:value>               </content>            </contents>
</email>      </payload>      </activity>
```

Response:

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml
Location	/system/ws/v15/context/interaction/activity/2795

JSON

Request

Method	URL
POST	`/ws/v15/context/interaction/activity/1000?customer=1000`

Request headers :

Name	Value
X-egain-session	Valid session ID
Content-Type	`application/json`
Accept	application/json
Accept-Language	en-US

Request body:

```
{   "type": {    "value": "email",    "subtype": {      "value": "general"    }  },  "subject":
"Issue with mobile phone",  "payload": {    "email": {          "contents": {        "content": [
{            "type": "text",            "value": "This is the issue"          },          {
"type": "html",            "value": "<HTML><HEAD><TITLE></TITLE></HEAD><BODY><P> This is the issue
<BR> </P></BODY></HTML>"          }              ]      }    }  }}
```

Response:

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json
Location	/system/ws/v15/context/interaction/activity/2795

Example 8 - Create secure email response for another customer with required elements, using Multipart/form-data content-type

Using Multipart/form-data as content-type, this example demonstrates the following:

- Creating a secure email for another customer
- Creating an email using required elements, subject and content

XML

Request

Method	URL
POST	`/ws/v15/context/interaction/activity/1000?customer=1000`

Request headers :

Name	Value
X-egain-session	Valid session ID
Content-Type	`multipart/form-data; boundary=----WebKitFormBoundaryAXn851qjukQsnRxT`
Accept	application/xml
Accept-Language	en-US

Request body:

```
------WebKitFormBoundaryLyRAYGiE5mFu3UcvContent-Disposition: form-data; name="data" <?xml
version="1.0" encoding="UTF-8"?>   <activity
xmlns="http://bindings.egain.com/ws/model/v15/gen/interaction/activity"
xmlns:ns2="http://bindings.egain.com/ws/model/v15/gen/platform"
xmlns:ns3="http://bindings.egain.com/ws/model/v15/gen/common"
xmlns:ns4="http://bindings.egain.com/ws/model/v15/gen/interaction/attachment" >          <type>
<value>email</value>         <subtype>            <ns3:value>general</ns3:value>
</subtype>      </type>      <subject>Issue with mobile phone</subject>       <payload>
<email>                    <contents>               <content>
<ns3:type>html</ns3:type>
<ns3:value><![CDATA[<HTML><HEAD><TITLE></TITLE></HEAD><BODY><P> This is the issue <BR>
</P></BODY></HTML>]]></ns3:value>              </content>                        </contents>
</email>      </payload>       </activity>
------WebKitFormBoundaryLyRAYGiE5mFu3UcvContent-Disposition: form-data; name="data-type"
application/xml------WebKitFormBoundaryLyRAYGiE5mFu3Ucv--
```

Response:

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	Current session ID
Content-Type	`multipart/form-data; boundary=----WebKitFormBoundaryAXn851qjukQsnRxT`
Location	/system/ws/v15/context/interaction/activity/2800

JSON

Request

Method	URL
POST	/ws/v15/context/interaction/activity/1000?customer=1000

Request headers :

Name	Value
X-egain-session	Valid session ID
Content-Type	multipart/form-data; boundary=----WebKitFormBoundaryAXn851qjukQsnRxT
Accept	application/json
Accept-Language	en-US

Request body:

```
------WebKitFormBoundaryLyRAYGiE5mFu3UcvContent-Disposition: form-data; name="data" {   "type": {
"value": "email",    "subtype": {      "value": "general"    }  },  "subject": "Issue with mobile
phone",  "payload": {    "email": {      "contents": {        "content": [                  {
"type": "html",            "value": "<HTML><HEAD><TITLE></TITLE></HEAD><BODY><P>This is the issue
<BR> </P></BODY></HTML>"          }              ]      }    }
}}------WebKitFormBoundaryLyRAYGiE5mFu3UcvContent-Disposition: form-data; name="data-type"
application/json------WebKitFormBoundaryLyRAYGiE5mFu3Ucv--
```

Response:

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	Current session ID
Content-Type	multipart/form-data; boundary=----WebKitFormBoundaryAXn851qjukQsnRxT
Location	/system/ws/v15/context/interaction/activity/2800

Example 9 - Create secure email response by providing receiver email address, using XML/JSON content-type

Using XML/JSON as the content-type, this example demonstrates the following:

- Creating an email using required elements, receiver email address, subject and content

XML

Request

Method	URL

POST	/ws/v15/context/interaction/activity/1000

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Content-Type	application/xml
Accept-Language	en-US

Request body:

```
<?xml version="1.0" encoding="UTF-8"?>   <activity
xmlns="http://bindings.egain.com/ws/model/v15/gen/interaction/activity"
xmlns:ns2="http://bindings.egain.com/ws/model/v15/gen/platform"
xmlns:ns3="http://bindings.egain.com/ws/model/v15/gen/common"
xmlns:ns4="http://bindings.egain.com/ws/model/v15/gen/interaction/attachment" >           <type>
<value>email</value>         <subtype>            <ns3:value>general</ns3:value>
</subtype>      </type>           <subject>Issue with mobile phone</subject>       <payload>
<email>            <contents>               <content>                   <ns3:type>text</ns3:type>
<ns3:value>This is the issue</ns3:value>               </content>              <content>
<ns3:type>html</ns3:type>
<ns3:value><![CDATA[<HTML><HEAD><TITLE></TITLE></HEAD><BODY><P> This is the issue <BR>
</P></BODY></HTML>]]></ns3:value>               </content>            </contents>
<emailAddresses>                            <receiver>support@business.com</receiver>
</emailAddresses>         </email>      </payload>      </activity>
```

Response:

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml
Location	/system/ws/v15/context/interaction/activity/2795

JSON

Request

Method	URL
POST	/ws/v15/context/interaction/activity/1000

Request headers :

Name	Value
X-egain-session	Valid session ID
Content-Type	application/json
Accept	application/json
Accept-Language	en-US

Request body:

```
{   "type": {    "value": "email",    "subtype": {      "value": "general"    }  },  "subject":
"Issue with mobile phone",  "payload": {    "email": {          "contents": {        "content": [
{            "type": "text",            "value": "This is the issue"          },          {
"type": "html",            "value": "<HTML><HEAD><TITLE></TITLE></HEAD><BODY><P> This is the issue
<BR> </P></BODY></HTML>"          }              ]      },       "emailAddresses": {
"receiver": "support@business.com"      }    }  }}
```

Response:

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json
Location	/system/ws/v15/context/interaction/activity/2795

Example 10 - Create secure email response by providing receiver email address, using Multipart/form-data content-type

Using Multipart/form-data as content-type, this example demonstrates the following:

- Creating an email using required elements, receiver email address, subject and content

XML

Request

Method	URL
POST	`/ws/v15/context/interaction/activity/1000`

Request headers :

Name	Value
X-egain-session	Valid session ID
Content-Type	`multipart/form-data; boundary=----WebKitFormBoundaryAXn851qjukQsnRxT`
Accept	application/xml
Accept-Language	en-US

Request body:

```
------WebKitFormBoundaryLyRAYGiE5mFu3UcvContent-Disposition: form-data; name="data" <?xml
version="1.0" encoding="UTF-8"?>   <activity
xmlns="http://bindings.egain.com/ws/model/v15/gen/interaction/activity"
xmlns:ns2="http://bindings.egain.com/ws/model/v15/gen/platform"
xmlns:ns3="http://bindings.egain.com/ws/model/v15/gen/common"
xmlns:ns4="http://bindings.egain.com/ws/model/v15/gen/interaction/attachment" >          <type>
<value>email</value>         <subtype>            <ns3:value>general</ns3:value>
</subtype>      </type>      <subject>Issue with mobile phone</subject>       <payload>
```

```
<email>                    <contents>              <content>
<ns3:type>html</ns3:type>
<ns3:value><![CDATA[<HTML><HEAD><TITLE></TITLE></HEAD><BODY><P> This is the issue <BR>
</P></BODY></HTML>]]></ns3:value>              </content>                        </contents>
<emailAddresses>               <receiver>support@business.com</receiver>
</emailAddresses>              </email>      </payload>       </activity>
------WebKitFormBoundaryLyRAYGiE5mFu3UcvContent-Disposition: form-data; name="data-type"
application/xml------WebKitFormBoundaryLyRAYGiE5mFu3Ucv--
```

Response:

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	Current session ID
Content-Type	`multipart/form-data; boundary=----WebKitFormBoundaryAXn851qjukQsnRxT`
Location	/system/ws/v15/context/interaction/activity/2800

JSON

Request

Method	URL
POST	`/ws/v15/context/interaction/activity/1000`

Request headers :

Name	Value
X-egain-session	Valid session ID
Content-Type	`multipart/form-data; boundary=----WebKitFormBoundaryAXn851qjukQsnRxT`
Accept	application/json
Accept-Language	en-US

Request body:

```
------WebKitFormBoundaryLyRAYGiE5mFu3UcvContent-Disposition: form-data; name="data" {   "type": {
"value": "email",    "subtype": {      "value": "general"    }  },   "subject": "Issue with mobile
phone",  "payload": {    "email": {      "contents": {        "content": [                    {
"type": "html",            "value": "<HTML><HEAD><TITLE></TITLE></HEAD><BODY><P>This is the issue
<BR> </P></BODY></HTML>"          }              ]      },      "emailAddresses": {
"receiver": "support@business.com"      }    }
}}------WebKitFormBoundaryLyRAYGiE5mFu3UcvContent-Disposition: form-data; name="data-type"
application/json------WebKitFormBoundaryLyRAYGiE5mFu3Ucv--
```

Response:

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	Current session ID

Content-Type	`multipart/form-data; boundary=----WebKitFormBoundaryAXn851qjukQsnRxT`
Location	/system/ws/v15/context/interaction/activity/2800

CreateEmailActivityResponsePage Class Reference

Detailed Description

Create an email response

Overview

This API can be used by customers to create and send an email response to an existing activity. Only one activity can be responded to at a time.

Since

15.0.2

APIs

Method	URL	Description
POST	`/ws/v15/context/interaction/activity/{ID}`	Create an email response to an activity. {ID} is the ID of the existing activity.

Authentication

Authentication is required. The customer must be logged in to call this API. Each API request must contain X-egain-session request header returned by Login API.

Permissions

- All authenticated customers can access this API.
- If the query parameter customer={ID} is provided, the logged in customer must be authorized to perform this action on behalf of the customer specified through the "customer" query parameter. Otherwise, the application will return a 400 (bad request). Refer Customer grants Customer grants for more information about authorization.

Request

Request headers

Name	Description	Allowed values	Default value
X-egain-session	Session ID obtained from Login API response header	N/A	N/A
Content-Type	Media type sent by	`application/x`	N/A

	the client.	`ml` or `application/json` or `multipart/form-data`	
Accept	Content type accepted by the client.	`application/xml` or `application/json`	N/A
Accept-Language	Language locale accepted by client (used for locale specific fields in resource representation and in error responses)	Supported 'Accept-Language' header codes	`default system language`

Request Body

The request body is mandatory. The request body can be in one of the below two formats:

- XML / JSON representing the activity.
  - The activity can contain attachments which can be either inline or non-inline. Refer the attachments Element section for more details.

- Multipart form data.
  - The following two parts must be present:
  - . "data": This part must have the data representing the email activity. This can either be in XML format or JSON format.
  - . "data-type": This part identifies the data type of "data" part. It can have one of the two values - "application/json" or "application/xml".
  -
  - Optionally there can be more parts that represent attachments of the activity. Each of these parts must contain one of the following headers:
  - . "Content-ID": Presence of Content-ID header implies that this is an inline attachment and the header contains the identifier for the attachment. This may additionally have a header by name "Content-Disposition", with "fileName" as a property.
  - a) The value of Content-ID must be enclosed within angular brackets (between '<' and '>'). For example, Content-ID: <image001.png@01D088BF.E1D8D780>.
  - . "Content-Disposition": "Content-Disposition" implies that this is a non-inline attachment. This must have a property by name "fileName" - This property contains the file name of the attachment. : If both Content-ID and Content-Disposition headers are present, the attachment will be treated as an inline attachment.

Note about inline attachments:

Inline attachments are supported using the cid URL scheme. The cid URL scheme allows references to attachments from the email content. Refer Example 3 - Create a secure email response with inline and non-inline attachments, using XML/JSON content-type and Example 4 - Create a secure email response with inline and non-inline attachment, using Multipart/form-data content-type for details.

Elements required in the request body

Name	Description
type.value	Must be "email".
type.subtype.value	Must be "general".
subject or attachments or content	Must have atleast one of subject, attachments or content.

Optional elements allowed in the request body

Name	Description
payload.email.emailAddresses.from	Specifies the sender's email address. this attribute is not provided, the application will automatically figure out the email address to use for the activity. provided, must be a single email address. 1. If the query parameter "customer" is not provided: • If this email address is present in the application, it must be associated with the logged in contact. If the email address is not present in the application, a new contact point with the provided email address will be created and used for activity creation. • If "Customer departmentalization" setting is enabled in the application, this email address will be looked up in the department of the customer. 2. If the query parameter "customer" is provided, this attribute ("payload.email.emailAddresses.from") must not be provided. The application will automatically figure out the email address to use for the activity, since the activity is being created for a different customer. • If the application does not find any email addresses for the customer provided through "customer" query parameter, the application will error out. It will not create a new email address for the customer
payload.email.emailAddresses.receiver	Specifies the email address of an active email alias in application. The email activity is associated with this email alias.customer departmentalization setting is enabled, the alias must be in the same department as the customer. Must be a single email address.

payload.email.messageCenter.id	Specifies an active message center in the application. customer departmentalization setting is enabled, the message center must be in the same department as the customer.
subject	Must not exceed 255 characters.
attachments	If attachments are provided, file type of any attachment must not be blocked in the application. This element is not allowed for multipart/form-data requests. To send attachments for multipart/form-data requests, refer Example 6 - Create a secure email response with all attributes, using Multipart/form-data content-type.
customAttributes	Name must match one of the custom attributes configured in application. If the custom attribute is configured as an enumeration, the value must be one of the predefined values.
payload.email.contents	Supported content types are "text" and "html". One or both can be provided.
payload.email.emailAddresses.replyTo	If present, any replies for this email will be sent to this email address. Must be a single email address in the valid email address format. Must not exceed 255 characters. Refer email address definition.
issueType.id	ID of the issue type of the activity. This can be provided only when payload.email.messageCenter.id is provided. The issue type must be associated with the message center specified through payload.email.messageCenter.id.

Size restrictions

- The email size (includes email content and attachments) cannot be more than the value of the partition setting "Maximum email size for retriever (MB)".
- The email content size cannot be more than the value of the partition setting "Maximum body size for retriever (KB)".

Note on department of the activity

The department of the activity will be determined as below:

- If none of payload.email.emailAddresses.receiver and payload.email.messageCenter.id are provided, the department of the activity will be based on the activity being responded.

- If payload.email.emailAddresses.receiver is provided, the department of the activity will be derived based on the value of payload.email.emailAddresses.receiver.
- If payload.email.messageCenter.id is provided, the department of the activity will be derived based on the value of payload.email.messageCenter.id.

attachments Element

Each attachment must be present within a separate *attachment* element. It must have the following representation:

Elements required for *attachment*

Name	Description
contentType	content type of the attachment content. Must not exceed 255 characters.
content	content of the attachment in base64 encoded format. Refer Size restrictions section for allowed content size.

Optional elements allowed for attachment

Name	Description
isInline	Flag to indicate if this is an inline attachment or not. Must be set to true for inline attachments.
contentId	This represents the identifier for the attachment. This is required only for inline attachments.
fileName	Name of the attachment file. Must not exceed 255 characters.

Supported API specific query parameters

The below API specific parameters are supported:

- customer={ID}: This is an optional parameter. If this parameter is provided:
  - The activity will be created for the customer specified through this query parameter. If this parameter is not provided, the activity will be created for self (logged in customer).
  - The logged in customer must be authorized to perform this action on behalf of the customer specified through the "customer" query parameter. Refer Customer grants Customer grants for more information about authorization.
-

Supported common query parameters

None

Request body XML schemas:

- Activity Schema

Response

Response headers

Name	Description	Possible values
X-egain-session	Session ID of the current user session	N/A
Content-Type	Media type of response body	`application/xml` or `application/json`
Location	Location of the new created activity	N/A

Response body XML schemas:

- Error - used in case of error

HTTP status codes

Success Status codes

201 - Created

- The request was successfully executed

Failure Status codes

400 - Bad Request

- Any unsupported query parameter is sent in the request.
- Request body does not contain the required elements.
- An unsupported element is present in the request body.
- Elements provided do not adhere to the rules stated in the Request section.
- Request body is empty.
- Size restrictions are violated. Refer Size restrictions section for details.
- The logged in customer is not authorized to perform this action on behalf of the customer provided through the query parameter "customer".
- The "customer" query parameter is provided, and the application does not find any email address for the customer specified through the "customer" query parameter.

401 - Unauthorized

- X-egain-session request header is missing
- Session is invalid or expired

406 - Not Acceptable

- If invalid language header is provided.

500 - Internal server error

Examples:

Example 1 - Create a secure email response with required elements, using XML/JSON content-type
Example 2 - Create a secure email response with required elements, using Multipart/form-data content-type

Example 3 - Create a secure email response with inline and non-inline attachments, using XML/JSON content-type
Example 4 - Create a secure email response with inline and non-inline attachment, using Multipart/form-data content-type
Example 5 - Create a secure email response with all attributes, using XML/JSON content-type
Example 6 - Create a secure email response with all attributes, using Multipart/form-data content-type
Example 7 - Create secure email response with required elements for another customer, using XML/JSON content-type
Example 8 - Create secure email response for another customer with required elements, using Multipart/form-data content-type
Example 9 - Create secure email response by providing receiver email address, using XML/JSON content-type

Example 10 - Create secure email response by providing receiver email address, using Multipart/form-data content-type

CreateEmailComposeActivityPage Class Reference

Detailed Description

Compose and Save Email Activity

Overview

This API can be used to compose and save an email activity. Only one outbound email activity can be created at a time.

If the setting "Enable secure messaging" is enabled, and the value of the setting "Types of emails agents are allowed to send" is "Only secure emails", the created activity will be a secure activity.

Since:

11.6

APIs

Method	URL	Description
POST	`/ws/v12/interaction/activity`	Compose and save email activity.

Authentication

Authentication is required. The client must be logged in to call this API. Each API request must contain X-egain-session request header returned by Login API.

Permissions

All of the following are required:

- User must have 'Create activity' action.
- If "BCC" address is provided in request, the user must have "Edit BCC field" action.
- The activity must be created in either the user's home department, or a department in which the user is a foreign user.

Licenses

The logged in user must have the following licenses:

- ECE CIH Platform
- ECE Mail

Request

Request headers

Name	Description	Allowed values	Default value
X-egain-session	Session ID obtained from Login API response header	N/A	N/A
Content-Type	Media type sent by the client.	`application/xml` or `application/json` or `multipart/form-data`	N/A
Accept	Content type accepted by the client.	`application/xml` or `application/json`	N/A
Accept-Language	Language locale accepted by client (used for locale specific fields in resource representation and in error responses)	Supported 'Accept-Language' header codes	`default system language`

Request Body

The request body is mandatory. The request body can be in one of the below two formats:

- XML / JSON representing the activity.
  - The activity can contain non-inline attachments. Refer the attachments Element section for more details.

- Multipart form data.
  - The following two parts must be present:
  - 1. "data": This part must have the data representing the email activity. This can either be in XML format or JSON format.
  - 2. "data-type": This part identifies the data type of "data" part. It can have one of the two values - "application/json" or "application/xml".
  -
  - Optionally there can be more parts that represent non-inline attachments of the activity. Each of these parts must contain following header:
  - 1. "Content-Disposition": This header must have a property by name "fileName", which indicates the file name of the attachment.
- NOTE : Inline attachments are not supported by this API.

Elements required in the request body

Name	Description
department.name	Name of the department in which the activity should be created.

type.value	Must be "email".
type.subtype.value	Must be "compose".
payload.email.emailAddresses.to	Specifies the customer's email address. This must be a single email address. If "Customer departmentalization" setting is enabled, this API will try to find the customer in the department of the activity, otherwise it will try to find the customer across the application. If a customer with this email address does not exist: • The details of the customer to be created must be provided using the *customer* element. This will be used to create a new customer in the application • The email address specified in "payload.email.emailAddresses.to" will be added as a contact for the newly created customer. • Refer to the description of the optional "customer" element for more details.
payload.email.emailAddresses.from	Specifies the email address of an active email alias in the application. The alias must be present in the specified department.be a single email address. This value will also be used as the reply-to email address.
subject or attachments or content	Must have at least one of subject, attachments, or content.

Optional elements allowed in the request body

Name	Description
case.id	If case.id is not provided, the application will create a new case for the activity. If provided, this case must exist in the system and the activity will be associated to the case.
priority	Must be a value between 1 and 7.
dueDate	Must be a future date. Refer supported date format here.
subject	Must not exceed 245 characters.
attachments	If attachments are provided, file type of any attachment must not be blocked in the application. This element is not allowed for multipart/form-data requests. To send attachments for multipart/form-data

	requests refer Example 4 - Compose an email for a new case with required elements, using Multipart/form-data as content-type.
customAttributes	Name must match one of the custom attributes configured in application. If the custom attribute is configured as an enumeration, the value must be one of the predefined values.
payload.email.contents	Supported content types are "text" and "html". One or both can be provided.
payload.email.emailAddresses.cc	All addresses must be in the valid email address format. Must not exceed 255 characters. Refer email address definition for the valid email address format.
payload.email.emailAddresses.bcc	All addresses must be in the valid email address format. Must not exceed 255 characters. Refer email address definition for the valid email address format.
customer	This will be used to create a new customer only if a customer with the email address provided using "payload.email.emailAddresses.to" attribute does not exist in the application. Otherwise, this attribute is ignored.API does not allow specifying "department.name" attribute in the customer element. Instead, when creating a new customer, customer's department is determined as follows: • If the "Customer departmentalization" setting is enabled, the customer will be created in the department of the activity. • If the "Customer departmentalization" setting is not enabled, the created customer will be shared across all departments the "Customer creation" API for more details about the customer element.

Size restrictions

- The email size cannot be more than the value of the partition setting "Maximum email size for dispatcher (MB)".
- The email content size cannot be more than the value of the partition setting "Maximum body size for dispatcher (KB)".

attachments Element

Each attachment must be present within a separate *attachment* element. It must have the following representation:

Elements required for *attachment*

Name	Description
contentType	content type of the attachment content. Must not exceed 255 characters.
content	content of the attachment in base64 encoded format. Refer Size restrictions section above for allowed content size.
fileName	Name of the attachment file. Must not exceed 255 characters.

Supported API specific query parameters

None

Supported common query parameters

None

Response

Response headers

Name	Description	Possible values
X-egain-session	Session ID of the current user session	N/A
Content-Type	Media type of response body	`application/xml` or `application/json`
Location	Location of the new created activity	N/A

Request body XML schemas:

- Activity Schema

Response body XML schemas:

- Error - used in case of error

HTTP status codes

Success Status codes

201 - Created

- The request was successfully executed.

Failure Status codes

400 - Bad Request

- Any query parameter is sent in the request.
- Request body does not contain the required elements.
- An unsupported element is present in the request body.
- Elements provided do not adhere to the rules stated in the Request section.
- Request body is empty.
- Size restrictions are violated. Refer Size restrictions section for details.

401 - Unauthorized

- X-egain-session request header is missing.
- Session is invalid or expired.

403 - Forbidden

- The user does not have sufficient permissions. Refer the Permissions section for details.

406 - Not Acceptable

- If invalid language header is provided.

500 - Internal server error

Examples:

Example 1 - Compose email for an existing case with required elements, using XML/JSON as content-type
Example 2 - Compose email for a new case with required elements, using Multipart/form-data as content-type
Example 3 - Compose an email with required elements and attachments, using XML/JSON as content-type
Example 4 - Compose an email for a new case with required elements, using Multipart/form-data as content-type
Example 5 - Composing an email for a new customer with all elements, using XML/JSON as content-type
Example 6 - Composing an email for a new customer with all elements, using Multipart/form-data as content-type

CreateEmailComposeSendActivityPage Class Reference

Detailed Description

Compose and send email activity

Overview

This API can be used to compose and send an email activity. Only one outbound email activity can be created and sent at a time.

If the setting "Enable secure messaging" is enabled, and the value of the setting "Types of emails agents are allowed to send" is "Only secure emails", the created activity will be a secure activity.

As part of completing this API request:

- All macros present in the subject and content of the email activity will be expanded.

Since:

11.6

APIs

Method	URL	Description
POST	`/ws/v12/interaction/activity/send`	Compose and send email activity.

Authentication

Authentication is required. The client must be logged in to call this API. Each API request must contain X-egain-session request header returned by Login API.

Permissions

All of the following are required:

- User must have 'Create activity' action.
- If "BCC" address is provided in request, the user must have "Edit BCC field" action.
- The activity must be created in either the user's home department, or a department in which the user is a foreign user.
- If one or more article type macros are present in the subject or content of the activity, the user must have 'View Folder' permission on the folder of these articles.
- If one or more usage link macros are present in the subject or content of the activity, the user must have 'Execute' permission on these usage links.

Licenses

The logged in user must have the following licenses:

- ECE CIH Platform
- ECE Mail
- ECE Data Adapter: If one or more usage link macros are present in the subject or content of the activity.

Request

Request headers

Name	Description	Allowed values	Default value
X-egain-session	Session ID obtained from Login API response header	N/A	N/A
Content-Type	Media type sent by the client.	`application/xml` or `application/json` or `multipart/form-data`	N/A
Accept	Content type accepted by the client.	`application/xml` or `application/json`	N/A
Accept-Language	Language locale accepted by client (used for locale specific fields in resource representation and in error responses)	Supported 'Accept-Language' header codes	`default system language`

Request Body

The request body is mandatory. The request body can be in one of the below two formats:

- XML / JSON representing the activity.
  - The activity can contain non-inline attachments. Refer the attachments Element section for more details.

- Multipart form data.
  - The following two parts must be present:
  - 1. "data": This part must have the data representing the email activity. This can either be in XML format or JSON format.
  - 2. "data-type": This part identifies the data type of "data" part. It can have one of the two values - "application/json" or "application/xml".
  -
  - Optionally there can be more parts that represent non-inline attachments of the activity. Each of these parts must contain following header:

- 1. "Content-Disposition": This header must have a property by name "fileName", which indicates the file name of the attachment.
- NOTE : Inline attachments are not supported by this API.

Elements required in the request body

Name	Description
department.name	Name of the department in which the activity should be created.
type.value	Must be "email".
type.subtype.value	Must be "compose".
payload.email.emailAddresses.to	Specifies the customer's email address. This must be a single email address. If "Customer departmentalization" setting is enabled, this API will try to find the customer in the department of the activity, otherwise it will try to find the customer across the application. If a customer with this email address does not exist: • The details of the customer to be created must be provided using the *customer* element. This will be used to create a new customer in the application • The email address specified in "payload.email.emailAddresses.to" will be added as a contact for the newly created customer. • Refer to the description of the optional "customer" element for more details.
payload.email.emailAddresses.from	Specifies the email address of an active email alias in the application. The alias must be present in the specified department.be a single email address. This value will also be used as the reply-to email address.
subject or attachments or content	Must have at least one of subject, attachments, or content.

Optional elements allowed in the request body

Name	Description
case.id	If case.id is not provided, the application will create a new case for the activity. If provided, this case must exist in the system and the activity will be associated to the case.
priority	Must be a value between 1 and 7.

dueDate	Must be a future date. Refer supported date format here.
subject	Must not exceed 245 characters.can contain macros in the format (two grave accents followed by the macro name): ``<macro_name>. Eg: ``activity_id
attachments	If attachments are provided, file type of any attachment must not be blocked in the application. This element is not allowed for multipart/form-data requests. To send attachments for multipart/form-data requests refer Example 4 - Compose an email for a new case with required elements, using Multipart/form-data as content-type.
customAttributes	Name must match one of the custom attributes configured in application. If the custom attribute is configured as an enumeration, the value must be one of the predefined values.
payload.email.contents	Supported content types are "text" and "html". One or both can be provided.can contain macros in the format (two grave accents followed by the macro name): ``<macro_name>. Eg: ``activity_id
payload.email.emailAddresses.cc	All addresses must be in the valid email address format. Must not exceed 255 characters. Refer email address definition for the valid email address format.
payload.email.emailAddresses.bcc	All addresses must be in the valid email address format. Must not exceed 255 characters. Refer email address definition for the valid email address format.
customer	This will be used to create a new customer only if a customer with the email address provided using "payload.email.emailAddresses.to" attribute does not exist in the application. Otherwise, this attribute is ignored.API does not allow specifying "department.name" attribute in the customer element. Instead, when creating a new customer, customer's department is determined as follows: • If the "Customer departmentalization" setting is enabled, the customer will be created in the department of the activity.

	• If the "Customer departmentalization" setting is not enabled, the created customer will be shared across all departments the "Customer creation" API for more details about the customer element.

Size restrictions

- The email size cannot be more than the value of the partition setting "Maximum email size for dispatcher (MB)".
- The email content size cannot be more than the value of the partition setting "Maximum body size for dispatcher (KB)".

attachments Element

Each attachment must be present within a separate *attachment* element. It must have the following representation:

Elements required for *attachment*

Name	Description
contentType	content type of the attachment content. Must not exceed 255 characters.
content	content of the attachment in base64 encoded format. Refer Size restrictions section above for allowed content size.
fileName	Name of the attachment file. Must not exceed 255 characters.

Supported API specific query parameters

None

Supported common query parameters

None

Response

Response headers

Name	Description	Possible values
X-egain-session	Session ID of the current user session	N/A
Content-Type	Media type of response body	`application/xml` or `application/json`
Location	Location of the new created	N/A

	activity	

Request body XML schemas:

- Activity Schema

Response body XML schemas:

- Error - used in case of error

HTTP status codes

Success Status codes

201 - Created

- The request was successfully executed.

Failure Status codes

400 - Bad Request

- Any query parameter is sent in the request.
- Request body does not contain the required elements.
- An unsupported element is present in the request body.
- Elements provided do not adhere to the rules stated in the Request section.
- Request body is empty.
- Size restrictions are violated. Refer Size restrictions section for details.
- An empty or invalid macro name is present in the subject or content of the activity.
- Unable to expand a macro present in the subject or content of the activity.

401 - Unauthorized

- X-egain-session request header is missing.
- Session is invalid or expired.

403 - Forbidden

- The user does not have sufficient permissions. Refer the Permissions section for details.

406 - Not Acceptable

- If invalid language header is provided.

500 - Internal server error

Examples:

Example 1 - Compose email with macros for an existing case with required elements, using XML/JSON as content-type
Example 2 - Compose email with macros for a new case with required elements, using Multipart/form-data as content-type
Example 3 - Compose an email with required elements and attachments, using XML/JSON as content-type
Example 4 - Compose an email for a new case with required elements, using Multipart/form-data as content-type
Example 5 - Composing an email for a new customer with all elements, using XML/JSON as content-type
Example 6 - Composing an email for a new customer with all elements, using

Multipart/form-data as content-type

CreateEmailComposeSendCompleteActivityPage Class Reference

Detailed Description

Compose and send-complete email activity

Overview

This API can be used to compose and send-complete an email activity. Only one outbound email activity can be created and send-completed at a time.

If the setting "Enable secure messaging" is enabled, and the value of the setting "Types of emails agents are allowed to send" is "Only secure emails", the created activity will be a secure activity.

As part of completing this API request:

- All macros present in the subject and content of the email activity will be expanded.

Since:

11.6

APIs

Method	URL	Description
POST	`/ws/v12/interaction/activity/sendcomplete`	Compose and send-complete email activity.

Authentication

Authentication is required. The client must be logged in to call this API. Each API request must contain X-egain-session request header returned by Login API.

Permissions

All of the following are required:

- User must have 'Create activity' action.
- If "BCC" address is provided in request, the user must have "Edit BCC field" action.
- The activity must be created in either the user's home department, or a department in which the user is a foreign user.
- If one or more article type macros are present in the subject or content of the activity, the user must have 'View Folder' permission on the folder of these articles.
- If one or more usage link macros are present in the subject or content of the activity, the user must have 'Execute' permission on these usage links.

Licenses

The logged in user must have the following licenses:

- ECE CIH Platform
- ECE Mail
- ECE Data Adapter: If one or more usage link macros are present in the subject or content of the activity.

Request

Request headers

Name	Description	Allowed values	Default value
X-egain-session	Session ID obtained from Login API response header	N/A	N/A
Content-Type	Media type sent by the client.	`application/xml` or `application/json` or `multipart/form-data`	N/A
Accept	Content type accepted by the client.	`application/xml` or `application/json`	N/A
Accept-Language	Language locale accepted by client (used for locale specific fields in resource representation and in error responses)	Supported 'Accept-Language' header codes	`default system language`

Request Body

The request body is mandatory. The request body can be in one of the below two formats:

- XML / JSON representing the activity.
  - The activity can contain non-inline attachments. Refer the attachments Element section for more details.

- Multipart form data.
  - The following two parts must be present:
  - 1. "data": This part must have the data representing the email activity. This can either be in XML format or JSON format.
  - 2. "data-type": This part identifies the data type of "data" part. It can have one of the two values - "application/json" or "application/xml".
  -
  - Optionally there can be more parts that represent non-inline attachments of the activity. Each of these parts must contain following header:

- 1. "Content-Disposition": This header must have a property by name "fileName", which indicates the file name of the attachment.
- NOTE : Inline attachments are not supported by this API.

Elements required in the request body

Name	Description
department.name	Name of the department in which the activity should be created.
type.value	Must be "email".
type.subtype.value	Must be "compose".
payload.email.emailAddresses.to	Specifies the customer's email address. This must be a single email address. If "Customer departmentalization" setting is enabled, this API will try to find the customer in the department of the activity, otherwise it will try to find the customer across the application. If a customer with this email address does not exist: • The details of the customer to be created must be provided using the *customer* element. This will be used to create a new customer in the application • The email address specified in "payload.email.emailAddresses.to" will be added as a contact for the newly created customer. • Refer to the description of the optional "customer" element for more details.
payload.email.emailAddresses.from	Specifies the email address of an active email alias in the application. The alias must be present in the specified department.be a single email address. This value will also be used as the reply-to email address.
subject or attachments or content	Must have at least one of subject, attachments, or content.

Optional elements allowed in the request body

Name	Description
case.id	If case.id is not provided, the application will create a new case for the activity. If provided, this case must exist in the system and the activity will be associated to the case.
priority	Must be a value between 1 and 7.

dueDate	Must be a future date. Refer supported date format here.
subject	Must not exceed 245 characters.can contain macros in the format (two grave accents followed by the macro name): ``<macro_name>. Eg: ``activity_id
attachments	If attachments are provided, file type of any attachment must not be blocked in the application. This element is not allowed for multipart/form-data requests. To send attachments for multipart/form-data requests refer Example 4 - Compose an email for a new case with required elements, using Multipart/form-data as content-type.
customAttributes	Name must match one of the custom attributes configured in application. If the custom attribute is configured as an enumeration, the value must be one of the predefined values.
payload.email.contents	Supported content types are "text" and "html". One or both can be provided.can contain macros in the format (two grave accents followed by the macro name): ``<macro_name>. Eg: ``activity_id
payload.email.emailAddresses.cc	All addresses must be in the valid email address format. Must not exceed 255 characters. Refer email address definition for the valid email address format.
payload.email.emailAddresses.bcc	All addresses must be in the valid email address format. Must not exceed 255 characters. Refer email address definition for the valid email address format.
customer	This will be used to create a new customer only if a customer with the email address provided using "payload.email.emailAddresses.to" attribute does not exist in the application. Otherwise, this attribute is ignored.API does not allow specifying "department.name" attribute in the customer element. Instead, when creating a new customer, customer's department is determined as follows: • If the "Customer departmentalization" setting is enabled, the customer will be created in the department of the activity.

	• If the "Customer departmentalization" setting is not enabled, the created customer will be shared across all departments the "Customer creation" API for more details about the customer element.

Size restrictions

- The email size cannot be more than the value of the partition setting "Maximum email size for dispatcher (MB)".
- The email content size cannot be more than the value of the partition setting "Maximum body size for dispatcher (KB)".

attachments Element

Each attachment must be present within a separate *attachment* element. It must have the following representation:

Elements required for *attachment*

Name	Description
contentType	content type of the attachment content. Must not exceed 255 characters.
content	content of the attachment in base64 encoded format. Refer Size restrictions section above for allowed content size.
fileName	Name of the attachment file. Must not exceed 255 characters.

Supported API specific query parameters

None

Supported common query parameters

None

Response

Response headers

Name	Description	Possible values
X-egain-session	Session ID of the current user session	N/A
Content-Type	Media type of response body	`application/xml` or `application/json`
Location	Location of the new created	N/A

	activity	

Request body XML schemas:

- Activity Schema

Response body XML schemas:

- Error - used in case of error

HTTP status codes

Success Status codes

201 - Created

- The request was successfully executed.

Failure Status codes

400 - Bad Request

- Any query parameter is sent in the request.
- Request body does not contain the required elements.
- An unsupported element is present in the request body.
- Elements provided do not adhere to the rules stated in the Request section.
- Request body is empty.
- Size restrictions are violated. Refer Size restrictions section for details.
- An empty or invalid macro name is present in the subject or content of the activity.
- Unable to expand a macro present in the subject or content of the activity.

401 - Unauthorized

- X-egain-session request header is missing.
- Session is invalid or expired.

403 - Forbidden

- The user does not have sufficient permissions. Refer the Permissions section for details.

406 - Not Acceptable

- If invalid language header is provided.

500 - Internal server error

Examples:

Example 1 - Compose email with macros for an existing case with required elements, using XML/JSON as content-type
Example 2 - Compose email with macros for a new case with required elements, using Multipart/form-data as content-type
Example 3 - Compose an email with required elements and attachments, using XML/JSON as content-type
Example 4 - Compose an email for a new case with required elements, using Multipart/form-data as content-type
Example 5 - Composing an email for a new customer with all elements, using XML/JSON as content-type
Example 6 - Composing an email for a new customer with all elements, using

Multipart/form-data as content-type

CreateEmailInboundActivityPage Class Reference

Detailed Description

Create Incoming Email Activity

Overview

This API can be used to create a new incoming email activity. Only one email activity can be created at a time.

Since

14.0.3

APIs

Method	URL	Description
POST	`/ws/v12/interaction/activity`	Create incoming email activity.

Authentication

Authentication is required. The client must be logged in to call this API. Each API request must contain X-egain-session request header returned by Login API.

Permissions

All of the following are required:

- The user must have administer partition permission.

Licenses

The following licenses must be installed:

- ECE CIH Platform
- ECE Mail

Request

Request headers

Name	Description	Allowed values	Default value
X-egain-session	Session ID obtained from Login API	N/A	N/A

	response header		
Content-Type	Media type sent by the client.	`application/xml` or `application/json` or `multipart/form-data`	N/A
Accept	Content type accepted by the client.	`application/xml` or `application/json`	N/A
Accept-Language	Language locale accepted by client (used for locale specific fields in resource representation and in error responses)	Supported 'Accept-Language' header codes	`default system language`

Request Body

The request body is mandatory. The request body can be in one of the below two formats:

- XML / JSON representing the activity.
  - The activity can contain attachments which can be either inline or non-inline. Refer the attachments Element section for more details.

- Multipart form data.
  - The following two parts must be present:
  - . "data": This part must have the data representing the email activity. This can either be in XML format or JSON format.
  - . "data-type": This part identifies the data type of "data" part. It can have one of the two values - "application/json" or "application/xml".
  -
  - Optionally there can be more parts that represent attachments of the activity. Each of these parts must contain one of the following headers:
  - . "Content-ID": Presence of Content-ID header implies that this is an inline attachment and the header contains the identifier for the attachment. This may additionally have a header by name "Content-Disposition", with "fileName" as a property.
  - a) The value of Content-ID must be enclosed within angular brackets (between '<' and '>'). For example, Content-ID: <image001.png@01D088BF.E1D8D780>.
  - . "Content-Disposition": "Content-Disposition" implies that this is a non-inline attachment. This must have a property by name "fileName" - This property contains the file name of the attachment. : If both Content-ID and Content-Disposition headers are present, the attachment will be treated as an inline attachment.

Note about inline attachments:

Inline attachments are supported using the cid URL scheme. The cid URL scheme allows references to attachments from the email content. Refer Example 3 - Create an inbound email with inline and non-inline attachments, using XML/JSON as content-type and Example 4 - Create inbound email with inline and non-inline attachments, using Multipart/form-data as

content-type for details.

Elements required in the request body

Name	Description
department.name	Name of the department in which the activity should be created.
type.value	Must be "email".
type.subtype.value	Must be "general".
payload.email.emailAddresses.from	Specifies the customer's email address. This must be a single email address. If "Customer departmentalization" setting is enabled, this API will try to find the customer in the department of the activity, otherwise it will try to find the customer across the application. If a customer with this email address does not exist: • The details of the customer to be created must be provided using the *customer* element. This will be used to create a new customer in the application • The email address specified in "payload.email.emailAddresses.from" will be added as a contact for the newly created customer. • Refer to the description of the optional "customer" element for more details.
payload.email.emailAddresses.receiver	Specifies the email address of an active email alias in application. The email activity is associated with this email alias.be a single email address. This email address must match an active alias in the specified department.
payload.email.date	Date when email was sent. Refer supported date format here.
subject or attachments or content	Must have atleast one of subject, attachments or content.

Optional elements allowed in the request body

Name	Description
case.id	If case.id is not provided, the application will create a new case for the activity. If provided, this case must exist in the system and the activity will be associated with the case.
isSecure	Flag to indicate whether the activity is a

	secure activity or not. Must be "true" or "false". If "true", the created activity will be a secure email. Default value is "false". If "Enable secure messaging" setting is disabled in the application, the customer cannot create a secure email and will recieve 400 error response code.
subject	Must not exceed 255 characters.
attachments	If attachments are provided, file type of any attachment must not be blocked in the application. This element is not allowed for multipart/form-data requests. To send attachments for multipart/form-data requests, refer Example 6 - Create an inbound email by specifying all attributes, using Multipart/form-data as content-type.
customAttributes	Name must match one of the custom attributes configured in application. If the custom attribute is configured as an enumeration, the value must be one of the predefined values.
payload.email.contents	Supported content types are "text" and "html". One or both can be provided.
payload.email.emailAddresses.to	All addresses must be in the valid email address format. Must not exceed 255 characters. Refer email address definition for the valid email address format.
payload.email.emailAddresses.cc	All addresses must be in the valid email address format. Must not exceed 255 characters. Refer email address definition for the valid email address format.
payload.email.emailAddresses.replyTo	If present, any replies for this email will be sent to this email address. Must be a single email address in the valid email address format. Must not exceed 255 characters. Refer email address definition.
customer	This will be used to create a new customer only if a customer with the email address provided using "payload.email.emailAddresses.from" attribute does not exist in the application. Otherwise, this attribute is ignored.API does not allow specifying "department.name" attribute in the customer element. Instead, when creating a new customer, customer's department is

	determined as follows: • If the "Customer departmentalization" setting is enabled, the customer will be created in the department of the activity. • If the "Customer departmentalization" setting is not enabled, the created customer will be shared across all departments the "Customer creation" API for more details about the customer element.

Size restrictions

- The email size (includes email content and attachments) cannot be more than the value of the partition setting "Maximum email size for retriever (MB)".
- The email content size cannot be more than the value of the partition setting "Maximum body size for retriever (KB)".

attachments Element

Each attachment must be present within a separate *attachment* element. It must have the following representation:

Elements required for *attachment*

Name	Description
contentType	content type of the attachment content. Must not exceed 255 characters.
content	content of the attachment in base64 encoded format. Refer Size restrictions section for allowed content size.

Optional elements allowed for attachment

Name	Description
isInline	Flag to indicate if this is an inline attachment or not. Must be set to true for inline attachments.
contentId	This represents the identifier for the attachment. This is required only for inline attachments.
fileName	Name of the attachment file. Must not exceed 255 characters.

Supported API specific query parameters

None

Supported common query parameters

None

Response

Response headers

Name	Description	Possible values
X-egain-session	Session ID of the current user session	N/A
Content-Type	Media type of response body	`application/xml` or `application/json`
Location	Location of the new created activity	N/A

Request body XML schemas:

- Activity Schema

Response body XML schemas:

- Error - used in case of error

HTTP status codes

Success Status codes

201 - Created

- The request was successfully executed

Failure Status codes

400 - Bad Request

- Any query parameter is sent in the request.
- Request body does not contain the required elements.
- An unsupported element is present in the request body.
- Elements provided do not adhere to the rules stated in the Request section.
- Request body is empty.
- Size restrictions are violated. Refer Size restrictions section for details.

401 - Unauthorized

- X-egain-session request header is missing
- Session is invalid or expired

403 - Forbidden

- The user does not have sufficient permissions. Refer the Permissions section for details.

406 - Not Acceptable

- If invalid language header is provided.

500 - Internal server error

Examples:

Example 1 - Create secure email for an existing case with required elements, using XML/JSON as content-type
Example 2 - Create email for a new case with required elements, using Multipart/form-data as content-type
Example 3 - Create an inbound email with inline and non-inline attachments, using XML/JSON as content-type
Example 4 - Create inbound email with inline and non-inline attachments, using Multipart/form-data as content-type
Example 5 - Create a secure inbound email by specifying all attributes, using XML/JSON as content-type

Example 6 - Create an inbound email by specifying all attributes, using Multipart/form-data as content-type

CreateEmailInboundExamples Class Reference

Detailed Description

Examples for Create Incoming Email Activity

Example 1 - Create secure email for an existing case with required elements, using XML/JSON as content-type

Using XML/JSON as the content-type, this example demonstrates the following:

- Creating an email for an existing case
- Creating an email with required elements, subject and content
- Creating a secure email for an existing case. Note that to create a secure email, isSecure attribute with a value of "true" is set in the activity representation.

XML

Request

Method	URL
POST	`/ws/v12/interaction/activity`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Content-Type	application/xml
Accept-Language	en-US

Request body:

```
<?xml version="1.0" encoding="UTF-8"?>   <activity
xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/activity"
xmlns:ns2="http://bindings.egain.com/ws/model/v12/gen/platform"
xmlns:ns3="http://bindings.egain.com/ws/model/v12/gen/common"
xmlns:ns4="http://bindings.egain.com/ws/model/v12/gen/interaction/attachment" >      <department>
<ns2:name>service</ns2:name>      </department>      <type>         <value>email</value>
<subtype>            <ns3:value>general</ns3:value>         </subtype>      </type>      <case id
= '1060'/>      <isSecure>true</isSecure>      <subject>Issue with mobile phone</subject>
<payload>         <email>           <date date='2015-12-26T19:00:00.000Z'/>
<contents>               <content>                  <ns3:type>text</ns3:type>
<ns3:value>This is the issue</ns3:value>              </content>             <content>
<ns3:type>html</ns3:type>
<ns3:value><![CDATA[<HTML><HEAD><TITLE></TITLE></HEAD><BODY><P>This is the issue <BR>
</P></BODY></HTML>]]></ns3:value>               </content>           </contents>
<emailAddresses>               <from>jhenry@customer.com</from>
<receiver>support@business.com</receiver>            </emailAddresses>
</email>      </payload>       </activity>
```

Response:

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml
Location	/system/ws/v12/interaction/activity/2795

JSON

Request

Method	URL
POST	`/ws/v12/interaction/activity`

Request headers :

Name	Value
X-egain-session	Valid session ID
Content-Type	`application/json`
Accept	application/json
Accept-Language	en-US

Request body:

```
{  "department": {    "name": "service"  },  "type": {    "value": "email",    "subtype": {
"value": "general"    }  }, "case" : {  "id" : "1060"  },  "isSecure": "true",  "subject": "Issue
with mobile phone",  "payload": {    "email": {            "date": {        "date":
"2020-12-26T19:00:00.000Z"      },      "contents": {        "content": [          {
"type": "text",           "value": "This is the issue"          },          {           "type":
"html",           "value": "<HTML><HEAD><TITLE></TITLE></HEAD><BODY><P>This is the issue <BR>
</P></BODY></HTML>"          }                          ]      },      "emailAddresses": {
"from": "jhenry@customer.com",        "receiver": "support@business.com"      }    }  }}
```

Response:

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json
Location	/system/ws/v12/interaction/activity/2795

Example 2 - Create email for a new case with required elements, using Multipart/form-data as content-type

Using multipart/form-data as the content type, this example demonstrates the following:

- Creating an inbound email for a new case

- Creating an inbound email using required elements, subject and content

This uses multipart/form-data representation for the request data.

Note that the value of "isSecure" attribute is sent as "false" in the request. The API would work the same if this attribute was left out as well, since the default value for "isSecure" is "false".

XML

Request

Method	URL
POST	`/ws/v12/interaction/activity`

Request headers :

Name	Value
X-egain-session	Valid session ID
Content-Type	`mutlipart/form-data; boundary=----WebKitFormBoundaryLyRAYGiE5mFu3Ucv`
Accept	application/xml
Accept-Language	en-US

Request body:

```
------WebKitFormBoundaryLyRAYGiE5mFu3UcvContent-Disposition: form-data; name="data"<?xml
version="1.0" encoding="UTF-8"?>   <activity
xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/activity"
xmlns:ns2="http://bindings.egain.com/ws/model/v12/gen/platform"
xmlns:ns3="http://bindings.egain.com/ws/model/v12/gen/common"
xmlns:ns4="http://bindings.egain.com/ws/model/v12/gen/interaction/attachment" >      <department>
<ns2:name>service</ns2:name>      </department>      <type>         <value>email</value>
<subtype>            <ns3:value>general</ns3:value>         </subtype>      </type>
<isSecure>false</isSecure>      <subject>Issue with mobile phone</subject>       <payload>
<email>           <date date='2015-12-26T19:00:00.000Z'/>                        <contents>
<content>                  <ns3:type>html</ns3:type>
<ns3:value><![CDATA[<HTML><HEAD><TITLE></TITLE></HEAD><BODY><P>This is the issue <BR>
</P></BODY></HTML>]]></ns3:value>               </content>                        </contents>
<emailAddresses>               <from>jhenry@customer.com</from>
<receiver>support@business.com</receiver>              </emailAddresses>
</email>      </payload>
</activity>------WebKitFormBoundaryLyRAYGiE5mFu3UcvContent-Disposition: form-data;
name="data-type"application/xml------WebKitFormBoundaryLyRAYGiE5mFu3Ucv--
```

Response:

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	Current session ID
Content-Type	application/xml
Location	/system/ws/v12/interaction/activity/2800

JSON

Request

Method	URL

POST	/ws/v12/interaction/activity

Request headers :

Name	Value
X-egain-session	Valid session ID
Content-Type	mutlipart/form-data; boundary=----WebKitFormBoundaryLyRAYGiE5mFu3Ucv
Accept	application/json
Accept-Language	en-US

Request body:

```
------WebKitFormBoundaryLyRAYGiE5mFu3UcvContent-Disposition: form-data; name="data"{
"department": {    "name": "service"  },  "type": {    "value": "email",    "subtype": {
"value": "general"    }  },  "isSecure": "false",  "subject": "Issue with mobile phone",  "payload":
{    "email": {      "date": {        "date": "2015-12-26T19:00:00.000Z"      },      "contents": {
"content": [                    {            "type": "html",            "value":
"<HTML><HEAD><TITLE></TITLE></HEAD><BODY><P>This is the issue <BR> </P></BODY></HTML>"          }
                ]      },      "emailAddresses": {        "from": "jhenry@customer.com",
"receiver": "support@business.com"      }    }  }
}------WebKitFormBoundaryLyRAYGiE5mFu3UcvContent-Disposition: form-data;
name="data-type"application/json------WebKitFormBoundaryLyRAYGiE5mFu3Ucv--
```

Response:

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	Current session ID
Content-Type	mutlipart/form-data; boundary=----WebKitFormBoundaryLyRAYGiE5mFu3Ucv
Location	/system/ws/v12/interaction/activity/2800

Example 3 - Create an inbound email with inline and non-inline attachments, using XML/JSON as content-type

Using XML/JSON as content-type, this example demonstrates the following:

- Creating a new inbound email for a new case
- Creating inbound email using required elements, subject and content
- Using non-inline attachment as part of the email
- Using inline attachment as part of the email

Note:

. isInline element is not present for the attachment with fileName laptop_issue.gif. Hence, this attachment will be treated as a non-inline attachment.

. isInline element is set to true for the attachment with contentId 14A6D171E20D4FD8A20D0D17B6C984CF@example.com. This attachment is being referred by the image <IMG src="cid:14A6D171E20D4FD8A20D0D17B6C984CF@example.com"> in the email content using the cid URL scheme. Hence, this attachment will be treated as an inline attachment for this email.

XML

Request

Method	URL
POST	`/ws/v12/interaction/activity`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Content-Type	application/xml
Accept-Language	en-US

Request body:


```
<?xml version="1.0" encoding="UTF-8"?>   <activity
xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/activity"
xmlns:ns2="http://bindings.egain.com/ws/model/v12/gen/platform"
xmlns:ns3="http://bindings.egain.com/ws/model/v12/gen/common"
xmlns:ns4="http://bindings.egain.com/ws/model/v12/gen/interaction/attachment" >      <department>
<ns2:name>service</ns2:name>      </department>      <type>         <value>email</value>
<subtype>            <ns3:value>general</ns3:value>         </subtype>      </type>
<subject>laptop issue</subject>      <attachments>            <ns4:attachment>
<ns4:fileName>laptop_issue.gif</ns4:fileName>
<ns4:contentType>image/gif</ns4:contentType>
<ns4:content><![CDATA[R0lGODlhEAAQAIMAAAAAAP///7Tt/wCfz3fg/5vo/7Tu/1JSUv///wAAAAAAAAAAAAAAAAAAAAAAA
AAAAAACH/C05FVFNDQVBFMi4wAwEBAAAh+QQBAAAIACwAAAAAEAAQAAAIZgARCBxIEMGBAwUTCjwQIABChQQZOlx4sCJDixgl
NmyoceNBhxs5cpT4EaTHkw41qgw5MiTJjCVRBhgwICLLkANmDtRIsyfNhjUNVhxgQICBo0gNBB3os2eBAkshIhhAIKpUmgQDA
gA7                ]]></ns4:content>            </ns4:attachment>            <ns4:attachment>
        <ns4:isInline>true</ns4:isInline>
<ns4:contentId><![CDATA[<14A6D171E20D4FD8A20D0D17B6C984CF@example.com>]]></ns4:contentId>
<ns4:fileName>company_logo.gif</ns4:fileName>
<ns4:contentType>image/gif</ns4:contentType>
<ns4:content><![CDATA[R0lGODlhEAAQAPcAAP//////zP//mf//Zv//M///AP/M///MzP/Mmf/MZv/MM//MAP+Z//+ZzP+
Zmf+ZZv+ZM/+ZAP9m//9mzP9mmf9mZv9mM/9mAP8z//8zzP8zmf8zZv8zM/8zAP8A//8AzP8Amf8AZv8AM/8AAMz//8z/zMz/
mcz/Zsz/M8z/AMzM/8zMzMzMmczMZszMM8zMAMyZ/8yZzMyZmcyZZsyZM8yZAMxm/8xmzMxmmcxmZsxmM8xmAMwz/8wzzMwzm
cwzZswzM8wzAMwA/8wAzMwAmcwAZswAM8wAAJn//5n/zJn/mZn/Zpn/M5n/AJnM/5nMzJnMmZnMZpnMM5nMAJmZ/5mZzJmZmZ
mZZpmZM5mZAJlm/5lmzJlmmZlmZplmM5lmAJkz/5kzzJkzmZkzZpkzM5kzAJkA/5kAzJkAmZkAZpkAM5kAAGb//2b/zGb/mWb
/Zmb/M2b/AGbM/2bMzGbMmWbMZmbMM2bMAGaZ/2aZzGaZmWaZZmaZM2aZAGZm/2ZmzGZmmWZmZmZmM2ZmAGYz/2YzzGYzmWYz
ZmYzM2YzAGYA/2YAzGYAmWYAZmYAM2YAADP//zP/zDP/mTP/ZjP/MzP/ADPM/zPMzDPMmTPMZjPMMzPMADOZ/zOZzDOZmTOZZ
jOZMzOZADNm/zNmzDNmmTNmZjNmMzNmADMz/zMzzDMzmTMzZjMzMzMzADMA/zMAzDMAmTMAZjMAMzMAAAD//wD/zAD/mQD/Zg
D/MwD/AADM/wDMzADMmQDMZgDMMwDMAACZ/wCZzACZmQCZZgCZMwCZAABm/wBmzABmmQBmZgBmMwBmAAAz/wAzzAAzmQAzZgA
zMwAzAAAA/wAAzAAAmQAAZgAAMwAAAACfz1JSUv///wAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAA
AAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAACH5B
AEAANoALAAAAAAQABAAAAhUALUJHEiwoEFt2RJmOyhQYTYAABwWfBjRIcWFAylC3LgRY0OOICMS1BhSZEaI2FKqhOgRYcmOI1
GqTMky5kuTHwHMpInT5c2WJEO2RGhRIsOj2gICADs=               ]]></ns4:content>
</ns4:attachment>      </attachments>      <payload>         <email>          <date
date='2015-12-26T19:00:00.000Z'/>                    <contents>              <content>
<ns3:type>text</ns3:type>                <ns3:value>Attached is the laptop image for
reference.</ns3:value>             </content>              <content>
<ns3:type>html</ns3:type>
<ns3:value><![CDATA[<HTML><HEAD></HEAD><BODY><P>Attached is the laptop image for
reference.</P><DIV><IMG
src="cid:14A6D171E20D4FD8A20D0D17B6C984CF@example.com"></DIV></BODY></HTML>]]></ns3:value>
</content>            </contents>            <emailAddresses>
```

```
<from>jhenry@customer.com</from>
<receiver>support@business.com</receiver>              </emailAddresses>
</email>      </payload>       </activity>
```

Response:

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml
Location	/system/ws/v12/interaction/activity/2795

JSON

Request

Method	URL
POST	`/ws/v12/interaction/activity`

Request headers :

Name	Value
X-egain-session	Valid session ID
Content-Type	`application/json`
Accept	application/json
Accept-Language	en-US

Request body:


```
{  "department": {    "name": "service"  },  "type": {    "value": "email",    "subtype": {
"value": "general"    }  },  "subject": "laptop issue",  "attachments": {    "attachment": [      {
"fileName": "laptop_issue.gif",        "contentType": "image/gif",        "content":
"R0lGODlhEAAQAIMAAAAAAP///7Tt/wCfz3fg/5vo/7Tu/1JSUv///wAAAAAAAAAAAAAAAAAAAAAAAAAAACH/C05FVFNDQVBF
Mi4wAwEBAAAh+QQBAAAIACwAAAAAEAAQAAAIZgARCBxIEMGBAwUTCjwQIABChQQZOlx4sCJDixglNmyoceNBhxs5cpT4EaTHk
w41qgw5MiTjCVRBhgwICLLkANmDtRIsyfNhjUNVhxgQICBo0gNBB3os2eBAkshIhhAIKpUmgQDAgA7"      },      {
"isInline" : "true",        "contentId": "<14A6D171E20D4FD8A20D0D17B6C984CF@example.com>",
"fileName": "company_logo.gif",        "contentType": "image/gif",        "content":
"R0lGODlhEAAQAPcAAP//////zP//mf//Zv//M///AP/M///MzP/Mmf/MZv/MM//MAP+Z//+ZzP+Zmf+ZZv+ZM/+ZAP9m//9m
zP9mmf9mZv9mM/9mAP8z//8zzP8zmf8zZv8zM/8zAP8A//8AzP8Amf8AZv8AM/8AAMz//8z/zMz/mcz/Zsz/M8z/AMzM/8zMz
MzMmczMZszMM8zMAMyZ/8yZzMyZmcyZZsyZM8yZAMxm/8xmzMxmmcxmZsxmM8xmAMwz/8wzzMwzmcwzZswzM8wzAMwA/8wAzM
wAmcwAZswAM8wAAJn//5n/zJn/mZn/Zpn/M5n/AJnM/5nMzJnMmZnMZpnMM5nMAJmZ/5mZzJmZmZmZZpmZM5mZAJlm/5lmzJl
mmZlmZplmM5lmAJkz/5kzzJkzmZkzZpkzM5kzAJkA/5kAzJkAmZkAZpkAM5kAAGb//2b/zGb/mWb/Zmb/M2b/AGbM/2bMzGbM
mWbMZmbMM2bMAGaZ/2aZzGaZmWaZZmaZM2aZAGZm/2ZmzGZmmWZmZmZmM2ZmAGYz/2YzzGYzmWYzZmYzM2YzAGYA/2YAzGYAm
WYAZmYAM2YAADP//zP/zDP/mTP/ZjP/MzP/ADPM/zPMzDPMmTPMZjPMMzPMADOZ/zOZzDOZmTOZZjOZMzOZADNm/zNmzDNmmT
NmZjNmMzNmADMz/zMzzDMzmTMzZjMzMzMzADMA/zMAzDMAmTMAZjMAMzMAAAD//wD/zAD/mQD/ZgD/MwD/AADM/wDMzADMmQD
MZgDMMwDMAACZ/wCZzACZmQCZZgCZMwCZAABm/wBmzABmmQBmZgBmMwBmAAAz/wAzzAAzmQAzZgAzMwAzAAAA/wAAzAAAmQAA
ZgAAMwAAAACfz1JSUv///wAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAA
AAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAA
hUALUJHEiwoEFt2RJmOyhQYTYAABwWfBjRIcWFAylC3LgRY0OOICMS1BhSZEaI2FKqhOgRYcmOI1GqTMky5kuTHwHMpInT5c2
WJEO2RGhRIsOj2gICADs="      }    ]  },  "payload": {    "email": {      "date": {        "date":
"2015-12-26T19:00:00.000Z"      },      "contents": {        "content": [          {
"type": "text",            "value": "Attached is the laptop image for reference."          },
          {            "type": "html",            "value":
"<HTML><HEAD><TITLE></TITLE></HEAD><BODY><P>Attached is the laptop image for reference.</P><DIV><IMG
src=\"cid:14A6D171E20D4FD8A20D0D17B6C984CF@example.com\"></DIV></BODY></HTML>"          }
]      },      "emailAddresses": {        "from": "jhenry@customer.com",              "receiver":
"support@business.com"      }    }  }}
```


Response:

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json
Location	/system/ws/v12/interaction/activity/2795

Example 4 - Create inbound email with inline and non-inline attachments, using Multipart/form-data as content-type

Using Multipart/form-data, this example the following:

- Creating an inbound email for a new case
- Creating an email with required elements, subject and content
- Using inline attachment in the email
- Using non-inline attachment in the email

Note:

. The 3rd body part has the Content-ID header with value 06FE0B5C60B94D0FA57450C77A18AB33@example.com. This body part is being referred by the image <IMG src="cid:06FE0B5C60B94D0FA57450C77A18AB33@example.com"> in the "data" part using the cid URL scheme. Hence, the 3rd body part will be treated as an inline attachment for this email.

. Content-ID header is not present in the 4th body part. Hence, this part will be treated as a non-inline attachment.

XML

Request

Method	URL
POST	`/ws/v12/interaction/activity`

Request headers :

Name	Value
X-egain-session	Valid session ID
Content-Type	`mutlipart/form-data; boundary=----WebKitFormBoundaryLyRAYGiE5mFu3Ucv`
Accept	application/xml
Accept-Language	en-US

Request body:

```
------WebKitFormBoundaryLyRAYGiE5mFu3UcvContent-Disposition: form-data; name="data"<?xml
version="1.0" encoding="UTF-8"?>   <activity
xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/activity"
xmlns:ns2="http://bindings.egain.com/ws/model/v12/gen/platform"
xmlns:ns3="http://bindings.egain.com/ws/model/v12/gen/common"
xmlns:ns4="http://bindings.egain.com/ws/model/v12/gen/interaction/attachment" >      <department>
```

```
<ns2:name>service</ns2:name>      </department>      <type>         <value>email</value>
<subtype>            <ns3:value>general</ns3:value>         </subtype>      </type>
<subject>laptop issue</subject>       <payload>         <email>           <date
date='2015-12-26T19:00:00.000Z'/>                          <contents>               <content>
<ns3:type>html</ns3:type>
<ns3:value><![CDATA[<HTML><HEAD></HEAD><BODY><P>Attached laptop details for reference.</P><DIV><IMG
src="cid:06FE0B5C60B94D0FA57450C77A18AB33@example.com"></DIV></BODY></HTML>]]></ns3:value>
</content>                        </contents>            <emailAddresses>
<from>jhenry@customer.com</from>
<receiver>support@business.com</receiver>              </emailAddresses>
</email>      </payload>
</activity>------WebKitFormBoundaryLyRAYGiE5mFu3UcvContent-Disposition: form-data;
name="data-type"application/xml------WebKitFormBoundaryLyRAYGiE5mFu3UcvContent-ID:
<06FE0B5C60B94D0FA57450C77A18AB33@example.com>Content-Type: image/png;
name="company_logo.png"Content-Transfer-Encoding:
base64R0lGODlhEAAQAIMAAAAAAP///7Tt/wCfz3fg/5vo/7Tu/1JSUv///wAAAAAAAAAAAAAAAAAAAAAAAAAAACH/C05FVFN
DQVBFMi4wAwEBAAAh+QQBAAAIACwAAAAAEAAQAAAIZgARCBxIEMGBAwUTCjwQIABChQQZOlx4sCJDixglNmyoceNBhxs5cpT4
EaTHkw41qgw5MiTJjCVRBhgwICLLkANmDtRIsyfNhjUNVhxgQICBo0gNBB3os2eBAkshIhhAIKpUmgQDAgA7------WebKitF
ormBoundaryLyRAYGiE5mFu3UcvContent-Disposition: form-data; name="laptop_details";
filename="laptop_details.txt"Content-Type: text/plainSystem Dell Latitude E5400 Laptop Mobile Intel
GS45 Express chipsetProcessor Type: Intel Core 2 Duo P8600------WebKitFormBoundaryLyRAYGiE5mFu3Ucv--
```

Response:

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	Current session ID
Content-Type	application/xml
Location	/system/ws/v12/interaction/activity/2800

JSON

Request

Method	URL
POST	`/ws/v12/interaction/activity`

Request headers :

Name	Value
X-egain-session	Valid session ID
Content-Type	`mutlipart/form-data; boundary=----WebKitFormBoundaryLyRAYGiE5mFu3Ucv`
Accept	application/json
Accept-Language	en-US

Request body:

```
------WebKitFormBoundaryLyRAYGiE5mFu3UcvContent-Disposition: form-data; name="data"{
"department": {    "name": "service"  },  "type": {    "value": "email",    "subtype": {
"value": "general"    }  },  "subject": "laptop issue",  "payload": {    "email": {      "date": {
"date": "2015-12-26T19:00:00.000Z"      },      "contents": {        "content": [
         {            "type": "html",            "value": "<HTML><HEAD></HEAD><BODY><P>Attached
laptop details for reference.</P><DIV><IMG
src=\"cid:06FE0B5C60B94D0FA57450C77A18AB33@example.com\"></DIV></BODY></HTML>"          }
]      },      "emailAddresses": {        "from": "jhenry@customer.com",              "receiver":
"support@business.com"      }    }  }
}------WebKitFormBoundaryLyRAYGiE5mFu3UcvContent-Disposition: form-data;
```

```
name="data-type"application/json------WebKitFormBoundaryLyRAYGiE5mFu3UcvContent-Type: image/png;
name="company_logo.png"Content-Transfer-Encoding: base64Content-ID:
<06FE0B5C60B94D0FA57450C77A18AB33@example.com>R0lGODlhEAAQAIMAAAAAAP///7Tt/wCfz3fg/5vo/7Tu/1JSUv/
//wAAAAAAAAAAAAAAAAAAAAAAAAAAACH/C05FVFNDQVBFMi4wAwEBAAAh+QQBAAAIACwAAAAAEAAQAAAIZgARCBxIEMGBAwUT
CjwQIABChQQZOlx4sCJDixglNmyoceNBhxs5cpT4EaTHkw41qgw5MiTJjCVRBhgwICLLkANmDtRIsyfNhjUNVhxgQICBo0gNB
B3os2eBAkshIhhAIKpUmgQDAgA7------WebKitFormBoundaryLyRAYGiE5mFu3UcvContent-Disposition:
form-data; name="laptop_details"; filename="laptop_details.txt"Content-Type: text/plainSystem Dell
Latitude E5400 Laptop Mobile Intel GS45 Express chipsetProcessor Type: Intel Core 2 Duo
P8600------WebKitFormBoundaryLyRAYGiE5mFu3Ucv--
```

Response:

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	Current session ID
Content-Type	application/json
Location	/system/ws/v12/interaction/activity/2800

Example 5 - Create a secure inbound email by specifying all attributes, using XML/JSON as content-type

Using XML/JSON as content-type, this example demonstrates the following:

- Creating an inbound email for an existing case.
- Creating a secure email using all supported elements (required and optional).
- Customer representation in the request. If the customer with the email address specified in from email address does not exist, this will be used for creating a new Customer for the email.

XML

Request

Method	URL
POST	`/ws/v12/interaction/activity`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Content-Type	application/xml
Accept-Language	en-US

Request body:

```
<?xml version="1.0" encoding="UTF-8"?><activity
xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/activity"
xmlns:ns2="http://bindings.egain.com/ws/model/v12/gen/platform"
xmlns:ns3="http://bindings.egain.com/ws/model/v12/gen/common"
xmlns:ns4="http://bindings.egain.com/ws/model/v12/gen/interaction/attachment"
xmlns:ns5="http://bindings.egain.com/ws/model/v12/gen/interaction/customer"
xmlns:ns6="http://bindings.egain.com/ws/model/v12/gen/interaction/contactperson"
xmlns:ns7="http://bindings.egain.com/ws/model/v12/gen/interaction/contactpoint">    <department>
```

```
<ns2:name>service</ns2:name>    </department>    <type>        <value>email</value>
<subtype>            <ns3:value>general</ns3:value>        </subtype>    </type>    <case id =
'1060'/>    <isSecure>true</isSecure>    <subject>laptop issue</subject>    <payload>
<email>            <date date='2015-12-26T19:00:00.000Z'/>            <contents>
<content>                    <ns3:type>html</ns3:type>                    <ns3:value>
<![CDATA[<HTML><HEAD></HEAD><BODY><DIV>hi my new laptop is having display
issues.</DIV></BODY></HTML>]]>                    </ns3:value>                </content>
</contents>            <emailAddresses>                <from>jhenry@customer.com</from>
<to>                    <address>support@business.com</address>                </to>
<cc>                    <address>support_staff@business.com</address>                </cc>
<receiver>support@business.com</receiver>            </emailAddresses>        </email>
</payload>    <customer>        <ns5:type>            <ns5:value>group</ns5:value>
<ns5:group>                <ns5:type>                    <ns3:value>Association</ns3:value>
</ns5:type>                <ns5:region>Europe</ns5:region>
<ns5:numberOfMembers>12</ns5:numberOfMembers>                <ns5:income>$90,000</ns5:income>
<ns5:currency>USD</ns5:currency>
<ns5:registrationNumber>K56743</ns5:registrationNumber>
<ns5:affiliation>FCMA</ns5:affiliation>            </ns5:group>        </ns5:type>
<ns5:customerName>Unichem Laboratories Limited</ns5:customerName>        <ns5:pin>25345</ns5:pin>
<ns5:level>            <ns3:value>Premium</ns3:value>        </ns5:level>        <ns5:role>
<ns3:value>Partner</ns3:value>        </ns5:role>        <ns5:pin>0121</ns5:pin>
<ns5:howReferred>            <ns3:value>Customer</ns3:value>        </ns5:howReferred>
<ns5:industry>            <ns3:value>Health care</ns3:value>        </ns5:industry>
<ns5:marketSegment>Medical Products</ns5:marketSegment>        <ns5:entitlements>Free
service</ns5:entitlements>        <ns5:contactPersons>            <ns6:contactPerson>
<ns6:salutation>Mr.</ns6:salutation>                <ns6:firstName>Kriag</ns6:firstName>
<ns6:middleName>Goldman</ns6:middleName>                <ns6:lastName>Francis</ns6:lastName>
<ns6:loginId>kriag</ns6:loginId>                <ns6:gender>
<ns3:value>Male</ns3:value>                </ns6:gender>                <ns6:identification>
<ns6:type>SSN</ns6:type>                    <ns6:value>111-22-8765</ns6:value>
</ns6:identification>                <ns6:suffix>                    <ns3:value>I</ns3:value>
</ns6:suffix>                <ns6:initials>A.</ns6:initials>
<ns6:secretQuestion>Place of Birth</ns6:secretQuestion>
<ns6:secretAnswer>Sunnyvale</ns6:secretAnswer>
<ns6:hasDirectMailingConsent>true</ns6:hasDirectMailingConsent>
<ns6:hasDirectCallingConsent>true</ns6:hasDirectCallingConsent>
<ns6:hasHoldingDataConsent>true</ns6:hasHoldingDataConsent>
<ns6:jobTitle>Assistant</ns6:jobTitle>                <ns6:employmentStatus>
<ns3:value>Intern</ns3:value>                </ns6:employmentStatus>
<ns6:priority>High</ns6:priority>
<ns6:dateOfBirth>1965-12-09T00:00:00.000Z</ns6:dateOfBirth>                <ns6:maritalStatus>
<ns3:value>Married</ns3:value>                </ns6:maritalStatus>                <ns6:type>
<ns3:value>Legal</ns3:value>                </ns6:type>
<ns6:firstNameFurigana>Kriag</ns6:firstNameFurigana>
<ns6:middleNameFurigana>Goldman</ns6:middleNameFurigana>
<ns6:lastNameFurigana>Francis</ns6:lastNameFurigana>                <ns6:startGreeting>Hey,
Welcome</ns6:startGreeting>                <ns6:endGreeting>Have a Nice Day!</ns6:endGreeting>
<ns6:spouseName>Kethel</ns6:spouseName>
<ns6:emergencyContact>0987654321</ns6:emergencyContact>                <ns6:occupation>Medical
Assistance</ns6:occupation>                <ns6:incomeLevel>40000-50000</ns6:incomeLevel>
<ns6:educationLevel>                    <ns3:value>Graduate</ns3:value>
</ns6:educationLevel>                <ns6:race>African</ns6:race>
<ns6:dependents>4</ns6:dependents>                <ns6:isSmoker>true</ns6:isSmoker>
<ns6:hobbies>Farming</ns6:hobbies>                <ns6:interests>Painting</ns6:interests>
<ns6:contactOrder>1985</ns6:contactOrder>                <ns6:contactPoints>
<ns7:contactPoint>                        <ns7:type>
<ns7:value>postal</ns7:value>                            <ns7:postal>
<ns7:type>                                <ns3:value>Office address</ns3:value>
</ns7:type>                            <ns7:address_1>345</ns7:address_1>
<ns7:address_2>E Midfield Rd</ns7:address_2>                                <ns7:city>Mountain
View</ns7:city>                                <ns7:state>Ca</ns7:state>
<ns7:zip>98704</ns7:zip>                                <ns7:country>USA</ns7:country>
<ns7:region>United States</ns7:region>                                </ns7:postal>
</ns7:type>                        <ns7:priority>
<ns3:value>Low</ns3:value>                            </ns7:priority>
</ns7:contactPoint>                </ns6:contactPoints>            </ns6:contactPerson>
</ns5:contactPersons>    </customer>    <customAttributes>        <ns3:customAttribute>
<ns3:attribName>laptop_identification_no</ns3:attribName>            <ns3:attribValues>
<ns3:attribValue>                    <ns3:value>CE1222212GKAHDHFUJUUUEMMJDJ27SDJD</ns3:value>
</ns3:attribValue>            </ns3:attribValues>        </ns3:customAttribute>
<ns3:customAttribute>            <ns3:attribName>previousattempts</ns3:attribName>
```

```
<ns3:attribValues>                <ns3:attribValue>                    <ns3:value>2</ns3:value>
</ns3:attribValue>            </ns3:attribValues>        </ns3:customAttribute>
<ns3:customAttribute>            <ns3:attribName>domain</ns3:attribName>
<ns3:attribValues>                <ns3:attribValue>
<ns3:value>laptop</ns3:value>                </ns3:attribValue>                <ns3:attribValue>
<ns3:value>display</ns3:value>                </ns3:attribValue>            </ns3:attribValues>
</ns3:customAttribute>    </customAttributes></activity>
```

Response:

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml
Location	/system/ws/v12/interaction/activity/2795

JSON

Request

Method	URL
POST	`/ws/v12/interaction/activity`

Request headers :

Name	Value
X-egain-session	Valid session ID
Content-Type	`application/json`
Accept	application/json
Accept-Language	en-US

Request body:

```
{    "department": {        "name": "service"    },    "type": {        "value": "email",
"subtype": {            "value": "general"        }    },    "case": {        "id": "1060"    },
"isSecure": "true",    "subject": "Laptop Issue",    "payload": {        "email": {
"date": {                "date": "2015-12-26T19:00:00.000Z"            },            "contents": {
"content": [                    {                            "type": "html",
"value": "<HTML><HEAD></HEAD><BODY><DIV>hi my new laptop is having display
issues.</DIV></BODY></HTML>"                        }                ]            },
"emailAddresses": {                "from": "jhenry@customer.com",                "to": {
"address": [                    "support@business.com"                ]                },
"cc": {                    "address": [                        "support_staff@business.com"
]                },                "receiver": "support@business.com"            }        }    },
"customer": {        "type": {            "value": "group",            "group": {
"type": {                    "value": "Association"                },                "region":
"Europe",                "numberOfMembers": "12",                "income": "1000000",
"currency": "USD",                "registrationNumber": "324",                "affiliation":
"FCMA"            }        },        "customerName": "Unichem Laboratories Limited",
"level": {            "value": "Platinum"        },        "role": {            "value": "Partner"
},        "pin": "0121",        "howReferred": {            "value": "Customer"        },
"industry": {            "value": "Health care"        },        "marketSegment": "Medical
Products",        "entitlements": "Free service",        "contactPersons": {
"contactPerson": [                {                    "salutation": "Mr.",
"firstName": "Kriag",                    "middleName": "Goldman",                    "lastName":
"Francis",                    "loginId": "kfrancis",                    "gender": {
"value": "Male"                    },                    "identification": {
"type": "SSN",                        "value": "111-22-8765"                    },
"suffix": {                    "value": "Jr."                },
"initials": "A.",                    "secretQuestion": "Place of Birth",
```

```
"secretAnswer": "Sunnyvale",                    "hasDirectMailingConsent": "true",
"hasDirectCallingConsent": "true",                    "hasHoldingDataConsent": "true",
"jobTitle": "Manager",                    "employmentStatus": {                      "value":
"Intern"                    },                    "priority": "High",
"dateOfBirth": "1965-12-09T00:00:00.000Z",                    "maritalStatus": {
"value": "Married"                    },                    "type": {
"value": "Billing"                    },                    "firstNameFurigana": "Kriag",
"middleNameFurigana": "Goldman",                    "lastNameFurigana": "Francis",
"startGreeting": "Hello",                    "endGreeting": "Byee",
"spouseName": "Sara",                    "emergencyContact": "998-765-4321",
"occupation": "Branch Manager",                    "incomeLevel": "40000-50000",
"educationLevel": {                    "value": "Graduate"                    },
"race": "African",                    "dependents": "4",                    "isSmoker": "true",
"hobbies": "Farming",                    "interests": "Painting",
"contactOrder": "1984",                    "contactPoints": {
"contactPoint": [                    {                                "type": {
"value": "postal",                                    "postal": {
"type": {                                    "value": "Office address"
},                                    "address_1": "345",
"address_2": "E Midfield Rd",                                    "city": "Mountain View",
"state": "Ca",                                    "zip": "98704",
"country": "USA",                                    "region": "United States"
}                                    },                                    "priority": {
"value": "Low"                                    }                                    }
]                    }                    }                    ]                    }    },    "customAttributes": {
"customAttribute": [                    {                    "attribName": "laptop_identification_no",
"attribValues": {                    "attribValue": [                                    {
"value": "CE1222212GKAHDHFUJUUUEMMJDJ27SDJD"                                    }                    ]
}                    },                    {                    "attribName": "previousattempts",
"attribValues": {                    "attribValue": [                                    {
"value": "2"                                    }                                    ]                    }                    },
{                    "attribName": "domain",                    "attribValues": {
"attribValue": [                                    {                                    "value": "laptop"
},                                    {                                    "value": "display"
}                    ]                    }                    }                    ]    }}
```


Response:

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json
Location	/system/ws/v12/interaction/activity/2795

Example 6 - Create an inbound email by specifying all attributes, using Multipart/form-data as content-type

Using multipart/form-data as content-type, this example demonstrates the following:

- Creating an inbound email for a new case.
- Creating an email using all supported elements (required and optional).
- Customer representation in the request. If the customer with the email address specified in from email address does not exist, this will be used for creating a new Customer for the email.

XML

Request

Method	URL
POST	/ws/v12/interaction/activity

Request headers :

Name	Value
X-egain-session	Valid session ID
Content-Type	mutlipart/form-data; boundary=----WebKitFormBoundaryAXn851qjukQsnRxT
Accept	application/xml
Accept-Language	en-US

Request body:

```
------WebKitFormBoundaryAXn851qjukQsnRxTContent-Disposition: form-data; name="data"<?xml
version="1.0" encoding="UTF-8"?>   <activity
xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/activity"
xmlns:ns2="http://bindings.egain.com/ws/model/v12/gen/platform"
xmlns:ns3="http://bindings.egain.com/ws/model/v12/gen/common"
xmlns:ns4="http://bindings.egain.com/ws/model/v12/gen/interaction/attachment"
xmlns:ns5="http://bindings.egain.com/ws/model/v12/gen/interaction/customer"
xmlns:ns6="http://bindings.egain.com/ws/model/v12/gen/interaction/contactperson"
xmlns:ns7="http://bindings.egain.com/ws/model/v12/gen/interaction/contactpoint">
<department>         <ns2:name>service</ns2:name>      </department>      <type>
<value>email</value>         <subtype>            <ns3:value>general</ns3:value>
</subtype>      </type>      <subject>laptop issue</subject>           <payload>         <email>
<date date='2015-12-26T19:00:00.000Z'/>                        <contents>               <content>
<ns3:type>text</ns3:type>                  <ns3:value>hi my new laptop is having display
issues.</ns3:value>               </content>              <content>
<ns3:type>html</ns3:type>                  <ns3:value><![CDATA[<HTML><HEAD></HEAD><BODY><P>hi my
new laptop is having display issues.<BR></P> </BODY></HTML>]]></ns3:value>               </content>
</contents>            <emailAddresses>               <from>jhenry@customer.com</from>
<to>                  <address>support@business.com</address>               </to>
<cc>                  <address>support_staff@business.com</address>               </cc>
<receiver>support@business.com</receiver>              </emailAddresses>
</email>      </payload>      <customer>        <ns5:type>
<ns5:value>group</ns5:value>            <ns5:group>                <ns5:type>
<ns3:value>Association</ns3:value>               </ns5:type>
<ns5:region>Europe</ns5:region>               <ns5:numberOfMembers>12</ns5:numberOfMembers>
<ns5:income>$90,000</ns5:income>               <ns5:currency>USD</ns5:currency>
<ns5:registrationNumber>K56743</ns5:registrationNumber>
<ns5:affiliation>FCMA</ns5:affiliation>            </ns5:group>        </ns5:type>
<ns5:customerName>Unichem Laboratories Limited</ns5:customerName>        <ns5:pin>25345</ns5:pin>
<ns5:level>            <ns3:value>Premium</ns3:value>        </ns5:level>        <ns5:role>
<ns3:value>Partner</ns3:value>        </ns5:role>        <ns5:pin>0121</ns5:pin>
<ns5:howReferred>            <ns3:value>Customer</ns3:value>        </ns5:howReferred>
<ns5:industry>           <ns3:value>Health care</ns3:value>        </ns5:industry>
<ns5:marketSegment>Medical Products</ns5:marketSegment>        <ns5:entitlements>Free
service</ns5:entitlements>        <ns5:contactPersons>            <ns6:contactPerson>
<ns6:salutation>Mr.</ns6:salutation>               <ns6:firstName>Kriag</ns6:firstName>
<ns6:middleName>Goldman</ns6:middleName>               <ns6:lastName>Francis</ns6:lastName>
<ns6:loginId>kriag</ns6:loginId>               <ns6:gender>
<ns3:value>Male</ns3:value>               </ns6:gender>               <ns6:identification>
<ns6:type>SSN</ns6:type>                  <ns6:value>111-22-8765</ns6:value>
</ns6:identification>               <ns6:suffix>                    <ns3:value>I</ns3:value>
</ns6:suffix>               <ns6:initials>A.</ns6:initials>
<ns6:secretQuestion>Place of Birth</ns6:secretQuestion>
<ns6:secretAnswer>Sunnyvale</ns6:secretAnswer>
<ns6:hasDirectMailingConsent>true</ns6:hasDirectMailingConsent>
<ns6:hasDirectCallingConsent>true</ns6:hasDirectCallingConsent>
<ns6:hasHoldingDataConsent>true</ns6:hasHoldingDataConsent>
<ns6:jobTitle>Assistant</ns6:jobTitle>               <ns6:employmentStatus>
<ns3:value>Intern</ns3:value>              </ns6:employmentStatus>
<ns6:priority>High</ns6:priority>
```

```
<ns6:dateOfBirth>1965-12-09T00:00:00.000Z</ns6:dateOfBirth>                <ns6:maritalStatus>
<ns3:value>Married</ns3:value>                </ns6:maritalStatus>                <ns6:type>
<ns3:value>Legal</ns3:value>                </ns6:type>
<ns6:firstNameFurigana>Kriag</ns6:firstNameFurigana>
<ns6:middleNameFurigana>Goldman</ns6:middleNameFurigana>
<ns6:lastNameFurigana>Francis</ns6:lastNameFurigana>                <ns6:startGreeting>Hey,
Welcome</ns6:startGreeting>                <ns6:endGreeting>Have a Nice Day!</ns6:endGreeting>
<ns6:spouseName>Kethel</ns6:spouseName>
<ns6:emergencyContact>0987654321</ns6:emergencyContact>                <ns6:occupation>Medical
Assistance</ns6:occupation>                <ns6:incomeLevel>40000-50000</ns6:incomeLevel>
<ns6:educationLevel>                    <ns3:value>Graduate</ns3:value>
</ns6:educationLevel>                <ns6:race>African</ns6:race>
<ns6:dependents>4</ns6:dependents>                <ns6:isSmoker>true</ns6:isSmoker>
<ns6:hobbies>Farming</ns6:hobbies>                <ns6:interests>Painting</ns6:interests>
<ns6:contactOrder>1985</ns6:contactOrder>                <ns6:contactPoints>
<ns7:contactPoint>                        <ns7:type>
<ns7:value>postal</ns7:value>                        <ns7:postal>
<ns7:type>                            <ns3:value>Office address</ns3:value>
</ns7:type>                            <ns7:address_1>345</ns7:address_1>
<ns7:address_2>E Midfield Rd</ns7:address_2>                                <ns7:city>Mountain
View</ns7:city>                            <ns7:state>Ca</ns7:state>
<ns7:zip>98704</ns7:zip>                                <ns7:country>USA</ns7:country>
<ns7:region>United States</ns7:region>                                </ns7:postal>
</ns7:type>                        <ns7:priority>
<ns3:value>Low</ns3:value>                        </ns7:priority>
</ns7:contactPoint>                </ns6:contactPoints>            </ns6:contactPerson>
</ns5:contactPersons>    </customer>    <customAttributes>        <ns3:customAttribute>
<ns3:attribName>laptop_identification_no</ns3:attribName>            <ns3:attribValues>
<ns3:attribValue>                    <ns3:value>CE1222212GKAHDHFUJUUUEMMJDJ27SDJD</ns3:value>
</ns3:attribValue>            </ns3:attribValues>        </ns3:customAttribute>
<ns3:customAttribute>            <ns3:attribName>previousattempts</ns3:attribName>
<ns3:attribValues>                <ns3:attribValue>                    <ns3:value>2</ns3:value>
</ns3:attribValue>            </ns3:attribValues>        </ns3:customAttribute>
<ns3:customAttribute>            <ns3:attribName>domain</ns3:attribName>
<ns3:attribValues>                <ns3:attribValue>
<ns3:value>laptop</ns3:value>                </ns3:attribValue>                <ns3:attribValue>
<ns3:value>display</ns3:value>                </ns3:attribValue>            </ns3:attribValues>
</ns3:customAttribute>    </customAttributes>
</activity>------WebKitFormBoundaryAXn851qjukQsnRxTContent-Disposition: form-data;
name="data-type"application/xml------WebKitFormBoundaryAXn851qjukQsnRxT--
```

Response:

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	Current session ID
Content-Type	application/xml
Location	/system/ws/v12/interaction/activity/2800

JSON

Request

Method	URL
POST	`/ws/v12/interaction/activity`

Request headers :

Name	Value
X-egain-session	Valid session ID
Content-Type	`mutlipart/form-data; boundary=----WebKitFormBound`

	aryAXn851qjukQsnRxT
Accept	application/json
Accept-Language	en-US

Request body:

```
------WebKitFormBoundaryAXn851qjukQsnRxTContent-Disposition: form-data; name="data"{
"department": {    "name": "service"  },  "type": {    "value": "email",    "subtype": {
"value": "general"    }  },  "subject": "laptop issue",  "payload": {    "email": {      "date": {
"date": "2015-12-26T19:00:00.000Z"      },      "contents": {        "content": [          {
"type": "text",            "value": "hi my new laptop is having display issues."          },
{            "type": "html",            "value": "<HTML><HEAD></HEAD><BODY><P>hi my new laptop is
having display issues.<BR></P></BODY></HTML>"          }            ]      },
"emailAddresses": {        "from": "jhenry@customer.com",        "to": {          "address": [
"support@business.com"          ]        },        "cc": {          "address": [
"support_staff@business.com"          ]        },        "receiver": "support@business.com"
}    }  },  "customer": {        "type": {            "value": "group",            "group": {
"type": {                    "value": "Association"                },                "region":
"Europe",                "numberOfMembers": "12",                "income": "1000000",
"currency": "USD",                "registrationNumber": "324",                "affiliation":
"FCMA"            }        },        "customerName": "Unichem Laboratories Limited",
"level": {            "value": "Platinum"        },        "role": {            "value": "Partner"
},        "pin": "0121",        "howReferred": {            "value": "Customer"        },
"industry": {            "value": "Health care"        },        "marketSegment": "Medical
Products",        "entitlements": "Free service",        "contactPersons": {
"contactPerson": [                {                    "salutation": "Mr.",
"firstName": "Kriag",                    "middleName": "Goldman",                    "lastName":
"Francis",                    "loginId": "kfrancis",                    "gender": {
"value": "Male"                    },                    "identification": {
"type": "SSN",                        "value": "111-22-8765"                    },
"suffix": {                    "value": "Jr."                },
"initials": "A.",                    "secretQuestion": "Place of Birth",
"secretAnswer": "Sunnyvale",                    "hasDirectMailingConsent": "true",
"hasDirectCallingConsent": "true",                    "hasHoldingDataConsent": "true",
"jobTitle": "Manager",                "employmentStatus": {                    "value":
"Intern"                },                "priority": "High",
"dateOfBirth": "1965-12-09T00:00:00.000Z",                    "maritalStatus": {
"value": "Married"                    },                "type": {
"value": "Billing"                    },                "firstNameFurigana": "Kriag",
"middleNameFurigana": "Goldman",                "lastNameFurigana": "Francis",
"startGreeting": "Hello",                "endGreeting": "Byee",
"spouseName": "Sara",                "emergencyContact": "998-765-4321",
"occupation": "Branch Manager",                "incomeLevel": "40000-50000",
"educationLevel": {                    "value": "Graduate"                },
"race": "African",                "dependents": "4",                "isSmoker": "true",
"hobbies": "Farming",                "interests": "Painting",
"contactOrder": "1984",                "contactPoints": {
"contactPoint": [                    {                        "type": {
"value": "postal",                        "postal": {
"type": {                        "value": "Office address"
},                    "address_1": "345",
"address_2": "E Midfield Rd",                        "city": "Mountain View",
"state": "Ca",                        "zip": "98704",
"country": "USA",                        "region": "United States"
}                },                        "priority": {
"value": "Low"                    }                    }
]                }                }            ]        }    },  "customAttributes": {
"customAttribute": [      {        "attribName": "laptop_identification_no",
"attribValues": {          "attribValue": [            {              "value":
"CE1222212GKAHDHFUJUUUEMMJDJ27SDJD"            }          ]        }      },      {
"attribName": "previousattempts",        "attribValues": {          "attribValue": [            {
"value": "2"            }          ]        }      },          {        "attribName": "domain",
"attribValues": {          "attribValue": [            {              "value": "laptop"
},          {              "value": "display"            }          ]        }          }    ]
}}------WebKitFormBoundaryAXn851qjukQsnRxTContent-Disposition: form-data;
name="data-type"application/json------WebKitFormBoundaryAXn851qjukQsnRxT--
```

Response:

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	Current session ID
Content-Type	application/json
Location	/system/ws/v12/interaction/activity/2800

CreateGroupCustomerExamples Class Reference

Detailed Description

Examples for Create Group Customer

Example 1 - Create customer with required elements

This example demonstrates the following:

- Creating a group customer by providing only the required elements
- This example assumes that the "Customer departmentalization" setting is disabled, and hence, department is not a required attribute.

XML

Request

Method	URL
POST	/ws/v12/interaction/customer

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Content-Type	application/xml
Accept-Language	en-US

Request body

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?><customer
xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/customer"
        xmlns:ns2="http://bindings.egain.com/ws/model/v12/gen/platform"
        xmlns:ns3="http://bindings.egain.com/ws/model/v12/gen/common">      <type>
        <value>group</value>          <group>               <type>
        <ns3:value>Association</ns3:value>                  </type>        </group>       </type>
        <customerName>Unichem Laboratories Limited</customerName></customer>
```

Response

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml
Location	/system/ws/v12/interaction/customer/2805

JSON

Request

Method	URL
POST	/ws/v12/interaction/customer

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/json
Content-Type	application/json
Accept-Language	en-US

Request body

```
{    "type": {        "value": "group",        "group": {            "type": {
"value": "Association"            }        }    },    "customerName": "Unichem Laboratories
Limited"}
```

Response

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json
Location	/system/ws/v12/interaction/customer/2806

Example 2 - Create customer with all elements

This example demonstrates the following:

- Creating a group customer with all elements
- Creating contact point of all types.
- This example assumes that the "Customer departmentalization" setting is enabled, and hence, this example also shows the representation of department in the request.

XML

Request

Method	URL
POST	/ws/v12/interaction/customer

Request headers

Name	Value
X-egain-session	Valid session ID

Accept	application/xml
Content-Type	application/xml
Accept-Language	en-US

Request body

```
<?xml version="1.0" encoding="UTF-8"?><customer
xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/customer"
xmlns:ns2="http://bindings.egain.com/ws/model/v12/gen/platform"
xmlns:ns3="http://bindings.egain.com/ws/model/v12/gen/common"
xmlns:ns4="http://bindings.egain.com/ws/model/v12/gen/interaction/contactperson"
xmlns:ns5="http://bindings.egain.com/ws/model/v12/gen/interaction/contactpoint">   <department>
<ns2:name>Service</ns2:name>   </department>   <type>      <value>group</value>      <group>
<type>            <ns3:value>Membership</ns3:value>         </type>
<region>Europe</region>         <numberOfMembers>12</numberOfMembers>
<income>1000000</income>         <currency>USD</currency>
<registrationNumber>324</registrationNumber>         <affiliation>FCMA</affiliation>
</group>   </type>   <customerName>Unichem Laboratories Limited</customerName>   <level>
<ns3:value>Platinum</ns3:value>   </level>   <role>      <ns3:value>Partner</ns3:value>   </role>
<pin>0121</pin>   <howReferred>      <ns3:value>Reseller</ns3:value>   </howReferred>
<industry>      <ns3:value>Health care</ns3:value>   </industry>   <marketSegment>Medical
Products</marketSegment>   <entitlements>Free service</entitlements>   <customAttributes>
<ns3:customAttribute>         <ns3:attribName>preferredlang</ns3:attribName>
<ns3:attribValues>            <ns3:attribValue>               <ns3:value>English</ns3:value>
</ns3:attribValue>         </ns3:attribValues>      </ns3:customAttribute>   </customAttributes>
<contactPersons>      <ns4:contactPerson>         <ns4:salutation>Mr.</ns4:salutation>
<ns4:firstName>Kriag</ns4:firstName>         <ns4:middleName>Goldman</ns4:middleName>
<ns4:lastName>Francis</ns4:lastName>         <ns4:loginId>kriag</ns4:loginId>
<ns4:gender>            <ns3:value>male</ns3:value>         </ns4:gender>
<ns4:identification>            <ns4:type>SSN</ns4:type>
<ns4:value>111-22-8765</ns4:value>         </ns4:identification>         <ns4:suffix>
<ns3:value>i</ns3:value>         </ns4:suffix>         <ns4:initials>A.</ns4:initials>
<ns4:secretQuestion>Place of Birth</ns4:secretQuestion>
<ns4:secretAnswer>Sunnyvale</ns4:secretAnswer>
<ns4:hasDirectMailingConsent>true</ns4:hasDirectMailingConsent>
<ns4:hasDirectCallingConsent>true</ns4:hasDirectCallingConsent>
<ns4:hasHoldingDataConsent>true</ns4:hasHoldingDataConsent>
<ns4:jobTitle>Assistant</ns4:jobTitle>         <ns4:employmentStatus>
<ns3:value>full-time</ns3:value>         </ns4:employmentStatus>
<ns4:priority>High</ns4:priority>
<ns4:dateOfBirth>1965-12-09T00:00:00.000Z</ns4:dateOfBirth>         <ns4:maritalStatus>
<ns3:value>divorced</ns3:value>         </ns4:maritalStatus>         <ns4:type>
<ns3:value>Legal</ns3:value>         </ns4:type>
<ns4:firstNameFurigana>Kriag</ns4:firstNameFurigana>
<ns4:middleNameFurigana>Goldman</ns4:middleNameFurigana>
<ns4:lastNameFurigana>Francis</ns4:lastNameFurigana>         <ns4:startGreeting>Hey,
Welcome</ns4:startGreeting>         <ns4:endGreeting>Have a Nice Day!</ns4:endGreeting>
<ns4:spouseName>Kethel</ns4:spouseName>
<ns4:emergencyContact>998-765-4321</ns4:emergencyContact>         <ns4:occupation>Branch
Manager</ns4:occupation>         <ns4:incomeLevel>40000-50000</ns4:incomeLevel>
<ns4:educationLevel>            <ns3:value>graduate</ns3:value>         </ns4:educationLevel>
<ns4:race>African</ns4:race>         <ns4:dependents>4</ns4:dependents>
<ns4:isSmoker>true</ns4:isSmoker>         <ns4:hobbies>Farming</ns4:hobbies>
<ns4:interests>Painting</ns4:interests>         <ns4:contactOrder>1985</ns4:contactOrder>
<ns4:customAttributes>            <ns3:customAttribute>
<ns3:attribName>isprimary</ns3:attribName>               <ns3:attribValues>
<ns3:attribValue>                     <ns3:value>y</ns3:value>
</ns3:attribValue>               </ns3:attribValues>            </ns3:customAttribute>
</ns4:customAttributes>         <ns4:contactPoints>            <ns5:contactPoint>
<ns5:type>                  <ns5:value>phone</ns5:value>                  <ns5:phone>
<ns5:type>                        <ns3:value>mobile</ns3:value>                     </ns5:type>
<ns5:phoneNo>234 3456</ns5:phoneNo>                     <ns5:countryCode>1</ns5:countryCode>
<ns5:areaCode>408</ns5:areaCode>                     <ns5:extension>102</ns5:extension>
<ns5:availability>                        <ns5:days>
<ns3:value>weekends</ns3:value>                        </ns5:days>
<ns5:times>                           <ns3:value>anytime</ns3:value>
</ns5:times>                     </ns5:availability>                  </ns5:phone>
</ns5:type>               <ns5:priority>                  <ns3:value>high</ns3:value>
```

```
</ns5:priority>               <ns5:customAttributes>                  <ns3:customAttribute>
<ns3:attribName>prioritysequence</ns3:attribName>                     <ns3:attribValues>
<ns3:attribValue>                           <ns3:value>1</ns3:value>
</ns3:attribValue>                        </ns3:attribValues>
</ns3:customAttribute>               </ns5:customAttributes>            </ns5:contactPoint>
<ns5:contactPoint>               <ns5:type>                  <ns5:value>postal</ns5:value>
<ns5:postal>                     <ns5:type>                        <ns3:value>billto</ns3:value>
</ns5:type>                    <ns5:address_1>345</ns5:address_1>
<ns5:address_2>E Midfield Rd</ns5:address_2>                     <ns5:city>Mountain
View</ns5:city>                    <ns5:state>Ca</ns5:state>
<ns5:zip>98704</ns5:zip>                     <ns5:country>USA</ns5:country>
<ns5:region>United States</ns5:region>                  </ns5:postal>              </ns5:type>
<ns5:priority>                  <ns3:value>low</ns3:value>               </ns5:priority>
<ns5:customAttributes>                   <ns3:customAttribute>
<ns3:attribName>prioritysequence</ns3:attribName>                     <ns3:attribValues>
<ns3:attribValue>                           <ns3:value>2</ns3:value>
</ns3:attribValue>                        </ns3:attribValues>
</ns3:customAttribute>               </ns5:customAttributes>            </ns5:contactPoint>
<ns5:contactPoint>               <ns5:type>                  <ns5:value>email</ns5:value>
<ns5:email>                     <ns5:emailAddress>kriag.goldman@customer.com</ns5:emailAddress>
</ns5:email>              </ns5:type>              <ns5:priority>
<ns3:value>high</ns3:value>              </ns5:priority>              <ns5:customAttributes>
<ns3:customAttribute>                    <ns3:attribName>prioritysequence</ns3:attribName>
<ns3:attribValues>                       <ns3:attribValue>
<ns3:value>3</ns3:value>                       </ns3:attribValue>
</ns3:attribValues>                  </ns3:customAttribute>               </ns5:customAttributes>
</ns5:contactPoint>            <ns5:contactPoint>               <ns5:type>
<ns5:value>social</ns5:value>                  <ns5:social>
<ns5:socialId>vaman</ns5:socialId>                     <ns5:type>
<ns3:value>community</ns3:value>                    </ns5:type>                  </ns5:social>
</ns5:type>               <ns5:priority>                  <ns3:value>medium</ns3:value>
</ns5:priority>              <ns5:customAttributes>                  <ns3:customAttribute>
<ns3:attribName>prioritysequence</ns3:attribName>                     <ns3:attribValues>
<ns3:attribValue>                           <ns3:value>4</ns3:value>
</ns3:attribValue>                        </ns3:attribValues>
</ns3:customAttribute>               </ns5:customAttributes>            </ns5:contactPoint>
<ns5:contactPoint>               <ns5:type>                  <ns5:value>web</ns5:value>
<ns5:website>                     <ns5:url>www.fanvarman.com</ns5:url>
</ns5:website>               </ns5:type>              <ns5:priority>
<ns3:value>medium</ns3:value>              </ns5:priority>              <ns5:customAttributes>
<ns3:customAttribute>                   <ns3:attribName>prioritysequence</ns3:attribName>
<ns3:attribValues>                      <ns3:attribValue>
<ns3:value>5</ns3:value>                          </ns3:attribValue>
</ns3:attribValues>                  </ns3:customAttribute>               </ns5:customAttributes>
</ns5:contactPoint>         </ns4:contactPoints>      </ns4:contactPerson>
<ns4:contactPerson>         <ns4:salutation>Mrs.</ns4:salutation>
<ns4:firstName>Jeniffer</ns4:firstName>         <ns4:middleName>Goldman</ns4:middleName>
<ns4:lastName>Francis</ns4:lastName>         <ns4:loginId>Jfrancis</ns4:loginId>
<ns4:gender>            <ns3:value>female</ns3:value>         </ns4:gender>
<ns4:identification>            <ns4:type>SSN</ns4:type>
<ns4:value>111-22-8766</ns4:value>         </ns4:identification>         <ns4:suffix>
<ns3:value>sr.</ns3:value>         </ns4:suffix>         <ns4:initials>J.</ns4:initials>
<ns4:secretQuestion>Place of Birth</ns4:secretQuestion>
<ns4:secretAnswer>Texas</ns4:secretAnswer>
<ns4:hasDirectMailingConsent>false</ns4:hasDirectMailingConsent>
<ns4:hasDirectCallingConsent>false</ns4:hasDirectCallingConsent>
<ns4:hasHoldingDataConsent>true</ns4:hasHoldingDataConsent>
<ns4:jobTitle>Manager</ns4:jobTitle>         <ns4:employmentStatus>
<ns3:value>contract</ns3:value>         </ns4:employmentStatus>
<ns4:priority>High</ns4:priority>
<ns4:dateOfBirth>1965-12-09T00:00:00.000Z</ns4:dateOfBirth>         <ns4:maritalStatus>
<ns3:value>single</ns3:value>         </ns4:maritalStatus>         <ns4:type>
<ns3:value>Billing</ns3:value>         </ns4:type>
<ns4:firstNameFurigana>Jeniffer</ns4:firstNameFurigana>
<ns4:middleNameFurigana>Goldman</ns4:middleNameFurigana>
<ns4:lastNameFurigana>Francis</ns4:lastNameFurigana>
<ns4:startGreeting>Hello</ns4:startGreeting>         <ns4:endGreeting>Byee</ns4:endGreeting>
<ns4:spouseName>Sara</ns4:spouseName>
<ns4:emergencyContact>998-765-4321</ns4:emergencyContact>         <ns4:occupation>Branch
Manager</ns4:occupation>         <ns4:incomeLevel>80000-90000</ns4:incomeLevel>
<ns4:educationLevel>            <ns3:value>doctorate</ns3:value>         </ns4:educationLevel>
```

```
<ns4:race>African</ns4:race>         <ns4:dependents>4</ns4:dependents>
<ns4:isSmoker>true</ns4:isSmoker>         <ns4:hobbies>Farming</ns4:hobbies>
<ns4:interests>Painting</ns4:interests>         <ns4:contactOrder>1980</ns4:contactOrder>
<ns4:customAttributes>            <ns3:customAttribute>
<ns3:attribName>isprimary</ns3:attribName>               <ns3:attribValues>
<ns3:attribValue>                     <ns3:value>n</ns3:value>
</ns3:attribValue>               </ns3:attribValues>            </ns3:customAttribute>
</ns4:customAttributes>         <ns4:contactPoints>            <ns5:contactPoint>
<ns5:type>                   <ns5:value>phone</ns5:value>                 <ns5:phone>
<ns5:type>                      <ns3:value>pager</ns3:value>                        </ns5:type>
<ns5:phoneNo>234-3456</ns5:phoneNo>                     <ns5:countryCode>1</ns5:countryCode>
<ns5:areaCode>408</ns5:areaCode>                      <ns5:extension>102</ns5:extension>
<ns5:availability>                         <ns5:days>
<ns3:value>weekends</ns3:value>                          </ns5:days>
<ns5:times>                          <ns3:value>day</ns3:value>
</ns5:times>                        </ns5:availability>                  </ns5:phone>
</ns5:type>               <ns5:priority>                  <ns3:value>high</ns3:value>
</ns5:priority>              <ns5:customAttributes>                  <ns3:customAttribute>
<ns3:attribName>prioritysequence</ns3:attribName>                     <ns3:attribValues>
<ns3:attribValue>                            <ns3:value>1</ns3:value>
</ns3:attribValue>                      </ns3:attribValues>
</ns3:customAttribute>                </ns5:customAttributes>            </ns5:contactPoint>
<ns5:contactPoint>               <ns5:type>                  <ns5:value>postal</ns5:value>
<ns5:postal>                     <ns5:type>                        <ns3:value>shipto</ns3:value>
</ns5:type>                     <ns5:address_1>345</ns5:address_1>
<ns5:address_2>E Midfield Rd</ns5:address_2>                       <ns5:city>Mountain
View</ns5:city>                       <ns5:state>CO</ns5:state>
<ns5:zip>98704</ns5:zip>                        <ns5:country>USA</ns5:country>
<ns5:region>United States</ns5:region>                  </ns5:postal>                </ns5:type>
<ns5:priority>                  <ns3:value>high</ns3:value>                </ns5:priority>
<ns5:customAttributes>                    <ns3:customAttribute>
<ns3:attribName>prioritysequence</ns3:attribName>                     <ns3:attribValues>
<ns3:attribValue>                            <ns3:value>2</ns3:value>
</ns3:attribValue>                      </ns3:attribValues>
</ns3:customAttribute>                </ns5:customAttributes>            </ns5:contactPoint>
<ns5:contactPoint>               <ns5:type>                  <ns5:value>email</ns5:value>
<ns5:email>
<ns5:emailAddress>jenniffer.goldman@customer.com</ns5:emailAddress>                    </ns5:email>
</ns5:type>               <ns5:priority>                  <ns3:value>medium</ns3:value>
</ns5:priority>              <ns5:customAttributes>                  <ns3:customAttribute>
<ns3:attribName>prioritysequence</ns3:attribName>                     <ns3:attribValues>
<ns3:attribValue>                            <ns3:value>3</ns3:value>
</ns3:attribValue>                      </ns3:attribValues>
</ns3:customAttribute>                </ns5:customAttributes>            </ns5:contactPoint>
<ns5:contactPoint>               <ns5:type>                  <ns5:value>social</ns5:value>
<ns5:social>                     <ns5:socialId>jenniffer</ns5:socialId>
<ns5:type>                       <ns3:value>twitter</ns3:value>                      </ns5:type>
</ns5:social>               </ns5:type>               <ns5:priority>
<ns3:value>low</ns3:value>               </ns5:priority>               <ns5:customAttributes>
<ns3:customAttribute>                    <ns3:attribName>prioritysequence</ns3:attribName>
<ns3:attribValues>                       <ns3:attribValue>
<ns3:value>4</ns3:value>                        </ns3:attribValue>
</ns3:attribValues>                   </ns3:customAttribute>              </ns5:customAttributes>
</ns5:contactPoint>           <ns5:contactPoint>              <ns5:type>
<ns5:value>web</ns5:value>                   <ns5:website>
<ns5:url>www.unichem.com</ns5:url>                  </ns5:website>              </ns5:type>
<ns5:priority>                  <ns3:value>low</ns3:value>               </ns5:priority>
<ns5:customAttributes>                   <ns3:customAttribute>
<ns3:attribName>prioritysequence</ns3:attribName>                     <ns3:attribValues>
<ns3:attribValue>                            <ns3:value>5</ns3:value>
</ns3:attribValue>                      </ns3:attribValues>
</ns3:customAttribute>                </ns5:customAttributes>            </ns5:contactPoint>
</ns4:contactPoints>      </ns4:contactPerson>   </contactPersons></customer>
```

Response

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	current session ID

Content-Type	application/xml
Location	/system/ws/v12/interaction/customer/2807

JSON

Request

Method	URL
POST	`/ws/v12/interaction/customer`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/json
Content-Type	application/json
Accept-Language	en-US

Request body


```
{    "department": {        "name": "Service"    },    "type": {        "value": "group",
"group": {            "type": {                "value": "Membership"            },
"region": "Europe",            "numberOfMembers": "12",            "income": "1000000",
"currency": "USD",            "registrationNumber": "324",            "affiliation": "FCMA"
}    },    "customerName": "Unichem Laboratories Limited",    "level": {        "value": "Platinum"
},    "role": {        "value": "Partner"    },    "pin": "0121",    "howReferred": {
"value": "Customer"    },    "industry": {        "value": "Health care"    },    "marketSegment":
"Medical Products",    "entitlements": "Free service",    "customAttributes": {
"customAttribute": [            {                "attribName": "preferredlang",
"attribValues": {                    "attribValue": [                        {
"value": "English"                        }                    ]                }            }
]    },    "contactPersons": {        "contactPerson": [            {                "salutation":
"Mr.",                "firstName": "Kriag",                "middleName": "Goldman",
"lastName": "Francis",                "loginId": "kriag",                "gender": {
"value": "male"                },                "identification": {                    "type":
"SSN",                    "value": "111-22-8765"                },                "suffix": {
"value": "i"                },                "initials": "A.",                "secretQuestion":
"Place of Birth",                "secretAnswer": "Sunnyvale",
"hasDirectMailingConsent": "true",                "hasDirectCallingConsent": "true",
"hasHoldingDataConsent": "true",                "jobTitle": "Manager",
"employmentStatus": {                    "value": "full-time"                },
"priority": "High",                "dateOfBirth": "1965-12-09T00:00:00.000Z",
"maritalStatus": {                    "value": "divorced"                },                "type":
{                    "value": "Legal"                },                "firstNameFurigana":
"Kriag",                "middleNameFurigana": "Goldman",                "lastNameFurigana":
"Francis",                "startGreeting": "Hey, Welcome",                "endGreeting": "Have a
Nice Day!",                "spouseName": "Kethel",                "emergencyContact":
"998-765-4321",                "occupation": "Branch Manager",                "incomeLevel":
"40000-50000",                "educationLevel": {                    "value": "graduate"
},                "race": "African",                "dependents": "4",                "isSmoker":
"true",                "hobbies": "Farming",                "interests": "Painting",
"contactOrder": "1984",                "customAttributes": {                    "customAttribute":
[                    {                        "attribName": "isprimary",
"attribValues": {                        "attribValue": [
{                            "value": "y"                        }
]                    }                }                ]            },
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"type": {                    "value": "phone",                    "phone":
{                    "type": {                        "value":
"mobile"                    },                    "phoneNo": "234
3456",                    "countryCode": "1",
"areaCode": "408",                    "extension": "102",
```

```
"availability": {                                        "days": {
"value": "weekends"                                        },
"times": {                                             "value": "anytime"
}                                  }                                  }
},                              "priority": {                                  "value": "high"
},                              "customAttributes": {
"customAttribute": [                                      {
"attribName": "prioritysequence",                                        "attribValues": {
"attribValue": [                                                  {
"value": "1"                                                }
]                                          }                                     }
]                                 }                          },                          {
"type": {                                  "value": "postal",
"postal": {                                      "type": {
"value": "billto"                                      },
"address_1": "345",                                      "address_2": "E Midfield Rd",
"city": "Mountain View",                                          "state": "Ca",
"zip": "98704",                                       "country": "USA",
"region": "United States"                                      }                                },
"priority": {                                  "value": "low"                                 },
"customAttributes": {                                  "customAttribute": [
{                                          "attribName": "prioritysequence",
"attribValues": {                                                "attribValue": [
{                                                      "value": "2"
}                                                  ]                                          }
}                                     ]                                  }                          },
{                                 "type": {                                       "value": "email",
"email": {                                      "emailAddress": "kriag.goldman@customer.com"
}                                 },                                  "priority": {
"value": "high"                                    },                                  "customAttributes": {
"customAttribute": [                                      {
"attribName": "prioritysequence",                                        "attribValues": {
"attribValue": [                                                  {
"value": "3"                                                }
]                                          }                                     }
]                                 }                          },                          {
"type": {                                  "value": "social",
"social": {                                      "socialId": "vaman",
"type": {                                        "value": "community"
}                                     }                                  },
"priority": {                                  "value": "medium"                                },
"customAttributes": {                                  "customAttribute": [
{                                          "attribName": "prioritysequence",
"attribValues": {                                                "attribValue": [
{                                                      "value": "4"
}                                                  ]                                          }
}                                     ]                                  }                          },
{                                 "type": {                                       "value": "web",
"website": {                                    "url": "www.fanvarman.com"
}                                 },                                  "priority": {
"value": "medium"                                  },                                  "customAttributes": {
"customAttribute": [                                      {
"attribName": "prioritysequence",                                        "attribValues": {
"attribValue": [                                                  {
"value": "5"                                                }
]                                          }                                     }
]                                 }                          }                          ]                }
},          {               "salutation": "Mrs.",                "firstName": "Jeniffer",
"middleName": "Goldman",                "lastName": "Francis",                "loginId":
"Jfrancis",                "gender": {                "value": "female"                },
"identification": {                    "type": "SSN",                "value": "111-22-8766"
},                "suffix": {                    "value": "sr."                },
"initials": "J.",                "secretQuestion": "Place of Birth",                "secretAnswer":
"Texas",                "hasDirectMailingConsent": "false",
"hasDirectCallingConsent": "false",                "hasHoldingDataConsent": "true",
"jobTitle": "Manager",                "employmentStatus": {                    "value": "contract"
},                "priority": "High",                "dateOfBirth": "1965-12-09T00:00:00.000Z",
"maritalStatus": {                "value": "single"                },                "type": {
"value": "Billing"                },                "firstNameFurigana": "Jeniffer",
"middleNameFurigana": "Goldman",                "lastNameFurigana": "Francis",
"startGreeting": "Hello",                "endGreeting": "Byee",                "spouseName":
```

```
"Sara",                "emergencyContact": "998-765-4321",               "occupation": "Branch
Manager",              "incomeLevel": "80000-90000",              "educationLevel": {
"value": "doctorate"               },                "race": "African",
"dependents": "4",               "isSmoker": "true",               "hobbies": "Farming",
"interests": "Painting",               "contactOrder": "1980",               "customAttributes":
{                    "customAttribute": [                    {
"attribName": "isprimary",                              "attribValues": {
"attribValue": [                                      {
"value": "n"                                        }                                  ]
}                      }                    ]               },               "contactPoints":
{                    "contactPoint": [                   {
"type": {                              "value": "phone",                                  "phone":
{                                   "type": {                                       "value":
"pager"                                   },                                      "phoneNo":
"234-3456",                                  "countryCode": "1",
"areaCode": "408",                                  "extension": "102",
"availability": {                                     "days": {
"value": "weekends"                                   },
"times": {                                  "value": "day"
}                                  }                                  }
},                             "priority": {                                  "value": "high"
},                             "customAttributes": {
"customAttribute": [                                    {
"attribName": "prioritysequence",                                       "attribValues": {
"attribValue": [                                          {
"value": "1"                                        }
]                                     }                                  }
]                             }                    },                      {
"type": {                                  "value": "postal",
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"value": "shipto"                                   },
"address_1": "345",                                   "address_2": "E Midfield Rd",
"city": "Mountain View",                                   "state": "CO",
"zip": "98704",                                "country": "USA",
"region": "United States"                                 }                              },
"priority": {                               "value": "high"                                },
"customAttributes": {                                  "customAttribute": [
{                                  "attribName": "prioritysequence",
"attribValues": {                                            "attribValue": [
{                                            "value": "2"
}                                     ]                                  }
}                                ]                                }                               },
{                             "type": {                                   "value": "email",
"email": {                                    "emailAddress": "jenniffer.goldman@customer.com"
}                             },                                "priority": {
"value": "medium"                                },                                   "customAttributes": {
"customAttribute": [                                     {
"attribName": "prioritysequence",                                          "attribValues": {
"attribValue": [                                             {
"value": "3"                                          }
]                                     }                                  }
]                             }                    },                      {
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"social": {                                      "socialId": "jenniffer",
"type": {                                        "value": "twitter"
}                                }                                 },
"priority": {                               "value": "low"                                 },
"customAttributes": {                                  "customAttribute": [
{                                  "attribName": "prioritysequence",
"attribValues": {                                            "attribValue": [
{                                            "value": "4"
}                                     ]                                  }
}                                ]                                }                               },
{                             "type": {                                   "value": "web",
"website": {                                    "url": "www.unichem.com"
}                             },                                "priority": {
"value": "low"                                },                                   "customAttributes": {
"customAttribute": [                                     {
"attribName": "prioritysequence",                                          "attribValues": {
"attribValue": [                                             {
"value": "5"                                          }
```

```
]                                                    }                                                    }
]                                    }                                    }                                    ]                                    }
}          ]      }}
```

Response

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json
Location	/system/ws/v12/interaction/customer/2808

CreateGroupCustomerPage Class Reference

Detailed Description

Create Group Customer

Overview

This API allows user to create a group customer. A group customer can have multiple Contact Persons, and the Contact Person may have one or more Contact Points.

Only one customer can be created at a time.

Since:

11.6

APIs

Method	URL	Description
POST	`/ws/v12/interaction/customer`	Create group customer.

Authentication

Authentication is required. The client must be logged in to call this API. Each API request must contain X-egain-session request header returned by Login API.

Permissions

All of the following are required:

- User should have 'Create Customer' action.
- If "Customer departmentalization" setting is enabled in the application, then created customer must belong to either the user's home department, or to the department where the user is a foreign user.

Licenses

The logged in user must have the following licenses:

- ECE CIH Platform

Request

Request headers

Name	Description	Allowed values	Default value
X-egain-session	Session ID obtained	N/A	N/A

	from Login API response header		
Accept	Content type accepted by client.	`application/xml` or `application/json`	N/A
Content-Type	Media type sent by the client	`application/xml` or `application/json`	N/A
Accept-Language	Language locale accepted by client (used for locale specific fields in resource representation and in error responses)	Supported 'Accept-Language' header codes	`default system language`

Request Body

The request body is mandatory. Request body can be in either XML or JSON format:

Elements required in request body

Name	Description
department.name	Name of the department in which the customer should be created. Department name is required only If "Customer departmentalization" setting is enabled in the application.
type.value	Must be "group".
customerName	Must not exceed 124 characters.
type.group.type.value	Must be one of the values configured in application.

Optional elements allowed in request body

Name	Description
level	Must be one of the values configured in application.
role	Must be one of 'Partner', 'Reseller', or 'Customer'.
Pin	Must not exceed 255 characters.
howReferred	Must be one of 'Website', 'Customer', 'Partner', 'Employee', or 'Reseller'.
industry	Must be one of the values configured in application.

marketSegment	Must not exceed 50 characters.
entitlements	Must not exceed 1024 characters.
customAttributes	Name must match one of the custom attributes configured in application. If the custom attribute is configured as an enumeration, the value must be one of the predefined values.
contactPersons.contactPerson	One or more contact persons can be provided. For required and optional elements of contact person, refer Create Contact Person.
type.group.region	Must be one of the values configured in application.
type.group.numberOfMembers	Must not exceed 19 digits.
type.group.income	Must not exceed 20 characters.
type.group.currency	Must not exceed 255 characters.
type.group.registrationNumber	Must not exceed 255 characters.
type.group.affiliation	Must not exceed 50 characters.

Request body XML schemas:

- Customers Schema

Supported API specific query parameters

None

Supported common query parameters

None

Response

Response headers

Name	Description	Possible values
X-egain-session	Session ID of the current user session	N/A
Content-Type	Media type of response body	`application/xml` or `application/json`
Location	Location of the new created customer	N/A

Response body XML schemas:

- Error - used in case of error

HTTP status codes

Success Status codes

201 - Created

- The request was successfully executed.

Failure Status codes

400 - Bad Request

- Any query parameter is sent in the request.
- Request body does not contain the required elements.
- An unsupported element is present in the request body.
- Elements provided do not adhere to the rules stated in the Request Body section.
- Request body is empty.

401 - Unauthorized

- X-egain-session request header is missing.
- Session is invalid or expired.

403 - Forbidden

- The user does not have sufficient permissions. Refer Permissions section for details.

500 - Internal server error

Examples:

Example 1 - Create customer with required elements

Example 2 - Create customer with all elements

CreateIncomingEmailActivityPage Class Reference

Detailed Description

Create Incoming Email Activity

Overview

This API can be used by customers to create a new secure inbound email activity. Only one activity can be created at a time.

Since

15.0.2

APIs

Method	URL	Description
POST	`/ws/v15/context/interaction/activity`	Create incoming email activity.

Authentication

Authentication is required. The customer must be logged in to call this API. Each API request must contain X-egain-session request header returned by Login API.

Permissions

- All authenticated customers can access this API.
- If the query parameter customer={ID} is provided, the logged in customer must be authorized to perform this action on behalf of the customer specified through the "customer" query parameter. Otherwise, the application will return a 400 (bad request). Refer Customer grants Customer grants for more information about authorization.

Request

Request headers

Name	Description	Allowed values	Default value
X-egain-session	Session ID obtained from Login API response header	N/A	N/A
Content-Type	Media type sent by the client.	`application/xml` or	N/A

		`application/json` or `multipart/form-data`	
Accept	Content type accepted by the client.	`application/xml` or `application/json`	N/A
Accept-Language	Language locale accepted by client (used for locale specific fields in resource representation and in error responses)	Supported 'Accept-Language' header codes	`default system language`

Request Body

The request body is mandatory. The request body can be in one of the below two formats:

- XML / JSON representing the activity.
  - The activity can contain attachments which can be either inline or non-inline. Refer the attachments Element section for more details.

- Multipart form data.
  - The following two parts must be present:
  - . "data": This part must have the data representing the email activity. This can either be in XML format or JSON format.
  - . "data-type": This part identifies the data type of "data" part. It can have one of the two values - "application/json" or "application/xml".
  -
  - Optionally there can be more parts that represent attachments of the activity. Each of these parts must contain one of the following headers:
  - . "Content-ID": Presence of Content-ID header implies that this is an inline attachment and the header contains the identifier for the attachment. This may additionally have a header by name "Content-Disposition", with "fileName" as a property.
  - a) The value of Content-ID must be enclosed within angular brackets (between '<' and '>'). For example, Content-ID: <image001.png@01D088BF.E1D8D780>.
  - . "Content-Disposition": "Content-Disposition" implies that this is a non-inline attachment. This must have a property by name "fileName" - This property contains the file name of the attachment. : If both Content-ID and Content-Disposition headers are present, the attachment will be treated as an inline attachment.

Note about inline attachments:

Inline attachments are supported using the cid URL scheme. The cid URL scheme allows references to attachments from the email content. Refer Example 3 - Create a secure email with inline and non-inline attachments, using XML/JSON content-type and Example 4 - Create a secure email with inline and non-inline attachment, using Multipart/form-data content-type for details.

Elements required in the request body

Name	Description
type.value	Must be "email".
type.subtype.value	Must be "general".
payload.email.emailAddresses.receiver or payload.email.messageCenter.id	One of payload.email.emailAddresses.receiver or payload.email.messageCenter.id must be provided. The department of the activity will be derived based on the value of payload.email.emailAddresses.receiver or payload.email.messageCenter.id.
subject or attachments or content	Must have atleast one of subject, attachments or content.

Optional elements allowed in the request body

Name	Description
payload.email.emailAddresses.from	Specifies the sender's email address. this attribute is not provided, the application will automatically figure out the email address to use for the activity. provided, must be a single email address. 1. If the query parameter "customer" is not provided: • If this email address is present in the application, it must be associated with the logged in contact. If the email address is not present in the application, a new contact point with the provided email address will be created and used for activity creation. • If "Customer departmentalization" setting is enabled in the application, this email address will be looked up in the department of the customer. 2. If the query parameter "customer" is provided, this attribute ("payload.email.emailAddresses.from") must not be provided. The application will automatically figure out the email address to use for the activity, since the activity is being created for a different customer. • If the application does not find any email addresses for the customer provided through "customer" query parameter, the application will error out. It will not create a new email address for the customer

payload.email.emailAddresses.receiver	Specifies the email address of an active email alias in application. The email activity is associated with this email alias.customer departmentalization setting is enabled, the alias must be in the same department as the customer. Must be a single email address.
payload.email.messageCenter.id	Specifies an active message center in the application. customer departmentalization setting is enabled, the message center must be in the same department as the customer.
case.id	If case.id is not provided, the application will create a new case for the activity. If provided, this case must exist in the system and the activity will be associated with the case.
subject	Must not exceed 255 characters.
attachments	If attachments are provided, file type of any attachment must not be blocked in the application. This element is not allowed for multipart/form-data requests. To send attachments for multipart/form-data requests, refer Example 6 - Create a secure email with all attributes, using Multipart/form-data content-type.
customAttributes	Name must match one of the custom attributes configured in application. If the custom attribute is configured as an enumeration, the value must be one of the predefined values.
payload.email.date	Date when email was created. Refer supported date format here. If not provided, the server date will be used.
payload.email.contents	Supported content types are "text" and "html". One or both can be provided.
payload.email.emailAddresses.replyTo	If present, any replies for this email will be sent to this email address. Must be a single email address in the valid email address format. Must not exceed 255 characters. Refer email address definition.
issueType.id	ID of the issue type of the activity. This can be provided only when payload.email.messageCenter.id is provided. The issue type must be associated with the message center

	specified through payload.email.messageCenter.id.

Size restrictions

- The email size (includes email content and attachments) cannot be more than the value of the partition setting "Maximum email size for retriever (MB)".
- The email content size cannot be more than the value of the partition setting "Maximum body size for retriever (KB)".

attachments Element

Each attachment must be present within a separate *attachment* element. It must have the following representation:

Elements required for *attachment*

Name	Description
contentType	content type of the attachment content. Must not exceed 255 characters.
content	content of the attachment in base64 encoded format. Refer Size restrictions section for allowed content size.

Optional elements allowed for attachment

Name	Description
isInline	Flag to indicate if this is an inline attachment or not. Must be set to true for inline attachments.
contentId	This represents the identifier for the attachment. This is required only for inline attachments.
fileName	Name of the attachment file. Must not exceed 255 characters.

Supported API specific query parameters

The below API specific parameters are supported:

- customer={ID}: This is an optional parameter. If this parameter is provided:
  - The activity will be created for the customer specified through this query parameter. If this parameter is not provided, the activity will be created for self (logged in customer).
  - The logged in customer must be authorized to perform this action on behalf of the customer specified through the "customer" query parameter. Refer Customer grants Customer grants for more information about authorization.
-

Supported common query parameters

None

Request body XML schemas:

- Activity Schema

Response

Response headers

Name	Description	Possible values
X-egain-session	Session ID of the current user session	N/A
Content-Type	Media type of response body	`application/xml` or `application/json`
Location	Location of the new created activity	N/A

Response body XML schemas:

- Error - used in case of error

HTTP status codes

Success Status codes

201 - Created

- The request was successfully executed

Failure Status codes

400 - Bad Request

- Any unsupported query parameter is sent in the request.
- Request body does not contain the required elements.
- An unsupported element is present in the request body.
- Elements provided do not adhere to the rules stated in the Request section.
- Request body is empty.
- Size restrictions are violated. Refer Size restrictions section for details.
- The logged in customer is not authorized to perform this action on behalf of the customer provided through the query parameter "customer".
- The "customer" query parameter is provided, and the application does not find any email address for the customer specified through the "customer" query parameter.

401 - Unauthorized

- X-egain-session request header is missing
- Session is invalid or expired

406 - Not Acceptable

- If invalid language header is provided.

500 - Internal server error

Examples:

Example 1 - Create a secure email for an existing case with required elements, using XML/JSON content-type
Example 2 - Create a secure email for a new case with required elements, using Multipart/form-data content-type
Example 3 - Create a secure email with inline and non-inline attachments, using XML/JSON content-type
Example 4 - Create a secure email with inline and non-inline attachment, using Multipart/form-data content-type
Example 5 - Create a secure email with all attributes, using XML/JSON content-type
Example 6 - Create a secure email with all attributes, using Multipart/form-data content-type
Example 7 - Create secure email with required elements for another customer, using XML/JSON content-type
Example 8 - Create secure email for another customer with required elements, using Multipart/form-data content-type
Example 9 - Create secure email by providing receiver email address, using XML/JSON content-type

Example 10 - Create secure email by providing receiver email address, using Multipart/form-data content-type

CreateIncomingEmailExamples Class Reference

Detailed Description

Examples for Create Incoming Email Activity

Example 1 - Create a secure email for an existing case with required elements, using XML/JSON content-type

Using XML/JSON as the content-type, this example demonstrates the following:

- Creating a secure email for an existing case.
- Creating an email with required elements, message center ID, subject and content.

XML

Request

Method	URL
POST	`/ws/v15/context/interaction/activity`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Content-Type	application/xml
Accept-Language	en-US

Request body:

```
<?xml version="1.0" encoding="UTF-8"?>   <activity
xmlns="http://bindings.egain.com/ws/model/v15/gen/interaction/activity"
xmlns:ns2="http://bindings.egain.com/ws/model/v15/gen/platform"
xmlns:ns3="http://bindings.egain.com/ws/model/v15/gen/common"
xmlns:ns4="http://bindings.egain.com/ws/model/v15/gen/interaction/attachment" >           <type>
<value>email</value>         <subtype>            <ns3:value>general</ns3:value>
</subtype>      </type>           <case id = '1060'/>      <subject>Issue with mobile
phone</subject>           <payload>         <email>           <contents>           <content>
<ns3:type>text</ns3:type>                  <ns3:value>This is the issue</ns3:value>
</content>              <content>                  <ns3:type>html</ns3:type>
<ns3:value><![CDATA[<HTML><HEAD><TITLE></TITLE></HEAD><BODY><P>This is the issue <BR>
</P></BODY></HTML>]]></ns3:value>              </content>           </contents>
<messageCenter id="Service"/>         </email>      </payload>      </activity>
```

Response:

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	current session ID

Content-Type	application/xml
Location	/system/ws/v15/context/interaction/activity/2795

JSON

Request

Method	URL
POST	`/ws/v15/context/interaction/activity`

Request headers :

Name	Value
X-egain-session	Valid session ID
Content-Type	`application/json`
Accept	application/json
Accept-Language	en-US

Request body:

```
{   "type": {    "value": "email",    "subtype": {      "value": "general"    }  }, "case" : {  "id"
: "1060"  },  "subject": "Issue with mobile phone",  "payload": {    "email": {          "contents":
{        "content": [         {            "type": "text",           "value": "This is the issue"
},          {            "type": "html",            "value":
"<HTML><HEAD><TITLE></TITLE></HEAD><BODY><P>This is the issue <BR> </P></BODY></HTML>"          }
]      },      "messageCenter": {        "id": "Service"      }    }  }}
```

Response:

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json
Location	/system/ws/v15/context/interaction/activity/2795

Example 2 - Create a secure email for a new case with required elements, using Multipart/form-data content-type

Using "multipart/form-data" as the content-type, this example demonstrates the following:

- Creating an email for a new case.
- Creating an email with required elements, message center ID, subject and content.

XML

Request

Method	URL
POST	/ws/v15/context/interaction/activity

Request headers :

Name	Value
X-egain-session	Valid session ID
Content-Type	multipart/form-data; boundary=----WebKitFormBoundaryLyRAYGiE5mFu3Ucv
Accept	application/xml
Accept-Language	en-US

Request body:

```
------WebKitFormBoundaryLyRAYGiE5mFu3UcvContent-Disposition: form-data; name="data" <?xml
version="1.0" encoding="UTF-8"?>   <activity
xmlns="http://bindings.egain.com/ws/model/v15/gen/interaction/activity"
xmlns:ns2="http://bindings.egain.com/ws/model/v15/gen/platform"
xmlns:ns3="http://bindings.egain.com/ws/model/v15/gen/common"
xmlns:ns4="http://bindings.egain.com/ws/model/v15/gen/interaction/attachment" >          <type>
<value>email</value>         <subtype>            <ns3:value>general</ns3:value>
</subtype>      </type>           <subject>Issue with mobile phone</subject>       <payload>
<email>                     <contents>               <content>
<ns3:type>html</ns3:type>
<ns3:value><![CDATA[<HTML><HEAD><TITLE></TITLE></HEAD><BODY><P>This is the issue <BR>
</P></BODY></HTML>]]></ns3:value>               </content>                       </contents>
<messageCenter id="Service"/>                   </email>      </payload>       </activity>
------WebKitFormBoundaryLyRAYGiE5mFu3UcvContent-Disposition: form-data; name="data-type"
application/xml------WebKitFormBoundaryLyRAYGiE5mFu3Ucv--
```

Response:

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	Current session ID
Content-Type	multipart/form-data; boundary=----WebKitFormBoundaryLyRAYGiE5mFu3Ucv
Location	/system/ws/v15/context/interaction/activity/2800

JSON

Request

Method	URL
POST	/ws/v15/context/interaction/activity

Request headers :

Name	Value
X-egain-session	Valid session ID
Content-Type	multipart/form-data; boundary=----WebKitFormBoundaryLyRAYGiE5mFu3Ucv
Accept	application/json
Accept-Language	en-US

Request body:

```
------WebKitFormBoundaryLyRAYGiE5mFu3UcvContent-Disposition: form-data; name="data" {   "type": {
"value": "email",    "subtype": {      "value": "general"    }  },  "subject": "Issue with mobile
phone",  "payload": {    "email": {      "contents": {        "content": [                  {
"type": "html",           "value": "<HTML><HEAD><TITLE></TITLE></HEAD><BODY><P>This is the issue
<BR> </P></BODY></HTML>"          }              ]      },      "messageCenter": {        "id":
"Service"      }    }  }}------WebKitFormBoundaryLyRAYGiE5mFu3UcvContent-Disposition: form-data;
name="data-type" application/json------WebKitFormBoundaryLyRAYGiE5mFu3Ucv--
```

Response:

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	Current session ID
Content-Type	multipart/form-data; boundary=----WebKitFormBoundaryLyRAYGiE5mFu3Ucv
Location	/system/ws/v15/context/interaction/activity/2800

Example 3 - Create a secure email with inline and non-inline attachments, using XML/JSON content-type

Using XML/JSON as the content-type, this example demonstrates the following:

- Creating an email for a new case
- Creating an email with required elements, message center ID, subject and content
- Representation of non-inline attachments in the request
- Representation of inline attachments in the request
- Creating an email with inline and non-inline attachments.

Note:

. isInline element is not present for the attachment with fileName laptop_issue.gif. Hence, this attachment will be treated as a non-inline attachment.

. isInline element is set to true for the attachment with contentId 14A6D171E20D4FD8A20D0D17B6C984CF@example.com. This attachment is being referred by the image <IMG src="cid:14A6D171E20D4FD8A20D0D17B6C984CF@example.com"> in the email

content using the cid URL scheme. Hence, this attachment will be treated as an inline attachment for this email.

XML

Request

Method	URL
POST	/ws/v15/context/interaction/activity

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Content-Type	application/xml
Accept-Language	en-US

Request body:


```
<?xml version="1.0" encoding="UTF-8"?>   <activity
xmlns="http://bindings.egain.com/ws/model/v15/gen/interaction/activity"
xmlns:ns2="http://bindings.egain.com/ws/model/v15/gen/platform"
xmlns:ns3="http://bindings.egain.com/ws/model/v15/gen/common"
xmlns:ns4="http://bindings.egain.com/ws/model/v15/gen/interaction/attachment" >         <type>
<value>email</value>         <subtype>            <ns3:value>general</ns3:value>
</subtype>      </type>      <subject>laptop issue</subject>      <attachments>
<ns4:attachment>                <ns4:fileName>laptop_issue.gif</ns4:fileName>
<ns4:contentType>image/gif</ns4:contentType>
<ns4:content><![CDATA[R0lGODlhEAAQAIMAAAAAAP///7Tt/wCfz3fg/5vo/7Tu/1JSUv///wAAAAAAAAAAAAAAAAAAAA
AAAAAACH/C05FVFNDQVBFMi4wAwEBAAAh+QQBAAAIACwAAAAAEAAQAAAIZgARCBxIEMGBAwUTCjwQIABChQQZOlx4sCJDixgl
NmyoceNBhxs5cpT4EaTHkw41qgw5MiTJjCVRBhgwICLLkANmDtRIsyfNhjUNVhxgQICBo0gNBB3os2eBAkshIhhAIKpUmgQDA
gA7                ]]></ns4:content>            </ns4:attachment>            <ns4:attachment>
<ns4:isInline>true</ns4:isInline>
<ns4:contentId><![CDATA[<14A6D171E20D4FD8A20D0D17B6C984CF@example.com>]]></ns4:contentId>
<ns4:fileName>company_logo.gif</ns4:fileName>
<ns4:contentType>image/gif</ns4:contentType>
<ns4:content><![CDATA[R0lGODlhEAAQAPcAAP//////zP//mf//Zv//M///AP/M///MzP/Mmf/MZv/MM//MAP+Z//+ZzP+
Zmf+ZZv+ZM/+ZAP9m//9mzP9mmf9mZv9mM/9mAP8z//8zzP8zmf8zZv8zM/8zAP8A//8AzP8Amf8AZv8AM/8AAMz//8z/zMz/
mcz/Zsz/M8z/AMzM/8zMzMzMmczMZszMM8zMAMyZ/8yZzMyZmcyZZsyZM8yZAMxm/8xmzMxmmcxmZsxmM8xmAMwz/8wzzMwzm
cwzZswzM8wzAMwA/8wAzMwAmcwAZswAM8wAAJn//5n/zJn/mZn/Zpn/M5n/AJnM/5nMzJnMmZnMZpnMM5nMAJmZ/5mZzJmZmZ
mZZpmZM5mZAJlm/5lmzJlmmZlmZplmM5lmAJkz/5kzzJkzmZkzZpkzM5kzAJkA/5kAzJkAmZkAZpkAM5kAAGb//2b/zGb/mWb
/Zmb/M2b/AGbM/2bMzGbMmWbMZmbMM2bMAGaZ/2aZzGaZmWaZZmaZM2aZAGZm/2ZmzGZmmWZmZmZmM2ZmAGYz/2YzzGYzmWYz
ZmYzM2YzAGYA/2YAzGYAmWYAZmYAM2YAADP//zP/zDP/mTP/ZjP/MzP/ADPM/zPMzDPMmTPMZjPMMzPMADOZ/zOZzDOZmTOZZ
jOZMzOZADNm/zNmzDNmmTNmZjNmMzNmADMz/zMzzDMzmTMzZjMzMzMzADMA/zMAzDMAmTMAZjMAMzMAAAD//wD/zAD/mQD/Zg
D/MwD/AADM/wDMzADMmQDMZgDMMwDMAACZ/wCZzACZmQCZZgCZMwCZAABm/wBmzABmmQBmZgBmMwBmAAAz/wAzzAAzmQAzZgA
zMwAzAAAA/wAAzAAAmQAAZgAAMwAAAACfz1JSUv///wAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAA
AAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAACH5B
AEAANoALAAAAAAQABAAAAhUALUJHEiwoEFt2RJmOyhQYTYAABwWfBjRIcWFAylC3LgRY0OOICMS1BhSZEaI2FKqhOgRYcmOI1
GqTMky5kuTHwHMpInT5c2WJEO2RGhRIsOj2gICADs=                 ]]></ns4:content>
</ns4:attachment>      </attachments>      <payload>         <email>               <contents>
<content>                <ns3:type>text</ns3:type>                <ns3:value>Attached is the
laptop image for reference.</ns3:value>               </content>              <content>
<ns3:type>html</ns3:type>
<ns3:value><![CDATA[<HTML><HEAD></HEAD><BODY><P>Attached is the laptop image for
reference.</P><DIV><IMG
src="cid:14A6D171E20D4FD8A20D0D17B6C984CF@example.com"></DIV></BODY></HTML>]]></ns3:value>
</content>            </contents>            <messageCenter id="Service"/>         </email>
</payload>      </activity>
```


Response:

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml
Location	/system/ws/v15/context/interaction/activity/2795

JSON

Request

Method	URL
POST	`/ws/v15/context/interaction/activity`

Request headers :

Name	Value
X-egain-session	Valid session ID
Content-Type	`application/json`
Accept	application/json
Accept-Language	en-US

Request body:


```
{  "type": {    "value": "email",    "subtype": {      "value": "general"    }  },  "subject":
"laptop issue",  "attachments": {    "attachment": [      {        "fileName": "laptop_issue.gif",
"contentType": "image/gif",        "content":
"R0lGODlhEAAQAIMAAAAAAP///7Tt/wCfz3fg/5vo/7Tu/1JSUv///wAAAAAAAAAAAAAAAAAAAAAAAAAAACH/C05FVFNDQVBF
Mi4wAwEBAAAh+QQBAAAIACwAAAAAEAAQAAAIZgARCBxIEMGBAwUTCjwQIABChQQZOlx4sCJDixglNmyoceNBhxs5cpT4EaTHk
w41qgw5MiTJjCVRBhgwICLLkANmDtRIsyfNhjUNVhxgQICBo0gNBB3os2eBAkshIhhAIKpUmgQDAgA7"      },      {
"isInline" : "true",        "contentId": "<14A6D171E20D4FD8A20D0D17B6C984CF@example.com>",
"fileName": "company_logo.gif",        "contentType": "image/gif",        "content":
"R0lGODlhEAAQAPcAAP//////zP//mf//Zv//M///AP/M///MzP/Mmf/MZv/MM//MAP+Z//+ZzP+Zmf+ZZv+ZM/+ZAP9m//9m
zP9mmf9mZv9mM/9mAP8z//8zzP8zmf8zZv8zM/8zAP8A//8AzP8Amf8AZv8AM/8AAMz//8z/zMz/mcz/Zsz/M8z/AMzM/8zMz
MzMmczMZszMM8zMAMyZ/8yZzMyZmcyZZsyZM8yZAMxm/8xmzMxmmcxmZsxmM8xmAMwz/8wzzMwzmcwzZswzM8wzAMwA/8wAzM
wAmcwAZswAM8wAAJn//5n/zJn/mZn/Zpn/M5n/AJnM/5nMzJnMmZnMZpnMM5nMAJmZ/5mZzJmZmZmZZpmZM5mZAJlm/5lmzJl
mmZlmZplmM5lmAJkz/5kzzJkzmZkzZpkzM5kzAJkA/5kAzJkAmZkAZpkAM5kAAGb//2b/zGb/mWb/Zmb/M2b/AGbM/2bMzGbM
mWbMZmbMM2bMAGaZ/2aZzGaZmWaZZmaZM2aZAGZm/2ZmzGZmmWZmZmZmM2ZmAGYz/2YzzGYzmWYzZmYzM2YzAGYA/2YAzGYAm
WYAZmYAM2YAADP//zP/zDP/mTP/ZjP/MzP/ADPM/zPMzDPMmTPMZjPMMzPMADOZ/zOZzDOZmTOZZjOZMzOZADNm/zNmzDNmmT
NmZjNmMzNmADMz/zMzzDMzmTMzZjMzMzMzADMA/zMAzDMAmTMAZjMAMzMAAAD//wD/zAD/mQD/ZgD/MwD/AADM/wDMzADMmQD
MZgDMMwDMAACZ/wCZzACZmQCZZgCZMwCZAABm/wBmzABmmQBmZgBmMwBmAAAz/wAzzAAzmQAzZgAzMwAzAAAA/wAAzAAAmQAA
ZgAAMwAAAACfz1JSUv///wAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAA
AAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAA
hUALUJHEiwoEFt2RJmOyhQYTYAABwWfBjRIcWFAylC3LgRY0OOICMS1BhSZEaI2FKqhOgRYcmOI1GqTMky5kuTHwHMpInT5c2
WJEO2RGhRIsOj2gICADs="      }    ]  },  "payload": {    "email": {      "contents": {
"content": [          {            "type": "text",            "value": "Attached is the laptop image
for reference."          },          {            "type": "html",            "value":
"<HTML><HEAD><TITLE></TITLE></HEAD><BODY><P>Attached is the laptop image for reference.</P><DIV><IMG
src='cid:14A6D171E20D4FD8A20D0D17B6C984CF@example.com'></DIV></BODY></HTML>"          }
]      },      "messageCenter": {          "id":"Service"        }    }  }}
```


Response:

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json

Location	/system/ws/v15/context/interaction/activity/2795

Example 4 - Create a secure email with inline and non-inline attachment, using Multipart/form-data content-type

Using Multipart/form-data as content-type, this example demonstrates the following:

- Creating an email for a new case
- Creating an email with required elements, message center ID, subject and content
- Representation of inline attachment in the request
- Representation of non-inline attachment in the request
- Creating an email with inline and non-inline attachments

Note:

. The 3rd body part has the Content-ID header with value 06FE0B5C60B94D0FA57450C77A18AB33@example.com. This body part is being referred by the image <IMG src="cid:06FE0B5C60B94D0FA57450C77A18AB33@example.com"> in the "data" part using the cid URL scheme. Hence, the 3rd body part will be treated as an inline attachment for this email.

. Content-ID header is not present in the 4th body part. Hence, this part will be treated as a non-inline attachment.

XML

Request

Method	URL
POST	`/ws/v15/context/interaction/activity`

Request headers :

Name	Value
X-egain-session	Valid session ID
Content-Type	`multipart/form-data; boundary=----WebKitFormBoundaryLyRAYGiE5mFu3Ucv`
Accept	application/xml
Accept-Language	en-US

Request body:

```
------WebKitFormBoundaryLyRAYGiE5mFu3UcvContent-Disposition: form-data; name="data" <?xml
version="1.0" encoding="UTF-8"?>   <activity
xmlns="http://bindings.egain.com/ws/model/v15/gen/interaction/activity"
xmlns:ns2="http://bindings.egain.com/ws/model/v15/gen/platform"
xmlns:ns3="http://bindings.egain.com/ws/model/v15/gen/common"
xmlns:ns4="http://bindings.egain.com/ws/model/v15/gen/interaction/attachment" >      <type>
<value>email</value>         <subtype>            <ns3:value>general</ns3:value>
</subtype>      </type>      <subject>laptop issue</subject>       <payload>         <email>
```

```
<contents>                <content>                    <ns3:type>html</ns3:type>
<ns3:value><![CDATA[<HTML><HEAD></HEAD><BODY><P>Attached laptop details for reference.</P><DIV><IMG
src="cid:06FE0B5C60B94D0FA57450C77A18AB33@example.com"></DIV></BODY></HTML>]]></ns3:value>
</content>                        </contents>           <messageCenter id="Service"/>
</email>      </payload>       </activity>
------WebKitFormBoundaryLyRAYGiE5mFu3UcvContent-Disposition: form-data; name="data-type"
application/xml------WebKitFormBoundaryLyRAYGiE5mFu3UcvContent-ID:
<06FE0B5C60B94D0FA57450C77A18AB33@example.com>Content-Type: image/png;
name="company_logo.png"Content-Transfer-Encoding: base64
R0lGODlhEAAQAIMAAAAAAP///7Tt/wCfz3fg/5vo/7Tu/1JSUv///wAAAAAAAAAAAAAAAAAAAAAAAAAACH/C05FVFNDQVBFM
i4wAwEBAAAh+QQBAAAIACwAAAAAEAAQAAAIZgARCBxIEMGBAwUTCjwQIABChQQZOlx4sCJDixglNmyoceNBhxs5cpT4EaTHkw
41qgw5MiTJjCVRBhgwICLLkANmDtRIsyfNhjUNVhxgQICBo0gNBB3os2eBAkshIhhAIKpUmgQDAgA7------WebKitFormBou
ndaryLyRAYGiE5mFu3UcvContent-Disposition: form-data; name="laptop_details";
filename="laptop_details.txt"Content-Type: text/plain System Dell Latitude E5400 Laptop Mobile Intel
GS45 Express chipsetProcessorType: Intel Core 2 Duo P8600------WebKitFormBoundaryLyRAYGiE5mFu3Ucv--
```

Response:

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	Current session ID
Content-Type	`multipart/form-data; boundary=----WebKitFormBoundaryLyRAYGiE5mFu3Ucv`
Location	/system/ws/v15/context/interaction/activity/2800

JSON

Request

Method	URL
POST	`/ws/v15/context/interaction/activity`

Request headers :

Name	Value
X-egain-session	Valid session ID
Content-Type	`multipart/form-data; boundary=----WebKitFormBoundaryLyRAYGiE5mFu3Ucv`
Accept	application/json
Accept-Language	en-US

Request body:

```
------WebKitFormBoundaryLyRAYGiE5mFu3UcvContent-Disposition: form-data; name="data" {  "type": {
"value": "email",    "subtype": {      "value": "general"    }  },  "subject": "laptop issue",
"payload": {    "email": {      "contents": {        "content": [                  {
"type": "html",            "value": "<HTML><HEAD></HEAD><BODY><P>Attached laptop details for
reference.</P><DIV><IMG
src='cid:06FE0B5C60B94D0FA57450C77A18AB33@example.com'></DIV></BODY></HTML>"          }
]      },      "messageCenter": {           "id":"Service"        }    }
}}------WebKitFormBoundaryLyRAYGiE5mFu3UcvContent-Disposition: form-data; name="data-type"
application/json------WebKitFormBoundaryLyRAYGiE5mFu3UcvContent-Type: image/png;
name="company_logo.png"Content-Transfer-Encoding: base64Content-ID:
```

```
<06FE0B5C60B94D0FA57450C77A18AB33@example.com>
R0lGODlhEAAQAIMAAAAAAP///7Tt/wCfz3fg/5vo/7Tu/1JSUv///wAAAAAAAAAAAAAAAAAAAAAAAAAAACH/C05FVFNDQVBFM
i4wAwEBAAAh+QQBAAAIACwAAAAAEAAQAAAIZgARCBxIEMGBAwUTCjwQIABChQQZOlx4sCJDixglNmyoceNBhxs5cpT4EaTHkw
41qgw5MiTJjCVRBhgwICLLkANmDtRIsyfNhjUNVhxgQICBo0gNBB3os2eBAkshIhhAIKpUmgQDAgA7------WebKitFormBou
ndaryLyRAYGiE5mFu3UcvContent-Disposition: form-data; name="laptop_details";
filename="laptop_details.txt"Content-Type: text/plain System Dell Latitude E5400 Laptop Mobile Intel
GS45 Express chipsetProcessorType: Intel Core 2 Duo P8600------WebKitFormBoundaryLyRAYGiE5mFu3Ucv--
```

Response:

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	Current session ID
Content-Type	`multipart/form-data; boundary=----WebKitFormBoundaryLyRAYGiE5mFu3Ucv`
Location	/system/ws/v15/context/interaction/activity/2800

Example 5 - Create a secure email with all attributes, using XML/JSON content-type

Using XML/JSON as the content-type, this example demonstrates the following:

- Creating a secure email for an existing case.
- Creating an email using message center ID
- Creating an email using all supported attributes

XML

Request

Method	URL
POST	`/ws/v15/context/interaction/activity`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Content-Type	application/xml
Accept-Language	en-US

Request body:

```
<?xml version="1.0" encoding="UTF-8"?>   <activity
xmlns="http://bindings.egain.com/ws/model/v15/gen/interaction/activity"
xmlns:ns2="http://bindings.egain.com/ws/model/v15/gen/platform"
xmlns:ns3="http://bindings.egain.com/ws/model/v15/gen/common"
xmlns:ns4="http://bindings.egain.com/ws/model/v15/gen/interaction/attachment" >          <type>
```

```
<value>email</value>         <subtype>            <ns3:value>general</ns3:value>
</subtype>      </type>      <case id = '1060'/>      <subject>laptop issue</subject>
<issueType id="1001"/>      <payload>         <email>           <date
date='2015-12-26T19:00:00.000Z'/>                        <contents>               <content>
<ns3:type>html</ns3:type>                  <ns3:value><![CDATA[<HTML><HEAD></HEAD><BODY><DIV>hi
my new laptop is havingdisplay issues.</DIV></BODY></HTML>]]></ns3:value>               </content>
</contents>            <emailAddresses>               <from>jhenry@customer.com</from>
<replyTo><address>jhenry1@customer.com</address></replyTo>            </emailAddresses>
<messageCenter id="Service"/>                 </email>      </payload>      <customAttributes>
<ns3:customAttribute>           <ns3:attribName>laptop_identification_no</ns3:attribName>
<ns3:attribValues>              <ns3:attribValue>
<ns3:value>CE1222212GKAHDHFUJUUUEMMJDJ27SDJD</ns3:value>               </ns3:attribValue>
</ns3:attribValues>           </ns3:customAttribute>           <ns3:customAttribute>
<ns3:attribName>previousattempts</ns3:attribName>            <ns3:attribValues>
<ns3:attribValue>                  <ns3:value>2</ns3:value>               </ns3:attribValue>
</ns3:attribValues>             </ns3:customAttribute>             <ns3:customAttribute>
<ns3:attribName>domain</ns3:attribName>            <ns3:attribValues>
<ns3:attribValue>                  <ns3:value>laptop</ns3:value>               </ns3:attribValue>
<ns3:attribValue>                  <ns3:value>display</ns3:value>
</ns3:attribValue>           </ns3:attribValues>         </ns3:customAttribute>
</customAttributes>   </activity>
```

Response:

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml
Location	/system/ws/v15/context/interaction/activity/2795

JSON

Request

Method	URL
POST	`/ws/v15/context/interaction/activity`

Request headers :

Name	Value
X-egain-session	Valid session ID
Content-Type	`application/json`
Accept	application/json
Accept-Language	en-US

Request body:

```
{  "type": {    "value": "email",    "subtype": {      "value": "general"    }  },  "case" : {
"id" : "1060"  },  "subject": "Laptop Issue",  "issueType": {    "id":"1001"    },  "payload": {
"email": {      "date": {        "date": "2015-12-26T19:00:00.000Z"      },      "contents": {
"content": [                  {            "type": "html",            "value":
"<HTML><HEAD></HEAD><BODY><DIV>hi my new laptop is having display issues.</DIV></BODY></HTML>"
}             ]      },      "emailAddresses": {        "from": "jhenry@customer.com",
"replyTo": {            "address": ["jhenry1@customer.com"]         }      },
"messageCenter": {           "id":"Service"      }    }  },  "customAttributes": {
"customAttribute": [      {        "attribName": "laptop_identification_no",
"attribValues": {          "attribValue": [            {              "value":
```

```
"CE1222212GKAHDHFUJUUUEMMJDJ27SDJD"            }          ]        }      },      {
"attribName": "previousattempts",        "attribValues": {          "attribValue": [            {
"value": "2"            }          ]        }      },          {        "attribName": "domain",
"attribValues": {          "attribValue": [            {              "value": "laptop"
},            {              "value": "display"            }          ]        }          }    ]
}}
```


Response:

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json
Location	/system/ws/v15/context/interaction/activity/2795

Example 6 - Create a secure email with all attributes, using Multipart/form-data content-type

Using Multipart/form-data as content-type, this example demonstrates the following:

- Creating a secure email for a new case.
- Creating an email using message center ID
- Creating an email using all supported attributes.

XML

Request

Method	URL
POST	`/ws/v15/context/interaction/activity`

Request headers :

Name	Value
X-egain-session	Valid session ID
Content-Type	`multipart/form-data; boundary=----WebKitFormBoundaryAXn851qjukQsnRxT`
Accept	application/xml
Accept-Language	en-US

Request body:


```
------WebKitFormBoundaryAXn851qjukQsnRxTContent-Disposition: form-data; name="data" <?xml
version="1.0" encoding="UTF-8"?>   <activity
xmlns="http://bindings.egain.com/ws/model/v15/gen/interaction/activity"
xmlns:ns2="http://bindings.egain.com/ws/model/v15/gen/platform"
xmlns:ns3="http://bindings.egain.com/ws/model/v15/gen/common"
xmlns:ns4="http://bindings.egain.com/ws/model/v15/gen/interaction/attachment" >      <type>
```

```
<value>email</value>         <subtype>            <ns3:value>general</ns3:value>
</subtype>      </type>           <subject>laptop issue</subject>           <issueType id="1001"/>
<payload>         <email>           <date date='2015-12-26T19:00:00.000Z'/>
<contents>               <content>                  <ns3:type>text</ns3:type>
<ns3:value>hi my new laptop is having display issues.</ns3:value>               </content>
<content>                  <ns3:type>html</ns3:type>
<ns3:value><![CDATA[<HTML><HEAD></HEAD><BODY><P>hi my new laptop is having display issues.<BR></P>
</BODY></HTML>]]></ns3:value>               </content>           </contents>
<emailAddresses>               <from>jhenry@customer.com</from>                  <replyTo>
<address>jhenry1@customer.com</address> </replyTo>            </emailAddresses>
<messageCenter id="Service"/>         </email>      </payload>      <customAttributes>
<ns3:customAttribute>            <ns3:attribName>laptop_identification_no</ns3:attribName>
<ns3:attribValues>               <ns3:attribValue>
<ns3:value>CE1222212GKAHDHFUJUUUEMMJDJ27SDJD</ns3:value>              </ns3:attribValue>
</ns3:attribValues>           </ns3:customAttribute>           <ns3:customAttribute>
<ns3:attribName>previousattempts</ns3:attribName>            <ns3:attribValues>
<ns3:attribValue>                  <ns3:value>2</ns3:value>              </ns3:attribValue>
</ns3:attribValues>             </ns3:customAttribute>             <ns3:customAttribute>
<ns3:attribName>domain</ns3:attribName>            <ns3:attribValues>
<ns3:attribValue>                  <ns3:value>laptop</ns3:value>              </ns3:attribValue>
<ns3:attribValue>                  <ns3:value>display</ns3:value>
</ns3:attribValue>           </ns3:attribValues>         </ns3:customAttribute>
</customAttributes>   </activity>------WebKitFormBoundaryAXn851qjukQsnRxTContent-Disposition:
form-data; name="data-type" application/xml------WebKitFormBoundaryAXn851qjukQsnRxT--
```

Response:

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	Current session ID
Content-Type	`multipart/form-data; boundary=----WebKitFormBoundaryAXn851qjukQsnRxT`
Location	/system/ws/v15/context/interaction/activity/2800

JSON

Request

Method	URL
POST	`/ws/v15/context/interaction/activity`

Request headers :

Name	Value
X-egain-session	Valid session ID
Content-Type	`multipart/form-data; boundary=----WebKitFormBoundaryAXn851qjukQsnRxT`
Accept	application/json
Accept-Language	en-US

Request body:

```
------WebKitFormBoundaryAXn851qjukQsnRxTContent-Disposition: form-data; name="data" {   "type": {
"value": "email",    "subtype": {      "value": "general"    }  },  "subject": "laptop issue",
"issueType": {    "id":"1001"    },  "payload": {    "email": {      "date": {        "date":
"2015-12-26T19:00:00.000Z"      },      "contents": {        "content": [          {
"type": "text",            "value": "hi my new laptop is having display issues."          },
{            "type": "html",            "value": "<HTML><HEAD></HEAD><BODY><P>hi my new laptop is
having display issues.<BR></P></BODY></HTML>"          }            ]      },
"emailAddresses": {        "from": "jhenry@customer.com",        "replyTo": {
"address": ["jhenry1@customer.com"]        }            },   "messageCenter": {
"id":"Service"        }    }  },  "customAttributes": {    "customAttribute": [      {
"attribName": "laptop_identification_no",        "attribValues": {          "attribValue": [
{              "value": "CE1222212GKAHDHFUJUUUEMMJDJ27SDJD"            }          ]        }
},      {        "attribName": "previousattempts",        "attribValues": {
"attribValue": [            {              "value": "2"            }          ]        }      },
{        "attribName": "domain",        "attribValues": {          "attribValue": [            {
"value": "laptop"            },            {              "value": "display"            }
]        }          }    ]  }}------WebKitFormBoundaryAXn851qjukQsnRxTContent-Disposition:
form-data; name="data-type" application/json------WebKitFormBoundaryAXn851qjukQsnRxT--
```

Response:

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	Current session ID
Content-Type	`multipart/form-data; boundary=----WebKitFormBoundaryAXn851qjukQsnRxT`
Location	/system/ws/v15/context/interaction/activity/2800

Example 7 - Create secure email with required elements for another customer, using XML/JSON content-type

Using XML/JSON as the content-type, this example demonstrates the following:

- Creating a secure email for another customer.
- Creating an email for an existing case.
- Creating an email using required elements, message center ID, subject and content

XML

Request

Method	URL
POST	`/ws/v15/context/interaction/activity?customer=1000`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Content-Type	application/xml

Accept-Language	en-US

Request body:

```
<?xml version="1.0" encoding="UTF-8"?>   <activity
xmlns="http://bindings.egain.com/ws/model/v15/gen/interaction/activity"
xmlns:ns2="http://bindings.egain.com/ws/model/v15/gen/platform"
xmlns:ns3="http://bindings.egain.com/ws/model/v15/gen/common"
xmlns:ns4="http://bindings.egain.com/ws/model/v15/gen/interaction/attachment" >           <type>
<value>email</value>         <subtype>            <ns3:value>general</ns3:value>
</subtype>      </type>           <case id = "1060"/>      <subject>Issue with mobile
phone</subject>           <payload>         <email>            <contents>               <content>
<ns3:type>text</ns3:type>                  <ns3:value>This is the issue</ns3:value>
</content>              <content>                 <ns3:type>html</ns3:type>
<ns3:value><![CDATA[<HTML><HEAD><TITLE></TITLE></HEAD><BODY><P> This is the issue <BR>
</P></BODY></HTML>]]></ns3:value>              </content>            </contents>
<messageCenter id="Service"/>                 </email>      </payload>      </activity>
```

Response:

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml
Location	/system/ws/v15/context/interaction/activity/2795

JSON

Request

Method	URL
POST	`/ws/v15/context/interaction/activity?customer=1000`

Request headers :

Name	Value
X-egain-session	Valid session ID
Content-Type	`application/json`
Accept	application/json
Accept-Language	en-US

Request body:

```
{   "type": {    "value": "email",    "subtype": {      "value": "general"    }  }, "case" : {  "id"
: "1060"  },  "subject": "Issue with mobile phone",  "payload": {    "email": {          "contents":
{         "content": [          {             "type": "text",            "value": "This is the issue"
},          {            "type": "html",            "value":
"<HTML><HEAD><TITLE></TITLE></HEAD><BODY><P> This is the issue <BR> </P></BODY></HTML>"          }
]      },      "messageCenter": {         "id": "Service"      }    }  }}
```

Response:

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json
Location	/system/ws/v15/context/interaction/activity/2795

Example 8 - Create secure email for another customer with required elements, using Multipart/form-data content-type

Using Multipart/form-data as content-type, this example demonstrates the following:

- Creating a secure email for another customer
- Creating an email for a new case.
- Creating an email using required elements, message center ID, subject and content

XML

Request

Method	URL
POST	`/ws/v15/context/interaction/activity?customer=1000`

Request headers :

Name	Value
X-egain-session	Valid session ID
Content-Type	`multipart/form-data; boundary=----WebKitFormBoundaryAXn851qjukQsnRxT`
Accept	application/xml
Accept-Language	en-US

Request body:

```
------WebKitFormBoundaryLyRAYGiE5mFu3UcvContent-Disposition: form-data; name="data" <?xml
version="1.0" encoding="UTF-8"?>   <activity
xmlns="http://bindings.egain.com/ws/model/v15/gen/interaction/activity"
xmlns:ns2="http://bindings.egain.com/ws/model/v15/gen/platform"
xmlns:ns3="http://bindings.egain.com/ws/model/v15/gen/common"
xmlns:ns4="http://bindings.egain.com/ws/model/v15/gen/interaction/attachment" >          <type>
<value>email</value>         <subtype>            <ns3:value>general</ns3:value>
</subtype>      </type>      <subject>Issue with mobile phone</subject>       <payload>
<email>                    <contents>               <content>
<ns3:type>html</ns3:type>
<ns3:value><![CDATA[<HTML><HEAD><TITLE></TITLE></HEAD><BODY><P> This is the issue <BR>
</P></BODY></HTML>]]></ns3:value>               </content>                          </contents>
<messageCenter id="Service"/>                  </email>      </payload>       </activity>
------WebKitFormBoundaryLyRAYGiE5mFu3UcvContent-Disposition: form-data; name="data-type"
application/xml------WebKitFormBoundaryLyRAYGiE5mFu3Ucv--
```

Response:

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	Current session ID
Content-Type	`multipart/form-data; boundary=----WebKitFormBoundaryAXn851qjukQsnRxT`
Location	/system/ws/v15/context/interaction/activity/2800

JSON

Request

Method	URL
POST	`/ws/v15/context/interaction/activity?customer=1000`

Request headers :

Name	Value
X-egain-session	Valid session ID
Content-Type	`multipart/form-data; boundary=----WebKitFormBoundaryAXn851qjukQsnRxT`
Accept	application/json
Accept-Language	en-US

Request body:

```
------WebKitFormBoundaryLyRAYGiE5mFu3UcvContent-Disposition: form-data; name="data" {   "type": {
"value": "email",    "subtype": {      "value": "general"    }  },  "subject": "Issue with mobile
phone",  "payload": {    "email": {      "contents": {        "content": [                {
"type": "html",            "value": "<HTML><HEAD><TITLE></TITLE></HEAD><BODY><P>This is the issue
<BR> </P></BODY></HTML>"          }              ]      },      "messageCenter": {        "id":
"Service"      }    }  }}------WebKitFormBoundaryLyRAYGiE5mFu3UcvContent-Disposition: form-data;
name="data-type" application/json------WebKitFormBoundaryLyRAYGiE5mFu3Ucv--
```

Response:

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	Current session ID
Content-Type	`multipart/form-data; boundary=----WebKitFormBoundaryAXn851qjukQsnRxT`
Location	/system/ws/v15/context/interaction/activity/2800

Example 9 - Create secure email by providing receiver email address, using XML/JSON content-type

Using XML/JSON as the content-type, this example demonstrates the following:

- Creating an email using required elements, receiver email address, subject and content
- Creating an secure email for an existing case.

XML

Request

Method	URL
POST	`/ws/v15/context/interaction/activity`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Content-Type	application/xml
Accept-Language	en-US

Request body:

```
<?xml version="1.0" encoding="UTF-8"?>   <activity
xmlns="http://bindings.egain.com/ws/model/v15/gen/interaction/activity"
xmlns:ns2="http://bindings.egain.com/ws/model/v15/gen/platform"
xmlns:ns3="http://bindings.egain.com/ws/model/v15/gen/common"
xmlns:ns4="http://bindings.egain.com/ws/model/v15/gen/interaction/attachment" >           <type>
<value>email</value>         <subtype>            <ns3:value>general</ns3:value>
</subtype>      </type>           <case id = "1060"/>      <subject>Issue with mobile
phone</subject>       <payload>         <email>            <contents>               <content>
<ns3:type>text</ns3:type>                  <ns3:value>This is the issue</ns3:value>
</content>              <content>                  <ns3:type>html</ns3:type>
<ns3:value><![CDATA[<HTML><HEAD><TITLE></TITLE></HEAD><BODY><P> This is the issue <BR>
</P></BODY></HTML>]]></ns3:value>              </content>           </contents>
<emailAddresses>                          <receiver>support@business.com</receiver>
</emailAddresses>         </email>      </payload>      </activity>
```

Response:

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml
Location	/system/ws/v15/context/interaction/activity/2795

JSON

Request

Method	URL
POST	`/ws/v15/context/interaction/activity`

Request headers :

Name	Value
X-egain-session	Valid session ID
Content-Type	`application/json`
Accept	application/json
Accept-Language	en-US

Request body:

```
{   "type": {    "value": "email",    "subtype": {      "value": "general"    }  }, "case" : {  "id"
: "1060"  },  "subject": "Issue with mobile phone",  "payload": {    "email": {          "contents":
{         "content": [          {             "type": "text",            "value": "This is the issue"
},          {            "type": "html",            "value":
"<HTML><HEAD><TITLE></TITLE></HEAD><BODY><P> This is the issue <BR> </P></BODY></HTML>"          }
]       },       "emailAddresses": {         "receiver": "support@business.com"      }    }  }}
```

Response:

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json
Location	/system/ws/v15/context/interaction/activity/2795

Example 10 - Create secure email by providing receiver email address, using Multipart/form-data content-type

Using Multipart/form-data as content-type, this example demonstrates the following:

- Creating an email using required elements, receiver email address, subject and content
- Creating a secure email for a new case.

XML

Request

Method	URL
POST	`/ws/v15/context/interaction/activity`

Request headers :

Name	Value
X-egain-session	Valid session ID
Content-Type	multipart/form-data; boundary=----WebKitFormBoundaryAXn851qjukQsnRxT
Accept	application/xml
Accept-Language	en-US

Request body:

```
------WebKitFormBoundaryLyRAYGiE5mFu3UcvContent-Disposition: form-data; name="data" <?xml
version="1.0" encoding="UTF-8"?>   <activity
xmlns="http://bindings.egain.com/ws/model/v15/gen/interaction/activity"
xmlns:ns2="http://bindings.egain.com/ws/model/v15/gen/platform"
xmlns:ns3="http://bindings.egain.com/ws/model/v15/gen/common"
xmlns:ns4="http://bindings.egain.com/ws/model/v15/gen/interaction/attachment" >          <type>
<value>email</value>         <subtype>            <ns3:value>general</ns3:value>
</subtype>      </type>      <subject>Issue with mobile phone</subject>       <payload>
<email>                   <contents>              <content>
<ns3:type>html</ns3:type>
<ns3:value><![CDATA[<HTML><HEAD><TITLE></TITLE></HEAD><BODY><P> This is the issue <BR>
</P></BODY></HTML>]]></ns3:value>               </content>                        </contents>
<emailAddresses>               <receiver>support@business.com</receiver>
</emailAddresses>              </email>      </payload>       </activity>
------WebKitFormBoundaryLyRAYGiE5mFu3UcvContent-Disposition: form-data; name="data-type"
application/xml------WebKitFormBoundaryLyRAYGiE5mFu3Ucv--
```

Response:

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	Current session ID
Content-Type	multipart/form-data; boundary=----WebKitFormBoundaryAXn851qjukQsnRxT
Location	/system/ws/v15/context/interaction/activity/2800

JSON

Request

Method	URL
POST	/ws/v15/context/interaction/activity

Request headers :

Name	Value
X-egain-session	Valid session ID
Content-Type	multipart/form-data; boundary=----WebKitFormBoundaryAXn851qjukQsnRxT
Accept	application/json

Accept-Language	en-US

Request body:

```
------WebKitFormBoundaryLyRAYGiE5mFu3UcvContent-Disposition: form-data; name="data" {   "type": {
"value": "email",    "subtype": {      "value": "general"    }  },   "subject": "Issue with mobile
phone",  "payload": {    "email": {      "contents": {        "content": [                    {
"type": "html",            "value": "<HTML><HEAD><TITLE></TITLE></HEAD><BODY><P>This is the issue
<BR> </P></BODY></HTML>"          }              ]      },      "emailAddresses": {
"receiver": "support@business.com"      }    }
}}------WebKitFormBoundaryLyRAYGiE5mFu3UcvContent-Disposition: form-data; name="data-type"
application/json------WebKitFormBoundaryLyRAYGiE5mFu3Ucv--
```

Response:

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	Current session ID
Content-Type	`multipart/form-data; boundary=----WebKitFormBoundaryAXn851qjukQsnRxT`
Location	/system/ws/v15/context/interaction/activity/2800

CreateIndividualCustomerExamples Class Reference

Detailed Description

Examples for Create Individual Customer

Example 1 - Create customer with required elements

This example demonstrates the following:

- Creating an individual customer by providing only the required elements.
- This example assumes that the "Customer departmentalization" setting is disabled, and hence, department is not a required attribute.

XML

Request

Method	URL
POST	`/ws/v12/interaction/customer`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Content-Type	application/xml
Accept-Language	en-US

Request body

```
<customer xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/customer"
       xmlns:ns1="http://bindings.egain.com/ws/model/v12/gen/interaction/contactperson"
       xmlns:ns2="http://bindings.egain.com/ws/model/v12/gen/platform" >   <type>
       <value>individual</value>     </type> <contactPersons>              <ns1:contactPerson>
              <ns1:firstName>Jack</ns1:firstName>          </ns1:contactPerson>
       </contactPersons></customer>
```

Response

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml
Location	/system/ws/v12/interaction/customer/2801

JSON

Request

Method	URL
POST	`/ws/v12/interaction/customer`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/json
Content-Type	application/json
Accept-Language	en-US

Request body

```
{    "type": {        "value": "individual"    },    "contactPersons": {        "contactPerson": [
{               "firstName": "Jack"            }        ]    }}
```

Response

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json
Location	/system/ws/v12/interaction/customer/2802

Example 2 - Create customer with all elements

This example demonstrates the following:

- Creating a individual customer with all elements
- Creating contact point of all types.
- This example assumes that the "Customer departmentalization" setting is enabled, and hence, this example also shows the representation of department in the request.

XML

Request

Method	URL
POST	`/ws/v12/interaction/customer`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Content-Type	application/xml

Accept-Language	en-US

Request body

```
<?xml version="1.0" encoding="UTF-8"?><customer
xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/customer"
xmlns:ns1="http://bindings.egain.com/ws/model/v12/gen/interaction/contactperson"
xmlns:ns2="http://bindings.egain.com/ws/model/v12/gen/platform"
xmlns:ns3="http://bindings.egain.com/ws/model/v12/gen/common"
xmlns:ns4="http://bindings.egain.com/ws/model/v12/gen/interaction/contactpoint">   <department>
<ns2:name>Service</ns2:name>   </department>   <type>      <value>individual</value>   </type>
<level>      <ns3:value>Premium</ns3:value>   </level>   <role>
<ns3:value>Partner</ns3:value>   </role>   <pin>0121</pin>   <howReferred>
<ns3:value>Customer</ns3:value>   </howReferred>   <industry>      <ns3:value>Telecom</ns3:value>
</industry>   <marketSegment>Medical Products</marketSegment>   <entitlements>Free
service</entitlements>   <customAttributes>      <ns3:customAttribute>
<ns3:attribName>preferredlang</ns3:attribName>         <ns3:attribValues>
<ns3:attribValue>               <ns3:value>English</ns3:value>            </ns3:attribValue>
</ns3:attribValues>      </ns3:customAttribute>   </customAttributes>   <contactPersons>
<ns1:contactPerson>         <ns1:salutation>Mr.</ns1:salutation>
<ns1:firstName>John</ns1:firstName>         <ns1:middleName>Russel</ns1:middleName>
<ns1:lastName>Tierney</ns1:lastName>        <ns1:loginId>john</ns1:loginId>         <ns1:gender>
<ns3:value>male</ns3:value>         </ns1:gender>         <ns1:identification>
<ns1:type>Passport</ns1:type>           <ns1:value>AE0000005</ns1:value>
</ns1:identification>         <ns1:suffix>            <ns3:value>jr.</ns3:value>
</ns1:suffix>         <ns1:initials>A.</ns1:initials>         <ns1:secretQuestion>Place of
Birth</ns1:secretQuestion>         <ns1:secretAnswer>Texas</ns1:secretAnswer>
<ns1:hasDirectMailingConsent>true</ns1:hasDirectMailingConsent>
<ns1:hasDirectCallingConsent>true</ns1:hasDirectCallingConsent>
<ns1:hasHoldingDataConsent>true</ns1:hasHoldingDataConsent>
<ns1:jobTitle>Manager</ns1:jobTitle>         <ns1:employmentStatus>
<ns3:value>intern</ns3:value>         </ns1:employmentStatus>
<ns1:priority>High</ns1:priority>
<ns1:dateOfBirth>1965-12-09T00:00:00.000Z</ns1:dateOfBirth>         <ns1:maritalStatus>
<ns3:value>married</ns3:value>         </ns1:maritalStatus>         <ns1:type>
<ns3:value>Billing</ns3:value>         </ns1:type>
<ns1:firstNameFurigana>John</ns1:firstNameFurigana>
<ns1:middleNameFurigana>Russel</ns1:middleNameFurigana>
<ns1:lastNameFurigana>Tierney</ns1:lastNameFurigana>
<ns1:startGreeting>Welcome</ns1:startGreeting>         <ns1:endGreeting>Thanks,
Byee</ns1:endGreeting>         <ns1:spouseName>Jenifer</ns1:spouseName>
<ns1:emergencyContact>0987654321</ns1:emergencyContact>         <ns1:occupation>Branch
Manager</ns1:occupation>         <ns1:incomeLevel>60000-70000</ns1:incomeLevel>
<ns1:educationLevel>            <ns3:value>post graduate</ns3:value>
</ns1:educationLevel>         <ns1:race>Asian</ns1:race>
<ns1:dependents>4</ns1:dependents>         <ns1:isSmoker>true</ns1:isSmoker>
<ns1:hobbies>Fishing</ns1:hobbies>         <ns1:interests>Reading</ns1:interests>
<ns1:contactOrder>1984</ns1:contactOrder>         <ns1:customAttributes>
<ns3:customAttribute>               <ns3:attribName>isprimary</ns3:attribName>
<ns3:attribValues>                  <ns3:attribValue>
<ns3:value>y</ns3:value>                    </ns3:attribValue>              </ns3:attribValues>
</ns3:customAttribute>         </ns1:customAttributes>         <ns1:contactPoints>
<ns4:contactPoint>              <ns4:type>                  <ns4:value>phone</ns4:value>
<ns4:phone>                    <ns4:type>                       <ns3:value>home</ns3:value>
</ns4:type>                    <ns4:phoneNo>234 3456</ns4:phoneNo>
<ns4:countryCode>1</ns4:countryCode>                      <ns4:areaCode>408</ns4:areaCode>
<ns4:extension>102</ns4:extension>                     <ns4:availability>
<ns4:days>                          <ns3:value>any_day</ns3:value>
</ns4:days>                        <ns4:times>
<ns3:value>mornings</ns3:value>                        </ns4:times>
</ns4:availability>                   </ns4:phone>               </ns4:type>
<ns4:priority>                  <ns3:value>high</ns3:value>               </ns4:priority>
<ns4:customAttributes>                    <ns3:customAttribute>
<ns3:attribName>prioritysequence</ns3:attribName>                     <ns3:attribValues>
<ns3:attribValue>                           <ns3:value>1</ns3:value>
</ns3:attribValue>                      </ns3:attribValues>
</ns3:customAttribute>                 </ns4:customAttributes>            </ns4:contactPoint>
<ns4:contactPoint>              <ns4:type>                  <ns4:value>postal</ns4:value>
<ns4:postal>                    <ns4:type>                        <ns3:value>office</ns3:value>
```

```
</ns4:type>                    <ns4:address_1>345</ns4:address_1>
<ns4:address_2>E Midfield Rd</ns4:address_2>                    <ns4:city>Mountain
View</ns4:city>                    <ns4:state>Ca</ns4:state>
<ns4:zip>98704</ns4:zip>                    <ns4:country>USA</ns4:country>
<ns4:region>United States</ns4:region>                    </ns4:postal>                </ns4:type>
<ns4:priority>                    <ns3:value>low</ns3:value>                </ns4:priority>
<ns4:customAttributes>                    <ns3:customAttribute>
<ns3:attribName>prioritysequence</ns3:attribName>                    <ns3:attribValues>
<ns3:attribValue>                            <ns3:value>2</ns3:value>
</ns3:attribValue>                        </ns3:attribValues>
</ns3:customAttribute>                </ns4:customAttributes>            </ns4:contactPoint>
<ns4:contactPoint>                <ns4:type>                    <ns4:value>email</ns4:value>
<ns4:email>                    <ns4:emailAddress>john.russel@customer.com</ns4:emailAddress>
</ns4:email>                </ns4:type>                <ns4:priority>
<ns3:value>medium</ns3:value>                </ns4:priority>                <ns4:customAttributes>
<ns3:customAttribute>                        <ns3:attribName>prioritysequence</ns3:attribName>
<ns3:attribValues>                        <ns3:attribValue>
<ns3:value>3</ns3:value>                            </ns3:attribValue>
</ns3:attribValues>                    </ns3:customAttribute>                </ns4:customAttributes>
</ns4:contactPoint>            <ns4:contactPoint>                <ns4:type>
<ns4:value>social</ns4:value>                    <ns4:social>
<ns4:socialId>1234</ns4:socialId>                        <ns4:type>
<ns3:value>twitter</ns3:value>                        </ns4:type>                    </ns4:social>
</ns4:type>                <ns4:priority>                    <ns3:value>low</ns3:value>
</ns4:priority>                <ns4:customAttributes>                    <ns3:customAttribute>
<ns3:attribName>prioritysequence</ns3:attribName>                    <ns3:attribValues>
<ns3:attribValue>                            <ns3:value>4</ns3:value>
</ns3:attribValue>                        </ns3:attribValues>
</ns3:customAttribute>                </ns4:customAttributes>            </ns4:contactPoint>
<ns4:contactPoint>                <ns4:type>                    <ns4:value>web</ns4:value>
<ns4:website>                        <ns4:url>www.customer.com</ns4:url>
</ns4:website>                </ns4:type>                <ns4:priority>
<ns3:value>low</ns3:value>                </ns4:priority>                <ns4:customAttributes>
<ns3:customAttribute>                        <ns3:attribName>prioritysequence</ns3:attribName>
<ns3:attribValues>                        <ns3:attribValue>
<ns3:value>5</ns3:value>                            </ns3:attribValue>
</ns3:attribValues>                    </ns3:customAttribute>                </ns4:customAttributes>
</ns4:contactPoint>            </ns1:contactPoints>            </ns1:contactPerson>
</contactPersons></customer>
```

Response

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml
Location	/system/ws/v12/interaction/customer/2803

JSON

Request

Method	URL
POST	`/ws/v12/interaction/customer`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/json
Content-Type	application/json

Accept-Language	en-US

Request body


```
{    "department": {        "name": "Service"    },    "type": {        "value": "individual"    },
"level": {        "value": "Premium"    },    "role": {        "value": "Partner"    },    "pin":
"0121",    "howReferred": {        "value": "Customer"    },    "industry": {        "value":
"Telecom"    },    "marketSegment": "Medical Products",    "entitlements": "Free service",
"customAttributes": {        "customAttribute": [            {                "attribName":
"preferredlang",                "attribValues": {                    "attribValue": [
{                            "value": "English"                        }                    ]
}            }        ]    },    "contactPersons": {        "contactPerson": [            {
"salutation": "Mr.",                "firstName": "John",                "middleName": "Russel",
"lastName": "Tierney",                "loginId": "john",                "gender": {
"value": "male"                },                "identification": {                    "type":
"Passport",                "value": "AE0000005"            },                "suffix": {
"value": "jr."                },                "initials": "A.",                "secretQuestion":
"Place of Birth",                "secretAnswer": "Texas",
"hasDirectMailingConsent": "true",                "hasDirectCallingConsent": "true",
"hasHoldingDataConsent": "true",                "jobTitle": "Manager",
"employmentStatus": {                    "value": "intern"                },
"priority": "High",                "dateOfBirth": "1965-12-09T00:00:00.000Z",
"maritalStatus": {                    "value": "married"                },                "type":
{                    "value": "Billing"                },                "firstNameFurigana":
"John",                "middleNameFurigana": "Russel",                "lastNameFurigana":
"Tierney",                "startGreeting": "Welcome",                "endGreeting": "Thanks,
Byee",                "spouseName": "Jenifer",                "emergencyContact": "0987654321",
"occupation": "Branch Manager",                "incomeLevel": "60000-70000",
"educationLevel": {                    "value": "post graduate"                },
"race": "Asian",                "dependents": "4",                "isSmoker": "true",
"hobbies": "Fishing",                "interests": "Reading",                "contactOrder":
"1984",                "customAttributes": {                    "customAttribute": [
{                        "attribName": "isprimary",
"attribValues": {                            "attribValue": [
{                            "value": "y"                            }
]                        }                    }                ]            },
"contactPoints": {                    "contactPoint": [                        {
"type": {                            "value": "phone",                            "phone":
{                            "type": {                                "value":
"home"                            },                                "phoneNo": "234
3456",                            "countryCode": "1",
"areaCode": "408",                            "extension": "102",
"availability": {                               "days": {
"value": "any_day"                               },
"times": {                            "value": "mornings"
}                        }                    }
},                    "priority": {                        "value": "high"
},                    "customAttributes": {
"customAttribute": [                            {
"attribName": "prioritysequence",                            "attribValues": {
"attribValue": [                                {
"value": "1"                                }
]                            }                        }
]                    }                    },                    {
"type": {                            "value": "postal",
"postal": {                                "type": {
"value": "office"                                },
"address_1": "345",                                "address_2": "E Midfield Rd",
"city": "Mountain View",                                "state": "Ca",
"zip": "98704",                            "country": "USA",
"region": "United States"                            }                        },
"priority": {                        "value": "low"                        },
"customAttributes": {                            "customAttribute": [
{                            "attribName": "prioritysequence",
"attribValues": {                                "attribValue": [
{                                "value": "2"
}                            ]                        }                    }
}                ]                }                },
{                    "type": {                        "value": "email",
```

```
"email": {                                    "emailAddress": "john.russel@customer.com"
}                            },                            "priority": {
"value": "medium"                            },                          "customAttributes": {
"customAttribute": [                                    {
"attribName": "prioritysequence",                                        "attribValues": {
"attribValue": [                                                {
"value": "3"                                                    }
]                                        }                                        }
]                            }                        },                        {
"type": {                                "value": "social",
"social": {                                    "socialId": "1234",
"type": {                                        "value": "twitter"
}                                }                                },
"priority": {                                "value": "low"                                },
"customAttributes": {                                "customAttribute": [
{                                        "attribName": "prioritysequence",
"attribValues": {                                            "attribValue": [
{                                                    "value": "4"
}                                            ]                                        }
}                                ]                            }                        },
{                            "type": {                                "value": "web",
"website": {                                    "url": "www.customer.com"
}                            },                            "priority": {
"value": "low"                            },                            "customAttributes": {
"customAttribute": [                                    {
"attribName": "prioritysequence",                                        "attribValues": {
"attribValue": [                                                {
"value": "5"                                                    }
]                                        }                                        }
]                            }                        }                        ]                }
}        ]    }}
```


Response

HTTP/1.1 201 Created

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json
Location	/system/ws/v12/interaction/customer/2804

CreateIndividualCustomerPage Class Reference

Detailed Description

Create Individual Customer

Overview

This API allows user to create an individual customer. An individual customer can have only one Contact Person, and the Contact Person may have one or more Contact Points.

Only one customer can be created at a time.

Since:

11.6

APIs

Method	URL	Description
POST	`/ws/v12/interaction/customer`	Create individual customer.

Authentication

Authentication is required. The client must be logged in to call this API. Each API request must contain X-egain-session request header returned by Login API.

Permissions

All of the following are required:

- User must have 'Create Customer' action.
- If "Customer departmentalization" setting is enabled in the application, then created customer must belong to either the user's home department, or to the department where the user is a foreign user.

Licenses

The logged in user must have the following licenses:

- ECE CIH Platform

Request

Request headers

Name	Description	Allowed values	Default value
X-egain-session	Session ID obtained	N/A	N/A

	from Login API response header		
Accept	Content type accepted by client.	`application/xml` or `application/json`	N/A
Content-Type	Media type sent by the client	`application/xml` or `application/json`	N/A
Accept-Language	Language locale accepted by client (used for locale specific fields in resource representation and in error responses)	Supported 'Accept-Language' header codes	`default system language`

Request Body

The request body is mandatory. Request body can be in either XML or JSON format:

Elements required in request body

Name	Description
department.name	Name of the department in which the customer should be created. Department name is required only If "Customer departmentalization" setting is enabled in the application.
type.value	Must be "individual".
contactPersons.contactPerson	Only one contact person can be created for an individual customer. For required and optional elements of contact person, refer Create Contact Person.

Optional elements allowed in request body

Name	Description
level	Must be one of the values configured in application.
role	Must be one of 'Partner', 'Reseller', or 'Customer'.
Pin	Must not exceed 255 characters.
howReferred	Must be one of 'Website', 'Customer', 'Partner', 'Employee', or 'Reseller'.
industry	Must match the value configured in

	application.
marketSegment	Must not exceed 50 characters.
entitlements	Must not exceed 1024 characters.
customAttributes	Name must match one of the custom attributes configured in application. If the custom attribute is configured as an enumeration, the value must be one of the predefined values.

Request body XML schemas:

- Customers Schema

Supported API specific query parameters

None

Supported common query parameters

None

Response

Response headers

Name	Description	Possible values
X-egain-session	Session ID of the current user session	N/A
Content-Type	Media type of response body	`application/xml` or `application/json`
Location	Location of the new created customer	N/A

Response body XML schemas:

- Error - used in case of error

HTTP status codes

Success Status codes

201 - Created

- The request was successfully executed.

Failure Status codes

400 - Bad Request

- Any query parameter is sent in the request.
- Request body does not contain the required elements.
- An unsupported element is present in the request body.
- Elements provided do not adhere to the rules stated in the Request Body section.
- Request body is empty.

401 - Unauthorized

- X-egain-session request header is missing.
- Session is invalid or expired.

403 - Forbidden

- The user does not have sufficient permissions. Refer Permissions section for details.

500 - Internal server error

Examples:

Example 1 - Create customer with required elements

Example 2 - Create customer with all elements

Credentials Class Reference

Public Member Functions

- java.lang.String getLogin ()
- java.lang.String getPassword ()
- void setLogin (java.lang.String value)
- void setPassword (java.lang.String value)

Detailed Description

Credentials Schema

This schema contains Credentials type details.

XML Schema File

`model/v12/xsd/kb/folder.xsd`

Name	Description	Type
login	User name to login to machine of external location	String
password	Password for the above login	String

Member Function Documentation

java.lang.String getLogin ()

Gets the value of the login property.

Returns:

possible object is java.lang.String

java.lang.String getPassword ()

Gets the value of the password property.

Returns:

possible object is java.lang.String

void setLogin (java.lang.String *value*)

Sets the value of the login property.

Parameters:

value	allowed object is java.lang.String

void setPassword (java.lang.String *value*)

Sets the value of the password property.

Parameters:

value	allowed object is java.lang.String

CustomAttribute Class Reference

Public Member Functions

- java.lang.String getAttribName ()
- AttribValues getAttribValues ()
- void setAttribName (java.lang.String value)
- void setAttribValues (AttribValues value)

Detailed Description

CustomAttribute Schema

This schema contains CustomAttribute definition.

XML Schema File

`model/v12/xsd/common.xsd`

Name	Description	Type
`attribName`	Name of the custom attribute	String
`attribValues`	Details about the values of this custom attribute	AttribValues

---

Member Function Documentation

java.lang.String getAttribName ()

Gets the value of the attribName property.

Returns:

possible object is java.lang.String

AttribValues getAttribValues ()

Gets the value of the attribValues property.

Returns:

possible object is AttribValues

void setAttribName (java.lang.String *value*)

Sets the value of the attribName property.

Parameters:

value	allowed object is java.lang.String

void setAttribValues (AttribValues *value*)

Sets the value of the attribValues property.

Parameters:

value	allowed object is AttribValues

CustomAttribute Class Reference

Public Member Functions

- java.lang.String getAttribName ()
- AttribValues getAttribValues ()
- void setAttribName (java.lang.String value)
- void setAttribValues (AttribValues value)

Detailed Description

CustomAttribute Schema

This schema contains CustomAttribute definition.

XML Schema File

`model/v15/xsd/common.xsd`

Name	Description	Type
`attribName`	Name of the custom attribute	String
`attribValues`	Details about the values of this custom attribute	AttribValues

---

Member Function Documentation

java.lang.String getAttribName ()

Gets the value of the attribName property.

Returns:

possible object is java.lang.String

AttribValues getAttribValues ()

Gets the value of the attribValues property.

Returns:

possible object is AttribValues

void setAttribName (java.lang.String *value*)

Sets the value of the attribName property.

Parameters:

value	allowed object is java.lang.String

void setAttribValues (AttribValues *value*)

Sets the value of the attribValues property.

Parameters:

value	allowed object is AttribValues

CustomAttribute Class Reference

Public Member Functions

- java.lang.String getName ()
- CustomAttributeTypeEnum getType ()
- java.lang.String getValue ()
- void setName (java.lang.String value)
- void setType (CustomAttributeTypeEnum value)
- void setValue (java.lang.String value)

Detailed Description

CustomAttribute Schema

This schema contains information about a custom attribute defined by the customer.

XML Schema File

`model/v3/xsd/common.xsd`

Name	Description	Type	Included?
`name`	The name of the attribute.	string	Always
`value`	The attribute's value.	string	Always
`type`	The attribute's type.	CustomAttributeTypeEnum	Always

Member Function Documentation

java.lang.String getName ()

Gets the value of the name property.

Returns:

possible object is java.lang.String

CustomAttributeTypeEnum getType ()

Gets the value of the type property.

Returns:

possible object is CustomAttributeTypeEnum

java.lang.String getValue ()

Gets the value of the value property.

Returns:

possible object is java.lang.String

void setName (java.lang.String *value*)

Sets the value of the name property.

Parameters:

value	allowed object is java.lang.String

void setType (CustomAttributeTypeEnum *value*)

Sets the value of the type property.

Parameters:

value	allowed object is CustomAttributeTypeEnum

void setValue (java.lang.String *value*)

Sets the value of the value property.

Parameters:

value	allowed object is java.lang.String

CustomAttributes Class Reference

Public Member Functions

- java.util.List< CustomAttribute > getCustomAttribute ()

Detailed Description

CustomAttributes Schema

This schema contains CustomAttributes definition.

XML Schema File

`model/v12/xsd/common.xsd`

Name	Description	Type
`customAttribute`	custom attributes details	CustomAttribute

Member Function Documentation

java.util.List<CustomAttribute> getCustomAttribute ()

Gets the value of the customAttribute property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the customAttribute property.

For example, to add a new item, do as follows:

```
getCustomAttribute().add(newItem);
```

Objects of the following type(s) are allowed in the list CustomAttribute

CustomAttributes Class Reference

Public Member Functions

- java.util.List< CustomAttribute > getCustomAttribute ()

Detailed Description

CustomAttributes Schema

This schema contains CustomAttributes definition.

XML Schema File

`model/v15/xsd/common.xsd`

Name	Description	Type
`customAttribute`	custom attributes details	CustomAttribute

Member Function Documentation

java.util.List<CustomAttribute> getCustomAttribute ()

Gets the value of the customAttribute property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the customAttribute property.

For example, to add a new item, do as follows:

```
getCustomAttribute().add(newItem);
```

Objects of the following type(s) are allowed in the list CustomAttribute

CustomAttributeTypeEnum Enum Reference

Detailed Description

CustomAttributeTypeEnum Schema

Values of custom attributes can only be strings or integers.

XML Schema File

`model/v3/xsd/common.xsd`

Type	Description	Type	Included?
`string`	Represents a string type.	Enumerated value	Always
`integer`	Represents an integer type.	Enumerated value	Always

Java class for CustomAttributeTypeEnum.
The following schema fragment specifies the expected content contained within this class.

```
<simpleType name="CustomAttributeTypeEnum">  <restriction
base="{http://www.w3.org/2001/XMLSchema}string">    <enumeration value="string"/>    <enumeration
value="integer"/>  </restriction></simpleType>
```

Customer Class Reference

Public Member Functions

- Cases getCases ()
- ContactPersons getContactPersons ()
- Contacts getContacts ()
- CorporateInfo getCorporate ()
- DateAndUser getCreated ()
- CustomAttributes getCustomAttributes ()
- java.lang.String getCustomerName ()
- Department getDepartment ()
- java.lang.String getEntitlements ()
- GroupInfo getGroup ()
- L10NString getHowReferred ()
- long getId ()
- L10NString getIndustry ()
- DateAndUser getLastModified ()
- L10NString getLevel ()
- Link getLink ()
- java.lang.String getMarketSegment ()
- java.lang.String getPin ()
- User getPreferredAgent ()
- L10NString getRole ()
- Type getType ()
- void setCases (Cases value)
- void setContactPersons (ContactPersons value)
- void setContacts (Contacts value)
- void setCorporate (CorporateInfo value)
- void setCreated (DateAndUser value)
- void setCustomAttributes (CustomAttributes value)
- void setCustomerName (java.lang.String value)
- void setDepartment (Department value)
- void setEntitlements (java.lang.String value)
- void setGroup (GroupInfo value)
- void setHowReferred (L10NString value)
- void setId (long value)
- void setIndustry (L10NString value)
- void setLastModified (DateAndUser value)
- void setLevel (L10NString value)
- void setLink (Link value)
- void setMarketSegment (java.lang.String value)
- void setPin (java.lang.String value)
- void setPreferredAgent (User value)
- void setRole (L10NString value)
- void setType (Type value)

Detailed Description

Customer Schema

This schema contains Customer type details.

XML Schema File

`model/v12/xsd/interaction/customer.xsd`

Name	Description	Type
`id`	ID of the requested customer	Long
`link`	`self` link	Link
`cases`	Link to fetch cases of the requested customer	Cases
`customerName`	Name of the customer	String
`department`	ID, name and link of the department	Department
`type`	Type and type-specific details of the customer	Type
`group`	Details specific to group customer	GroupInfo
`corporate`	Details specific to corporate customer	CorporateInfo
`level`	Level of the customer	L10NString
`preferredAgent`	ID and name of the preffered agent for the requested customer	User
`role`	Internal value and display value of the role of the customer	L10NString
`pin`	Customer pin information	String
`howReferred`	Specifies how the customer was referred	L10NString
`created`	Creation details of the customer	DateAndUser
`lastModified`	Last modification details of the customer	DateAndUser
`industry`	Industry that this customer belongs to	L10NString
`marketSegment`	Market segment of the customer	String
`entitlements`	Entitlements of the customer	String
`customAttributes`	Name and value of all the custom attributes configured for the Customer Object	CustomAttributes
`contactPersons`	Details of all contact persons associated with the requested customer	ContactPersons
`contacts`	Details of all contacts associated with the requested customer	Contacts

Member Function Documentation

Cases getCases ()

Gets the value of the cases property.

Returns:
possible object is Cases

ContactPersons getContactPersons ()

Gets the value of the contactPersons property.

Returns:
possible object is ContactPersons

Contacts getContacts ()

Gets the value of the contacts property.

Returns:
possible object is Contacts

CorporateInfo getCorporate ()

Gets the value of the corporate property.

Returns:
possible object is CorporateInfo

DateAndUser getCreated ()

Gets the value of the created property.

Returns:
possible object is DateAndUser

CustomAttributes getCustomAttributes ()

Gets the value of the customAttributes property.

Returns:
possible object is CustomAttributes

java.lang.String getCustomerName ()

Gets the value of the customerName property.

Returns:
possible object is java.lang.String

Department getDepartment ()

Gets the value of the department property.

Returns:
possible object is Department

java.lang.String getEntitlements ()

Gets the value of the entitlements property.

Returns:

possible object is java.lang.String

GroupInfo getGroup ()

Gets the value of the group property.

Returns:

possible object is GroupInfo

L10NString getHowReferred ()

Gets the value of the howReferred property.

Returns:

possible object is L10NString

long getId ()

Gets the value of the id property.

Returns:

possible object is Long

L10NString getIndustry ()

Gets the value of the industry property.

Returns:

possible object is L10NString

DateAndUser getLastModified ()

Gets the value of the lastModified property.

Returns:

possible object is DateAndUser

L10NString getLevel ()

Gets the value of the level property.

Returns:

possible object is L10NString

Link getLink ()

Gets the value of the link property.

Returns:

possible object is Link

java.lang.String getMarketSegment ()

Gets the value of the marketSegment property.

Returns:

possible object is java.lang.String

java.lang.String getPin ()

Gets the value of the pin property.

Returns:

possible object is java.lang.String

User getPreferredAgent ()

Gets the value of the preferredAgent property.

Returns:

possible object is User

L10NString getRole ()

Gets the value of the role property.

Returns:

possible object is L10NString

Type getType ()

Gets the value of the type property.

Returns:

possible object is Type

void setCases (Cases *value*)

Sets the value of the cases property.

Parameters:

value	allowed object is Cases

void setContactPersons (ContactPersons *value*)

Sets the value of the contactPersons property.

Parameters:

value	allowed object is ContactPersons

void setContacts (Contacts *value*)

Sets the value of the contacts property.

Parameters:

value	allowed object is Contacts

void setCorporate (CorporateInfo *value*)

Sets the value of the corporate property.

Parameters:

value	allowed object is CorporateInfo

void setCreated (DateAndUser *value*)

Sets the value of the created property.

Parameters:

value	allowed object is DateAndUser

void setCustomAttributes (CustomAttributes *value*)

Sets the value of the customAttributes property.

Parameters:

value	allowed object is CustomAttributes

void setCustomerName (java.lang.String *value*)

Sets the value of the customerName property.

Parameters:

value	allowed object is java.lang.String

void setDepartment (Department *value*)

Sets the value of the department property.

Parameters:

value	allowed object is Department

void setEntitlements (java.lang.String *value*)

Sets the value of the entitlements property.

Parameters:

value	allowed object is java.lang.String

void setGroup (GroupInfo *value*)

Sets the value of the group property.

Parameters:

value	allowed object is GroupInfo

void setHowReferred (L10NString *value*)

Sets the value of the howReferred property.

Parameters:

value	allowed object is L10NString

void setId (long *value*)

Sets the value of the id property.

Parameters:

value	allowed object is Long

void setIndustry (L10NString *value*)

Sets the value of the industry property.

Parameters:

value	allowed object is L10NString

void setLastModified (DateAndUser *value*)

Sets the value of the lastModified property.

Parameters:

value	allowed object is DateAndUser

void setLevel (L10NString *value*)

Sets the value of the level property.

Parameters:

value	allowed object is L10NString

void setLink (Link *value*)

Sets the value of the link property.

Parameters:

value	allowed object is Link

void setMarketSegment (java.lang.String *value*)

Sets the value of the marketSegment property.

Parameters:

value	allowed object is java.lang.String

void setPin (java.lang.String *value*)

Sets the value of the pin property.

Parameters:

value	allowed object is java.lang.String

void setPreferredAgent (User *value*)

Sets the value of the preferredAgent property.

Parameters:

value	allowed object is User

void setRole (L10NString *value*)

Sets the value of the role property.

Parameters:

value	allowed object is L10NString

void setType (Type *value*)

Sets the value of the type property.

Parameters:

value	allowed object is Type

Customer Class Reference

Public Member Functions

- Cases getCases ()
- ContactPersons getContactPersons ()
- Contacts getContacts ()
- CorporateInfo getCorporate ()
- DateAndUser getCreated ()
- CustomAttributes getCustomAttributes ()
- java.lang.String getCustomerName ()
- Department getDepartment ()
- java.lang.String getEntitlements ()
- GroupInfo getGroup ()
- L10NString getHowReferred ()
- long getId ()
- L10NString getIndustry ()
- DateAndUser getLastModified ()
- L10NString getLevel ()
- Link getLink ()
- java.lang.String getMarketSegment ()
- java.lang.String getPin ()
- User getPreferredAgent ()
- L10NString getRole ()
- Type getType ()
- void setCases (Cases value)
- void setContactPersons (ContactPersons value)
- void setContacts (Contacts value)
- void setCorporate (CorporateInfo value)
- void setCreated (DateAndUser value)
- void setCustomAttributes (CustomAttributes value)
- void setCustomerName (java.lang.String value)
- void setDepartment (Department value)
- void setEntitlements (java.lang.String value)
- void setGroup (GroupInfo value)
- void setHowReferred (L10NString value)
- void setId (long value)
- void setIndustry (L10NString value)
- void setLastModified (DateAndUser value)
- void setLevel (L10NString value)
- void setLink (Link value)
- void setMarketSegment (java.lang.String value)
- void setPin (java.lang.String value)
- void setPreferredAgent (User value)
- void setRole (L10NString value)
- void setType (Type value)

Detailed Description

Customer Schema

This schema contains Customer type details.

XML Schema File

`model/v15/xsd/interaction/customer.xsd`

Name	Description	Type
`id`	ID of the requested customer	Long
`link`	`self` link	Link
`cases`	Link to fetch cases of the requested customer	Cases
`customerName`	Name of the customer	String
`department`	ID, name and link of the department	Department
`type`	type and type-specific details of the customer	Type
`group`	Details specific to group customer	GroupInfo
`corporate`	Details specific to corporate customer	CorporateInfo
`level`	Level of the customer	L10NString
`preferredAgent`	ID and name of the preffered agent for the requested customer	User
`role`	Internal value and display value of the role of the customer	L10NString
`pin`	Customer pin information	String
`howReferred`	Specifies how the customer was referred	L10NString
`created`	Creation details of the customer	DateAndUser
`lastModified`	Last modification details of the customer	DateAndUser
`industry`	Industry that this customer belongs to	L10NString
`marketSegment`	Market segment of the customer	String
`entitlements`	Entitlements of the customer	String
`customAttributes`	Name and value of all the custom attributes configured for the Customer Object	CustomAttributes
`contactPersons`	Details of all contact persons associated with the requested customer	ContactPersons
`contacts`	Details of all contacts associated with the requested customer	Contacts

Member Function Documentation

Cases getCases ()

Gets the value of the cases property.

Returns:
possible object is Cases

ContactPersons getContactPersons ()

Gets the value of the contactPersons property.

Returns:
possible object is ContactPersons

Contacts getContacts ()

Gets the value of the contacts property.

Returns:
possible object is Contacts

CorporateInfo getCorporate ()

Gets the value of the corporate property.

Returns:
possible object is CorporateInfo

DateAndUser getCreated ()

Gets the value of the created property.

Returns:
possible object is DateAndUser

CustomAttributes getCustomAttributes ()

Gets the value of the customAttributes property.

Returns:
possible object is CustomAttributes

java.lang.String getCustomerName ()

Gets the value of the customerName property.

Returns:
possible object is java.lang.String

Department getDepartment ()

Gets the value of the department property.

Returns:
possible object is Department

java.lang.String getEntitlements ()

Gets the value of the entitlements property.

Returns:

possible object is java.lang.String

GroupInfo getGroup ()

Gets the value of the group property.

Returns:

possible object is GroupInfo

L10NString getHowReferred ()

Gets the value of the howReferred property.

Returns:

possible object is L10NString

long getId ()

Gets the value of the id property.

Returns:

possible object is Long

L10NString getIndustry ()

Gets the value of the industry property.

Returns:

possible object is L10NString

DateAndUser getLastModified ()

Gets the value of the lastModified property.

Returns:

possible object is DateAndUser

L10NString getLevel ()

Gets the value of the level property.

Returns:

possible object is L10NString

Link getLink ()

Gets the value of the link property.

Returns:

possible object is Link

java.lang.String getMarketSegment ()

Gets the value of the marketSegment property.

Returns:

possible object is java.lang.String

java.lang.String getPin ()

Gets the value of the pin property.

Returns:

possible object is java.lang.String

User getPreferredAgent ()

Gets the value of the preferredAgent property.

Returns:

possible object is User

L10NString getRole ()

Gets the value of the role property.

Returns:

possible object is L10NString

Type getType ()

Gets the value of the type property.

Returns:

possible object is Type

void setCases (Cases *value*)

Sets the value of the cases property.

Parameters:

value	allowed object is Cases

void setContactPersons (ContactPersons *value*)

Sets the value of the contactPersons property.

Parameters:

value	allowed object is ContactPersons

void setContacts (Contacts *value*)

Sets the value of the contacts property.

Parameters:

value	allowed object is Contacts

void setCorporate (CorporateInfo *value*)

Sets the value of the corporate property.

Parameters:

value	allowed object is CorporateInfo

void setCreated (DateAndUser *value*)

Sets the value of the created property.

Parameters:

value	allowed object is DateAndUser

void setCustomAttributes (CustomAttributes *value*)

Sets the value of the customAttributes property.

Parameters:

value	allowed object is CustomAttributes

void setCustomerName (java.lang.String *value*)

Sets the value of the customerName property.

Parameters:

value	allowed object is java.lang.String

void setDepartment (Department *value*)

Sets the value of the department property.

Parameters:

value	allowed object is Department

void setEntitlements (java.lang.String *value*)

Sets the value of the entitlements property.

Parameters:

value	allowed object is java.lang.String

void setGroup (GroupInfo *value*)

Sets the value of the group property.

Parameters:

value	allowed object is GroupInfo

void setHowReferred (L10NString *value*)

Sets the value of the howReferred property.

Parameters:

value	allowed object is L10NString

void setId (long *value*)

Sets the value of the id property.

Parameters:

value	allowed object is Long

void setIndustry (L10NString *value*)

Sets the value of the industry property.

Parameters:

value	allowed object is L10NString

void setLastModified (DateAndUser *value*)

Sets the value of the lastModified property.

Parameters:

value	allowed object is DateAndUser

void setLevel (L10NString *value*)

Sets the value of the level property.

Parameters:

value	allowed object is L10NString

void setLink (Link *value*)

Sets the value of the link property.

Parameters:

value	allowed object is Link

void setMarketSegment (java.lang.String *value*)

Sets the value of the marketSegment property.

Parameters:

value	allowed object is java.lang.String

void setPin (java.lang.String *value*)

Sets the value of the pin property.

Parameters:

value	allowed object is java.lang.String

void setPreferredAgent (User *value*)

Sets the value of the preferredAgent property.

Parameters:

value	allowed object is User

void setRole (L10NString *value*)

Sets the value of the role property.

Parameters:

value	allowed object is L10NString

void setType (Type *value*)

Sets the value of the type property.

Parameters:

value	allowed object is Type

CustomerAuthenticationSection Class Reference

Detailed Description

Authentication

Authentication is required. The customer must be logged in to call this API. Each API request must contain X-egain-session request header returned by Login API.

CustomerAutoProvisioningPage Class Reference

Detailed Description

Creation of new customer during SSO login

If a customer is not found in the ECE application with the *subject* provided in the SAML assertion, the application will check whether *mergeOnAttribute* SAML attribute is provided. If provided, the application uses the field specified in *mergeOnAttribute* to search for a customer.

If a customer is found using *mergeOnAttribute* then this customer's information will be updated with all the customer attributes sent in the SAML Assertion and the customer identifier sent in the *subject* . If the customer is not found using *subject* and *mergeOnAttribute* both, a new customer is created in the application. The customer type will be individual.

Following customer attributes are required to be sent in the SAML attributes to create a new customer successfully:

Attribute Name	Description
department	Department name in which to lookup the customer. This must be provided only if the customer departmentalization setting is enabled in the application.
firstName	First name of the contact. Must not exceed 124 characters.

Following optional customer attributes are allowed in the SAML attributes to create a new customer:

Attribute Name	Description
middleName	Middle name of the contact. Must not exceed 124 characters.
lastName	Last name of the contact. Must not exceed 124 characters.
dateOfBirth	Must be a date in the past. Must be in XML date format (yyyy-mm-dd).
custom.<name>	Custom attributes of the contact: "<name>" is the internal name of the custom attribute. Name must match one of the custom attributes configured in application. If the custom attribute is configured as an enumeration, the value must be one of the predefined values.
email.address	Email address of the contact. Refer Email Address definition for the valid email address format.
twitter.ID	Twitter ID of the contact. Must not exceed 255 characters.
facebook.ID	Facebook ID of the contact. Must not

	exceed 255 characters.
home.phone.countryCode	Country code of the home phone number of the contact. Must be a number not exceeding 9 digits.
home.phone.number	Home phone number of the contact. This accepts any string representation. It is the client's responsibility to send in the correct number. Must not exceed 25 characters.
mobile.phone.countryCode	Country code of the mobile phone number of the contact. Must be a number not exceeding 9 digits.
mobile.phone.number	Mobile phone number of the contact. This accepts any string representation. It is the client's responsibility to send in the correct number. Must not exceed 25 characters.
office.phone.countryCode	Country code of the office phone number of the contact. Must be a number not exceeding 9 digits.
office.phone.number	Office phone number of the contact. This accepts any string representation. It is the client's responsibility to send in the correct number. Must not exceed 25 characters.
mergeOnAttribute	Attribute on which existing customer records will be merged. Supported values are: • email.address • home.phone.number • mobile.phone.number • office.phone.number • custom.<name>

Modification of existing customer during SSO login

If a single customer is found in the ECE application with the *subject* provided or by using the *mergeOnAttribute* in the SAML assertion, the customer information is updated using the customer attributes in SAML attributes and the customer identifier sent in the *subject* .
Following optional customer attributes are allowed in the SAML Attributes to modify an existing customer:

Attribute Name	Description
department	Department name in which to lookup the customer. This must be provided only if the customer departmentalization setting is enabled in the application.
firstName	First name of the contact. Must not exceed 124 characters. Must be provided to create a new customer in the application.

middleName	Middle name of the contact. Must not exceed 124 characters.
lastName	Last name of the contact. Must not exceed 124 characters.
dateOfBirth	Must be a date in the past. Must be in XML date format (yyyy-mm-dd).
custom.<name>	Custom attributes of the contact: "<name>" is the internal name of the custom attribute. Name must match one of the custom attributes configured in application. If the custom attribute is configured as an enumeration, the value must be one of the predefined values.
email.address	Email address of the contact. Refer Email Address definition for the valid email address format.
twitter.ID	Twitter ID of the contact. Must not exceed 255 characters.
facebook.ID	Facebook ID of the contact. Must not exceed 255 characters.
home.phone.countryCode	Country code of the home phone number of the contact. Must be a number not exceeding 9 digits.
home.phone.number	Home phone number of the contact. This accepts any string representation. It is the client's responsibility to send in the correct number. Must not exceed 25 characters.
mobile.phone.countryCode	Country code of the mobile phone number of the contact. Must be a number not exceeding 9 digits.
mobile.phone.number	Mobile phone number of the contact. This accepts any string representation. It is the client's responsibility to send in the correct number. Must not exceed 25 characters.
office.phone.countryCode	Country code of the office phone number of the contact. Must be a number not exceeding 9 digits.
office.phone.number	Office phone number of the contact. This accepts any string representation. It is the client's responsibility to send in the correct number. Must not exceed 25 characters.
mergeOnAttribute	Attribute on which existing customer records will be merged. Supported values are: • email.address • home.phone.number

	• mobile.phone.number • office.phone.number • custom.<name>

CustomerByIDsExamples Class Reference

Detailed Description

Examples for GET Customers by IDs

Example 1 - Get summary attributes of a single customer

This example demonstrates the following:

- Retrieving the summary attributes of a single individual customer.
- This example assumes "Customer departmentalization" setting is enabled. Hence, the response has the department of the customer.

XML

Request

Method	URL
GET	`/ws/v12/interaction/customer/1042`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Accept-Language	en-US

Response

HTTP/1.1 200 OK

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml

Response body

```
<?xml version="1.0" encoding="UTF-8" standalone="yes" ?><customers
xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/customer"
xmlns:ns2="http://bindings.egain.com/ws/model/v12/gen/interaction/case"
xmlns:ns3="http://bindings.egain.com/ws/model/v12/gen/interaction/activity"
xmlns:ns4="http://bindings.egain.com/ws/model/v12/gen/platform"
xmlns:ns5="http://bindings.egain.com/ws/model/v12/gen/common"
xmlns:ns6="http://bindings.egain.com/ws/model/v12/gen/interaction/folder"
xmlns:ns7="http://bindings.egain.com/ws/model/v12/gen/interaction/attachment"
xmlns:ns8="http://bindings.egain.com/ws/model/v12/gen/mail/alias"
```

```
xmlns:ns9="http://bindings.egain.com/ws/model/v12/gen/live/entrypoint"
xmlns:ns10="http://bindings.egain.com/ws/model/v12/gen/interaction/contactperson"
xmlns:ns11="http://bindings.egain.com/ws/model/v12/gen/interaction/contactpoint">    <customer
id="1042">        <link rel="self" href="/system/ws/v12/interaction/customer/1042"/>
<cases>            <ns2:link rel="case" href="/system/ws/v12/interaction/case?customer=1042"/>
</cases>        <customerName>John Tierney</customerName>        <department id="999">
<ns4:name>Service</ns4:name>        </department>        <type>
<value>individual</value>            <displayValue>Individual</displayValue>        </type>
<lastModified date="2016-04-26T02:02:12.000Z"/>        <contactPersons>
<ns10:contactPerson id="1052">                <ns10:isSystemCreated>false</ns10:isSystemCreated>
<ns10:salutation>Mr.</ns10:salutation>                <ns10:firstName>John</ns10:firstName>
<ns10:middleName>Russel</ns10:middleName>                <ns10:lastName>Tierney</ns10:lastName>
<ns10:lastModified date="2016-04-26T01:22:06.000Z"/>                <ns10:contactPoints>
<ns11:contactPoint id="1174">                        <ns11:type>
<ns11:value>phone</ns11:value>
<ns11:displayValue>Telephone</ns11:displayValue>                            <ns11:phone>
<ns11:type>                            <ns5:value>home</ns5:value>
<ns5:displayValue>home</ns5:displayValue>                            </ns11:type>
<ns11:phoneNo>234 3456</ns11:phoneNo>
<ns11:countryCode>1</ns11:countryCode>
<ns11:areaCode>408</ns11:areaCode>
<ns11:extension>102</ns11:extension>                            <ns11:availability>
<ns11:days>                        <ns5:value>any_day</ns5:value>
<ns5:displayValue>Any day</ns5:displayValue>                                    </ns11:days>
<ns11:times>                        <ns5:value>mornings</ns5:value>
<ns5:displayValue>Mornings</ns5:displayValue>                                    </ns11:times>
</ns11:availability>                        </ns11:phone>                        </ns11:type>
<ns11:lastModified date="2016-04-26T01:22:06.000Z"/>                </ns11:contactPoint>
<ns11:contactPoint id="1175">                        <ns11:type>
<ns11:value>postal</ns11:value>
<ns11:displayValue>Postal</ns11:displayValue>                            <ns11:postal>
<ns11:type>                        <ns5:value>office</ns5:value>
<ns5:displayValue>Office address</ns5:displayValue>                                    </ns11:type>
<ns11:address_1>345</ns11:address_1>                            <ns11:address_2>E Midfield
Rd</ns11:address_2>                        <ns11:city>Mountain View</ns11:city>
<ns11:state>Ca</ns11:state>                            <ns11:zip>98704</ns11:zip>
<ns11:country>USA</ns11:country>                            <ns11:region>United
States</ns11:region>                        </ns11:postal>
</ns11:type>                    <ns11:lastModified date="2016-04-26T01:22:06.000Z"/>
</ns11:contactPoint>                    <ns11:contactPoint id="1176">
<ns11:type>                        <ns11:value>email</ns11:value>
<ns11:displayValue>Email</ns11:displayValue>                            <ns11:email>
<ns11:emailAddress>john.tierney@customer.com</ns11:emailAddress>
</ns11:email>                    </ns11:type>                    <ns11:lastModified
date="2016-04-26T01:22:06.000Z"/>                    </ns11:contactPoint>
<ns11:contactPoint id="1177">                    <ns11:type>
<ns11:value>social</ns11:value>
<ns11:displayValue>Social</ns11:displayValue>                            <ns11:social>
<ns11:type>                        <ns5:value>twitter</ns5:value>
<ns5:displayValue>Twitter</ns5:displayValue>                                    </ns11:type>
<ns11:socialId>1234</ns11:socialId>                            </ns11:social>
</ns11:type>                    <ns11:lastModified date="2016-04-26T01:22:06.000Z"/>
</ns11:contactPoint>                    <ns11:contactPoint id="1178">
<ns11:type>                        <ns11:value>web</ns11:value>
<ns11:displayValue>URL</ns11:displayValue>                            <ns11:website>
<ns11:url>www.customer.com</ns11:url>                            </ns11:website>
</ns11:type>                    <ns11:lastModified date="2016-04-26T01:22:06.000Z"/>
</ns11:contactPoint>                </ns10:contactPoints>            </ns10:contactPerson>
</contactPersons>    </customer></customers>
```

JSON

Request

Method	URL
GET	/ws/v12/interaction/customer/1042

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/json
Accept-Language	en-US

Response

HTTP/1.1 200 OK

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json

Response body


```
{    "customer": [        {            "link": {                "rel": "self",
"href": "/system/ws/v12/interaction/customer/1042"            },            "cases": {
"link": {                    "rel": "case",                    "href":
"/system/ws/v12/interaction/case?customer=1042"                }            },
"customerName": "John Tierney",            "department": {                "name": "Service",
"id": 999            },            "type": {                "value": "individual",
"displayValue": "Individual"            },            "lastModified": {                "date":
"2016-04-26T02:02:12.000Z"            },            "contactPersons": {
"contactPerson": [                    {                        "isSystemCreated": false,
"salutation": "Mr.",                        "firstName": "John",
"middleName": "Russel",                        "lastName": "Tierney",
"lastModified": {                        "date": "2016-04-26T01:22:06.000Z"
},                        "contactPoints": {                            "contactPoint": [
{                            "type": {                                "value":
"phone",                                "displayValue": "Telephone",
"phone": {                                "type": {
"value": "home",                                "displayValue": "home"
},                                "phoneNo": "234 3456",
"countryCode": "1",                                "areaCode": "408",
"extension": "102",                                "availability": {
"days": {                                "value": "any_day",
"displayValue": "Any day"                                },
"times": {                                "value": "mornings",
"displayValue": "Mornings"                                }
}                            },                            "lastModified": {
"date": "2016-04-26T01:22:06.000Z"
},                            "id": 1174                            },
{                            "type": {                                "value":
"postal",                                "displayValue": "Postal",
"postal": {                                "type": {
"value": "office",                                "displayValue": "Office address"
},                                "address_1": "345",
"address_2": "E Midfield Rd",                                "city": "Mountain View",
"state": "Ca",                                "zip": "98704",
"country": "USA",                                "region": "United States"
}                            },                            "lastModified": {
"date": "2016-04-26T01:22:06.000Z"                            },
"id": 1175                        },                        {
"type": {                                "value": "email",
"displayValue": "Email",                                "email": {
"emailAddress": "john.tierney@customer.com"                                }
},                            "lastModified": {
"date": "2016-04-26T01:22:06.000Z"                            },
"id": 1176                        },                        {
"type": {                                "value": "social",
"displayValue": "Social",                                "social": {
"type": {                                "value": "twitter",
"displayValue": "Twitter"                                },
```

```
"socialId": "1234"                                          }                                    },
"lastModified": {                                          "date": "2016-04-26T01:22:06.000Z"
},                                    "id": 1177                                  },
{                                    "type": {                                          "value":
"web",                                          "displayValue": "URL",
"website": {                                              "url": "www.customer.com"
}                                    },                                    "lastModified": {
"date": "2016-04-26T01:22:06.000Z"                                    },
"id": 1178                                }                              ]
},                        "id": 1052                    }                ]            },
"id": 1042        }    ]}
```

Example 2 - Get multiple customers sorted on customerName

This example demonstrates the following:

- Retrieving the details of multiple customers.
- Summary attributes of individual, group as well as corporate customer. This example also demonstrates the representation of summary attributes of contact person and all types of contact points.
- Sorting on customerName in ascending order.

XML

Request

Method	URL
GET	`/ws/v12/interaction/customer/1027,1042,1043?$sort=customerName&$order=asc`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Accept-Language	en-US

Response

HTTP/1.1 200 OK

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml

Response body


```
<?xml version="1.0" encoding="UTF-8" standalone="yes" ?><customers
xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/customer"xmlns:ns2="http://bindings
.egain.com/ws/model/v12/gen/interaction/case"xmlns:ns3="http://bindings.egain.com/ws/model/v12/ge
n/interaction/activity"xmlns:ns4="http://bindings.egain.com/ws/model/v12/gen/platform"xmlns:ns5="
http://bindings.egain.com/ws/model/v12/gen/common"xmlns:ns6="http://bindings.egain.com/ws/model/v
12/gen/interaction/folder"xmlns:ns7="http://bindings.egain.com/ws/model/v12/gen/interaction/attac
hment"xmlns:ns8="http://bindings.egain.com/ws/model/v12/gen/mail/alias"xmlns:ns9="http://bindings
.egain.com/ws/model/v12/gen/live/entrypoint"xmlns:ns10="http://bindings.egain.com/ws/model/v12/ge
```

```
n/interaction/contactperson"xmlns:ns11="http://bindings.egain.com/ws/model/v12/gen/interaction/co
ntactpoint">    <customer id="1043">        <link rel="self"
href="/system/ws/v12/interaction/customer/1043"/>        <cases>            <ns2:link rel="case"
href="/system/ws/v12/interaction/case?customer=1043"/>        </cases>        <customerName>Cust
Laboratories Limited</customerName>        <type>            <value>corporate</value>
<displayValue>Corporate</displayValue>            <corporate>
<region>Europe</region>                <numberOfEmployees>200</numberOfEmployees>
<revenues>1000000</revenues>                <currency>USD</currency>
<registrationNumber>324-213</registrationNumber>                <sector>Pharma</sector>
</corporate>        </type>        <lastModified date="2016-04-26T01:33:16.000Z"/>
<contactPersons>            <ns10:contactPerson id="1053">
<ns10:isSystemCreated>true</ns10:isSystemCreated>                <ns10:firstName>#*Default
CP#1043*#</ns10:firstName>                <ns10:lastModified date="2016-04-26T01:33:16.000Z"/>
</ns10:contactPerson>            <ns10:contactPerson id="1054">
<ns10:isSystemCreated>false</ns10:isSystemCreated>
<ns10:salutation>Mr.</ns10:salutation>                <ns10:firstName>David</ns10:firstName>
<ns10:middleName>Osbon</ns10:middleName>                <ns10:lastName>Stewart</ns10:lastName>
<ns10:lastModified date="2016-04-26T01:33:16.000Z"/>                <ns10:contactPoints>
<ns11:contactPoint id="1179">                        <ns11:type>
<ns11:value>phone</ns11:value>
<ns11:displayValue>Telephone</ns11:displayValue>                            <ns11:phone>
<ns11:type>                                    <ns5:value>office</ns5:value>
<ns5:displayValue>office</ns5:displayValue>                                <ns11:type>
<ns11:phoneNo>234 3456</ns11:phoneNo>
<ns11:countryCode>1</ns11:countryCode>
<ns11:areaCode>408</ns11:areaCode>
<ns11:extension>102</ns11:extension>                                <ns11:availability>
<ns11:days>                                <ns5:value>any_day</ns5:value>
<ns5:displayValue>Any day</ns5:displayValue>                                    </ns11:days>
<ns11:times>                                 <ns5:value>mornings</ns5:value>
<ns5:displayValue>Mornings</ns5:displayValue>                                    </ns11:times>
</ns11:availability>                        </ns11:phone>                        </ns11:type>
<ns11:lastModified date="2016-04-26T01:33:16.000Z"/>                    </ns11:contactPoint>
<ns11:contactPoint id="1180">                        <ns11:type>
<ns11:value>postal</ns11:value>
<ns11:displayValue>Postal</ns11:displayValue>                            <ns11:postal>
<ns11:type>                                    <ns5:value>billto</ns5:value>
<ns5:displayValue>Bill-to address</ns5:displayValue>                                    </ns11:type>
<ns11:address_1>345</ns11:address_1>                                <ns11:address_2>E Midfield
Rd</ns11:address_2>                                <ns11:city>Mountain View</ns11:city>
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<ns10:middleName>Derick</ns10:middleName>                <ns10:lastName>Hilton</ns10:lastName>
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<ns10:middleName>Russel</ns10:middleName> <ns10:lastName>Tierney</ns10:lastName>
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date="2016-04-26T01:22:06.000Z"/>                    </ns11:contactPoint>
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<ns5:displayValue>Twitter</ns5:displayValue>                                    </ns11:type>
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</ns11:type>                        <ns11:lastModified date="2016-04-26T01:22:06.000Z"/>
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</contactPersons>    </customer>    <customer id="1027">        <link rel="self"
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href="/system/ws/v12/interaction/case?customer=1027"/>        </cases>
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</ns10:contactPerson>            <ns10:contactPerson id="1031">
<ns10:isSystemCreated>false</ns10:isSystemCreated>
<ns10:salutation>Mr.</ns10:salutation>                <ns10:firstName>Kriag</ns10:firstName>
<ns10:middleName>Goldman</ns10:middleName>                <ns10:lastName>Francis</ns10:lastName>
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<ns5:displayValue>mobile</ns5:displayValue>                                    </ns11:type>
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<ns11:countryCode>1</ns11:countryCode>
<ns11:areaCode>408</ns11:areaCode>
<ns11:extension>102</ns11:extension>                                <ns11:availability>
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<ns5:displayValue>Bill-to address</ns5:displayValue>                                    </ns11:type>
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Rd</ns11:address_2>                                <ns11:city>Mountain View</ns11:city>
<ns11:state>Ca</ns11:state>                                <ns11:zip>98704</ns11:zip>
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</ns11:email>                      </ns11:type>                       <ns11:lastModified
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<ns10:salutation>Mrs.</ns10:salutation>              <ns10:firstName>Jeniffer</ns10:firstName>
<ns10:middleName>Goldman</ns10:middleName>              <ns10:lastName>Francis</ns10:lastName>
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Rd</ns11:address_2>                              <ns11:city>Mountain View</ns11:city>
<ns11:state>CO</ns11:state>                              <ns11:zip>98704</ns11:zip>
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</contactPersons>    </customer></customers>
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JSON

Request

Method	URL
GET	/ws/v12/interaction/customer/1027,1042,1043?$sort=customerName&$order=asc

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/json
Accept-Language	en-US

Response

HTTP/1.1 200 OK

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json

Response body


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"/system/ws/v12/interaction/case?customer=1043"            }            },
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"region": "Europe",                    "numberOfEmployees": "200",                    "revenues":
"1000000",                    "currency": "USD",                    "registrationNumber":
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"lastModified": {                "date": "2016-04-26T01:33:16.000Z"            },
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"lastModified": {                        "date": "2016-04-26T01:33:16.000Z"
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"firstName": "David",                        "middleName": "Osbon",
"lastName": "Stewart",                        "lastModified": {                            "date":
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"times": {                                "value": "mornings",
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}                        }                        },
"lastModified": {                        "date": "2016-04-26T01:33:16.000Z"
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"postal": {                        "type": {
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address"                        },
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"region": "United States"                                        }
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"id": 1181                                  },                                {
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"socialId": "DavidStewart"                                        }
},                                  "lastModified": {
"date": "2016-04-26T01:33:17.000Z"                                    },
"id": 1182                                  },                                {
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"displayValue": "URL",                                        "website": {
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"id": 1183                                  }                          ]
},                        "id": 1054                    },                    {
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}                                          }                                    },
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"id": 1186                                  },                                {
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"socialId": "vaman"                                        }
},                                  "lastModified": {
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"id": 1187                                  },                                {
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"id": 1188                                }                          ]
},                        "id": 1055                    }              ]            },
"id": 1043        },        {            "link": {                "rel": "self",
"href": "/system/ws/v12/interaction/customer/1042"            },            "cases": {
"link": {                    "rel": "case",                    "href":
"/system/ws/v12/interaction/case?customer=1042"                }            },
"customerName": "John Tierney",            "type": {                "value": "individual",
"displayValue": "Individual"            },            "lastModified": {                "date":
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"contactPerson": [                    {                        "isSystemCreated": false,
"salutation": "Mr.",                        "firstName": "John",
"middleName": "Russel",                        "lastName": "Tierney",
"lastModified": {                            "date": "2016-04-26T01:22:06.000Z"
},                        "contactPoints": {                            "contactPoint": [
{                                   "type": {                                        "value":
"phone",                                        "displayValue": "Telephone",
"phone": {                                            "type": {
"value": "home",                                                "displayValue": "home"
},                                            "phoneNo": "234 3456",
"countryCode": "1",                                            "areaCode": "408",
"extension": "102",                                            "availability": {
"days": {                                                    "value": "any_day",
"displayValue": "Any day"                                                    },
"times": {                                                    "value": "mornings",
"displayValue": "Mornings"                                                }
}                                        }                                    },
"lastModified": {                                        "date": "2016-04-26T01:22:06.000Z"
},                                   "id": 1174                                    },
{                                   "type": {                                        "value":
"postal",                                        "displayValue": "Postal",
"postal": {                                            "type": {
"value": "office",                                                "displayValue": "Office address"
},                                            "address_1": "345",
"address_2": "E Midfield Rd",                                            "city": "Mountain View",
"state": "Ca",                                            "zip": "98704",
"country": "USA",                                            "region": "United States"
}                                   },                                    "lastModified": {
"date": "2016-04-26T01:22:06.000Z"                                  },
"id": 1175                                },                                {
"type": {                                        "value": "email",
"displayValue": "Email",                                        "email": {
"emailAddress": "john.tierney@customer.com"                                        }
},                                   "lastModified": {
"date": "2016-04-26T01:22:06.000Z"                                  },
"id": 1176                                },                                {
"type": {                                        "value": "social",
"displayValue": "Social",                                        "social": {
"type": {                                                "value": "twitter",
"displayValue": "Twitter"                                            },
"socialId": "1234"                                        }                                    },
"lastModified": {                                        "date": "2016-04-26T01:22:06.000Z"
},                                   "id": 1177                                    },
{                                   "type": {                                        "value":
"web",                                        "displayValue": "URL",
"website": {                                            "url": "www.customer.com"
}                                   },                                    "lastModified": {
"date": "2016-04-26T01:22:06.000Z"                                  },
"id": 1178                                }                          ]
},                        "id": 1052                    }              ]            },
"id": 1042        },        {            "link": {                "rel": "self",
"href": "/system/ws/v12/interaction/customer/1027"            },            "cases": {
"link": {                    "rel": "case",                    "href":
"/system/ws/v12/interaction/case?customer=1027"                }            },
"customerName": "Unichem Laboratories Limited",            "type": {                "value":
"group",                "displayValue": "Group",                "group": {
"type": {                        "value": "membership",                        "displayValue":
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```
"Membership"                    },                    "region": "Europe",
"numberOfMembers": "12",                    "income": "1000000",                    "currency":
"USD",                    "registrationNumber": "324",                    "affiliation": "FCMA"
}            },            "lastModified": {                "date": "2016-04-26T00:49:41.000Z"
},            "contactPersons": {                "contactPerson": [                    {
"isSystemCreated": true,                        "firstName": "#*Default CP#1027*#",
"lastModified": {                        "date": "2015-12-31T00:25:19.000Z"
},                        "id": 1030                    },                    {
"isSystemCreated": false,                        "salutation": "Mr.",
"firstName": "Kriag",                        "middleName": "Goldman",
"lastName": "Francis",                        "lastModified": {                            "date":
"2015-12-31T00:25:19.000Z"                        },                        "contactPoints": {
"contactPoint": [                        {                            "type": {
"value": "phone",                                "displayValue": "Telephone",
"phone": {                                "type": {
"value": "mobile",                                    "displayValue": "mobile"
},                                "phoneNo": "234 3456",
"countryCode": "1",                                    "areaCode": "408",
"extension": "102",                                    "availability": {
"days": {                                        "value": "weekends",
"displayValue": "Weekends"                                    },
"times": {                                        "value": "anytime",
"displayValue": "Anytime"                                    }
}                            }                        },
"lastModified": {                            "date": "2015-12-31T00:25:19.000Z"
},                        "id": 1025                    },
{                        "type": {                            "value":
"postal",                            "displayValue": "Postal",
"postal": {                                "type": {
"value": "billto",                                    "displayValue": "Bill-to
address"                                },
"address_1": "345",                                    "address_2": "E Midfield Rd",
"city": "Mountain View",                                    "state": "Ca",
"zip": "98704",                                "country": "USA",
"region": "United States"                                }
},                        "lastModified": {
"date": "2015-12-31T00:25:19.000Z"                                },
"id": 1026                            },                            {
"type": {                                "value": "email",
"displayValue": "Email",                                "email": {
"emailAddress": "kriag.goldman@customer.com"                                }
},                        "lastModified": {
"date": "2015-12-31T00:25:19.000Z"                                },
"id": 1027                            },                            {
"type": {                                "value": "social",
"displayValue": "Social",                                "social": {
"type": {                                    "value": "community",
"displayValue": "Community"                                    },
"socialId": "vaman"                                }
},                        "lastModified": {
"date": "2015-12-31T00:25:19.000Z"                                },
"id": 1028                            },                            {
"type": {                                "value": "web",
"displayValue": "URL",                                    "website": {
"url": "www.fanvarman.com"                                    }
},                        "lastModified": {
"date": "2015-12-31T00:25:19.000Z"                                },
"id": 1029                            }                        ]
},                    "id": 1031                    },                    {
"isSystemCreated": false,                        "salutation": "Mrs.",
"firstName": "Jeniffer",                        "middleName": "Goldman",
"lastName": "Francis",                        "lastModified": {                            "date":
"2015-12-31T00:25:19.000Z"                        },                        "contactPoints": {
"contactPoint": [                        {                            "type": {
"value": "phone",                                "displayValue": "Telephone",
"phone": {                                "type": {
"value": "pager",                                    "displayValue": "pager"
},                                "phoneNo": "234-3456",
"countryCode": "1",                                    "areaCode": "408",
"extension": "102",                                    "availability": {
"days": {                                        "value": "weekends",
```

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"displayValue": "Weekends"                                                    },
"times": {                                                        "value": "day",
"displayValue": "Day"                                                    }
}                                          }                                        },
"lastModified": {                                          "date": "2015-12-31T00:25:19.000Z"
},                                      "id": 1030                                    },
{                                     "type": {                                          "value":
"postal",                                          "displayValue": "Postal",
"postal": {                                              "type": {
"value": "shipto",                                                  "displayValue": "Ship-to
address"                                                 },
"address_1": "345",                                              "address_2": "E Midfield Rd",
"city": "Mountain View",                                                "state": "CO",
"zip": "98704",                                                "country": "USA",
"region": "United States"                                            }
},                                      "lastModified": {
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"id": 1031                                  },                                    {
"type": {                                          "value": "email",
"displayValue": "Email",                                          "email": {
"emailAddress": "jenniffer.goldman@customer.com"                                        }
},                                      "lastModified": {
"date": "2015-12-31T00:25:19.000Z"                                        },
"id": 1032                                  },                                    {
"type": {                                          "value": "social",
"displayValue": "Social",                                          "social": {
"type": {                                                "value": "twitter",
"displayValue": "Twitter"                                                 },
"socialId": "jenniffer"                                             }
},                                      "lastModified": {
"date": "2015-12-31T00:25:19.000Z"                                        },
"id": 1033                                  },                                    {
"type": {                                          "value": "web",
"displayValue": "URL",                                            "website": {
"url": "www.unichem.com"                                             }
},                                      "lastModified": {
"date": "2015-12-31T00:25:19.000Z"                                        },
"id": 1034                                  }                                 ]
},                        "id": 1032                    }                ]            },
"id": 1027        }    ]}
```

Example 3 - Get all attributes for multiple customers sorted on custom attribute

This example demonstrates the following:

- Retrieving all attributes for multiple customers.
- Representation of all attributes of individual, group and corporate customer. This example also demonstrates the representation of all the attributes of contact person and all types of contact points.
- Sorting on a custom attribute in descending order

XML

Request

Method	URL
GET	`/ws/v12/interaction/customer/1027,1042,1043?$attribute=all&$sort=custom.credit_rating&$order=desc`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Accept-Language	en-US

Response

HTTP/1.1 200 OK

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml

Response body


```
<?xml version="1.0" encoding="UTF-8" standalone="yes" ?><customers
xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/customer"xmlns:ns2="http://bindings
.egain.com/ws/model/v12/gen/interaction/case"xmlns:ns3="http://bindings.egain.com/ws/model/v12/ge
n/interaction/activity"xmlns:ns4="http://bindings.egain.com/ws/model/v12/gen/platform"xmlns:ns5="
http://bindings.egain.com/ws/model/v12/gen/common"xmlns:ns6="http://bindings.egain.com/ws/model/v
12/gen/interaction/folder"xmlns:ns7="http://bindings.egain.com/ws/model/v12/gen/interaction/attac
hment"xmlns:ns8="http://bindings.egain.com/ws/model/v12/gen/mail/alias"xmlns:ns9="http://bindings
.egain.com/ws/model/v12/gen/live/entrypoint"xmlns:ns10="http://bindings.egain.com/ws/model/v12/ge
n/interaction/contactperson"xmlns:ns11="http://bindings.egain.com/ws/model/v12/gen/interaction/co
ntactpoint">    <customer id="1042">        <link rel="self"
href="/system/ws/v12/interaction/customer/1042"/>        <cases>            <ns2:link rel="case"
href="/system/ws/v12/interaction/case?customer=1042"/>        </cases>        <customerName>John
Tierney</customerName>        <type>            <value>individual</value>
<displayValue>Individual</displayValue>        </type>        <level>
<ns5:value>premium</ns5:value>            <ns5:displayValue>Premium</ns5:displayValue>
</level>        <preferredAgent id="1002">            <ns4:name>Frank</ns4:name>
<ns4:firstName>Frank</ns4:firstName>            <ns4:lastName>Robert</ns4:lastName>
</preferredAgent>        <role>            <ns5:value>partner</ns5:value>
<ns5:displayValue>Partner</ns5:displayValue>        </role>        <pin>0121</pin>
<howReferred>            <ns5:value>customer</ns5:value>
<ns5:displayValue>Customer</ns5:displayValue>        </howReferred>        <created
date="2016-04-26T01:22:06.000Z">            <ns5:user id="1002">
<ns4:name>Frank</ns4:name>                <ns4:firstName>Frank</ns4:firstName>
<ns4:lastName>Robert</ns4:lastName>            </ns5:user>        </created>        <lastModified
date="2016-04-26T18:23:02.000Z"/>        <industry>            <ns5:value>telecom</ns5:value>
<ns5:displayValue>Telecom</ns5:displayValue>        </industry>        <marketSegment>Medical
Products</marketSegment>        <entitlements>Free service</entitlements>
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<ns5:attribName>credit rating</ns5:attribName>                <ns5:attribValues>
<ns5:attribValue>                        <ns5:value>Good</ns5:value>
<ns5:displayValue>Good</ns5:displayValue>                    </ns5:attribValue>
</ns5:attribValues>            </ns5:customAttribute>            <ns5:customAttribute>
<ns5:attribName>preferred_lang</ns5:attribName>                <ns5:attribValues>
<ns5:attribValue>                        <ns5:value>English</ns5:value>
</ns5:attribValue>                </ns5:attribValues>            </ns5:customAttribute>
</customAttributes>        <contactPersons>            <ns10:contactPerson id="1052">
<ns10:isSystemCreated>false</ns10:isSystemCreated>
<ns10:salutation>Mr.</ns10:salutation>                <ns10:firstName>John</ns10:firstName>
<ns10:middleName>Russel</ns10:middleName>                <ns10:lastName>Tierney</ns10:lastName>
<ns10:loginId>johnt</ns10:loginId>                <ns10:lastModified
date="2016-04-26T01:22:06.000Z"/>                <ns10:jobTitle>Manager</ns10:jobTitle>
<ns10:employmentStatus>                    <ns5:value>intern</ns5:value>
<ns5:displayValue>Intern</ns5:displayValue>                </ns10:employmentStatus>
<ns10:dateOfBirth>1965-12-09T00:00:00.000Z</ns10:dateOfBirth>                <ns10:gender>
<ns5:value>male</ns5:value>                    <ns5:displayValue>Male</ns5:displayValue>
</ns10:gender>                <ns10:maritalStatus>
<ns5:value>married</ns5:value>                    <ns5:displayValue>Married</ns5:displayValue>
</ns10:maritalStatus>                <ns10:identification>
```

```
<ns10:type>Passport</ns10:type>                    <ns10:value>AE0000005</ns10:value>
</ns10:identification>                <ns10:type>
<ns5:value>billing</ns5:value>                    <ns5:displayValue>Billing</ns5:displayValue>
</ns10:type>                <ns10:firstNameFurigana>John</ns10:firstNameFurigana>
<ns10:middleNameFurigana>Russel</ns10:middleNameFurigana>
<ns10:lastNameFurigana>Tierney</ns10:lastNameFurigana>                <ns10:suffix>
<ns5:value>jr.</ns5:value>                    <ns5:displayValue>Jr.</ns5:displayValue>
</ns10:suffix>                <ns10:initials>A.</ns10:initials>
<ns10:startGreeting>Welcome</ns10:startGreeting>                <ns10:endGreeting>Thanks,
Byee</ns10:endGreeting>                <ns10:spouseName>Jenifer</ns10:spouseName>
<ns10:emergencyContact>0987654321</ns10:emergencyContact>
<ns10:secretQuestion>Place of Birth</ns10:secretQuestion>
<ns10:secretAnswer>Texas</ns10:secretAnswer>                <ns10:occupation>Branch
Manager</ns10:occupation>                <ns10:incomeLevel>60000-70000</ns10:incomeLevel>
<ns10:educationLevel>                <ns5:value>post graduate</ns5:value>
<ns5:displayValue>Post graduate</ns5:displayValue>                </ns10:educationLevel>
<ns10:race>Asian</ns10:race>                <ns10:dependents>4</ns10:dependents>
<ns10:isSmoker>true</ns10:isSmoker>                <ns10:hobbies>Fishing</ns10:hobbies>
<ns10:interests>Reading</ns10:interests>
<ns10:contactOrder>1984</ns10:contactOrder>
<ns10:hasDirectMailingConsent>true</ns10:hasDirectMailingConsent>
<ns10:hasDirectCallingConsent>true</ns10:hasDirectCallingConsent>
<ns10:hasHoldingDataConsent>true</ns10:hasHoldingDataConsent>
<ns10:customAttributes>                    <ns5:customAttribute>
<ns5:attribName>ext_id</ns5:attribName>                        <ns5:attribValues>
<ns5:attribValue>                            <ns5:value>TWER-345</ns5:value>
</ns5:attribValue>                        </ns5:attribValues>
</ns5:customAttribute>                </ns10:customAttributes>
<ns10:contactPoints>                    <ns11:contactPoint id="1174">
<ns11:type>                            <ns11:value>phone</ns11:value>
<ns11:displayValue>Telephone</ns11:displayValue>                                <ns11:phone>
<ns11:type>                                <ns5:value>home</ns5:value>
<ns5:displayValue>home</ns5:displayValue>                                    </ns11:type>
<ns11:phoneNo>234 3456</ns11:phoneNo>
<ns11:countryCode>1</ns11:countryCode>
<ns11:areaCode>408</ns11:areaCode>
<ns11:extension>102</ns11:extension>                                    <ns11:availability>
<ns11:days>                                <ns5:value>any_day</ns5:value>
<ns5:displayValue>Any day</ns5:displayValue>                                        </ns11:days>
<ns11:times>                                <ns5:value>mornings</ns5:value>
<ns5:displayValue>Mornings</ns5:displayValue>                                        </ns11:times>
</ns11:availability>                            </ns11:phone>                            </ns11:type>
<ns11:priority>                        <ns5:value>low</ns5:value>
<ns5:displayValue>Low</ns5:displayValue>                            </ns11:priority>
<ns11:lastModified date="2016-04-26T01:22:06.000Z"/>
<ns11:customAttributes>                                <ns5:customAttribute>
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<ns5:attribValues>                                    <ns5:attribValue>
<ns5:value>1</ns5:value>                                        </ns5:attribValue>
</ns5:attribValues>                            </ns5:customAttribute>
</ns11:customAttributes>                    </ns11:contactPoint>
<ns11:contactPoint id="1175">                            <ns11:type>
<ns11:value>postal</ns11:value>
<ns11:displayValue>Postal</ns11:displayValue>                                <ns11:postal>
<ns11:type>                                <ns5:value>office</ns5:value>
<ns5:displayValue>Office address</ns5:displayValue>                                    </ns11:type>
<ns11:address_1>345</ns11:address_1>                                    <ns11:address_2>E Midfield
Rd</ns11:address_2>                                <ns11:city>Mountain View</ns11:city>
<ns11:state>Ca</ns11:state>                                    <ns11:zip>98704</ns11:zip>
<ns11:country>USA</ns11:country>                                    <ns11:region>United
States</ns11:region>                            </ns11:postal>
</ns11:type>                        <ns11:priority>
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</ns11:priority>                        <ns11:lastModified date="2016-04-26T01:22:06.000Z"/>
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<ns5:attribValues>                                    <ns5:attribValue>
<ns5:value>2</ns5:value>                                        </ns5:attribValue>
</ns5:attribValues>                            </ns5:customAttribute>
</ns11:customAttributes>                    </ns11:contactPoint>
<ns11:contactPoint id="1176">                            <ns11:type>
```

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<ns11:value>email</ns11:value>
<ns11:displayValue>Email</ns11:displayValue>                          <ns11:email>
<ns11:emailAddress>john.tierney@customer.com</ns11:emailAddress>
</ns11:email>                      </ns11:type>                       <ns11:priority>
<ns5:value>low</ns5:value>                            <ns5:displayValue>Low</ns5:displayValue>
</ns11:priority>                        <ns11:lastModified date="2016-04-26T01:22:06.000Z"/>
<ns11:customAttributes>                             <ns5:customAttribute>
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<ns5:attribValues>                                    <ns5:attribValue>
<ns5:value>3</ns5:value>                                    </ns5:attribValue>
</ns5:attribValues>                           </ns5:customAttribute>
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<ns11:contactPoint id="1177">                         <ns11:type>
<ns11:value>social</ns11:value>
<ns11:displayValue>Social</ns11:displayValue>                          <ns11:social>
<ns11:type>                                   <ns5:value>twitter</ns5:value>
<ns5:displayValue>Twitter</ns5:displayValue>                              </ns11:type>
<ns11:socialId>1234</ns11:socialId>                        </ns11:social>
</ns11:type>                        <ns11:priority>
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</ns11:priority>                        <ns11:lastModified date="2016-04-26T01:22:06.000Z"/>
<ns11:customAttributes>                             <ns5:customAttribute>
<ns5:attribName>priority_sequence</ns5:attribName>
<ns5:attribValues>                                    <ns5:attribValue>
<ns5:value>4</ns5:value>                                    </ns5:attribValue>
</ns5:attribValues>                           </ns5:customAttribute>
</ns11:customAttributes>                    </ns11:contactPoint>
<ns11:contactPoint id="1178">                         <ns11:type>
<ns11:value>web</ns11:value>
<ns11:displayValue>URL</ns11:displayValue>                              <ns11:website>
<ns11:url>www.customer.com</ns11:url>                                </ns11:website>
</ns11:type>                        <ns11:priority>
<ns5:value>low</ns5:value>                            <ns5:displayValue>Low</ns5:displayValue>
</ns11:priority>                        <ns11:lastModified date="2016-04-26T01:22:06.000Z"/>
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<ns5:attribValues>                                    <ns5:attribValue>
<ns5:value>5</ns5:value>                                    </ns5:attribValue>
</ns5:attribValues>                           </ns5:customAttribute>
</ns11:customAttributes>                    </ns11:contactPoint>
</ns10:contactPoints>            </ns10:contactPerson>        </contactPersons>    </customer>
<customer id="1027">        <link rel="self" href="/system/ws/v12/interaction/customer/1027"/>
<cases>            <ns2:link rel="case" href="/system/ws/v12/interaction/case?customer=1027"/>
</cases>        <customerName>Unichem Laboratories Limited</customerName>        <type>
<value>group</value>            <displayValue>Group</displayValue>            <group>
<type>                    <ns5:value>membership</ns5:value>
<ns5:displayValue>Membership</ns5:displayValue>                </type>
<region>Europe</region>                <numberOfMembers>12</numberOfMembers>
<income>1000000</income>                <currency>USD</currency>
<registrationNumber>324</registrationNumber>                <affiliation>FCMA</affiliation>
</group>        </type>        <level>            <ns5:value>platinum</ns5:value>
<ns5:displayValue>Platinum</ns5:displayValue>        </level>        <preferredAgent id="1002">
<ns4:name>Frank</ns4:name>            <ns4:firstName>Frank</ns4:firstName>
<ns4:lastName>Robert</ns4:lastName>        </preferredAgent>        <role>
<ns5:value>partner</ns5:value>            <ns5:displayValue>Partner</ns5:displayValue>
</role>        <pin>0121</pin>        <howReferred>            <ns5:value>reseller</ns5:value>
<ns5:displayValue>Reseller</ns5:displayValue>        </howReferred>        <created
date="2015-12-31T00:25:19.000Z">            <ns5:user id="1002">
<ns4:name>Frank</ns4:name>                <ns4:firstName>Frank</ns4:firstName>
<ns4:lastName>Robert</ns4:lastName>            </ns5:user>        </created>        <lastModified
date="2016-04-26T18:23:02.000Z"/>        <industry>            <ns5:value>health care</ns5:value>
<ns5:displayValue>Health care</ns5:displayValue>        </industry>        <marketSegment>Medical
Products</marketSegment>        <entitlements>Free service</entitlements>
<customAttributes>            <ns5:customAttribute>
<ns5:attribName>credit_rating</ns5:attribName>                <ns5:attribValues>
<ns5:attribValue>                        <ns5:value>Excellent</ns5:value>
<ns5:displayValue>Excellent</ns5:displayValue>                    </ns5:attribValue>
</ns5:attribValues>            </ns5:customAttribute>        </customAttributes>
<contactPersons>            <ns10:contactPerson id="1030">
<ns10:isSystemCreated>true</ns10:isSystemCreated>                <ns10:firstName>#*Default
CP#1027*#</ns10:firstName>                <ns10:loginId>##login_default_cp#1027***</ns10:loginId>
```

```
<ns10:lastModified date="2015-12-31T00:25:19.000Z"/>
<ns10:isSmoker>true</ns10:isSmoker>
<ns10:hasDirectMailingConsent>true</ns10:hasDirectMailingConsent>
<ns10:hasDirectCallingConsent>true</ns10:hasDirectCallingConsent>
<ns10:hasHoldingDataConsent>true</ns10:hasHoldingDataConsent>
<ns10:customAttributes>                    <ns5:customAttribute>
<ns5:attribName>ext_id</ns5:attribName>                        <ns5:attribValues>
<ns5:attribValue>                                <ns5:value>NOT_SET</ns5:value>
</ns5:attribValue>                            </ns5:attribValues>
</ns5:customAttribute>                </ns10:customAttributes>            </ns10:contactPerson>
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<ns11:countryCode>1</ns11:countryCode>
<ns11:areaCode>408</ns11:areaCode>
<ns11:extension>102</ns11:extension>                                 <ns11:availability>
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<ns5:displayValue>Any day</ns5:displayValue>                                      </ns11:days>
```

```
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<ns5:displayValue>Bill-to address</ns5:displayValue>                                </ns11:type>
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<ns11:state>Ca</ns11:state>                                <ns11:zip>98704</ns11:zip>
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</ns11:email>                        </ns11:type>                        <ns11:priority>
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<ns5:displayValue>Twitter</ns5:displayValue>                                </ns11:type>
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</ns11:type>                        <ns11:priority>
<ns5:value>low</ns5:value>                            <ns5:displayValue>Low</ns5:displayValue>
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</ns5:attribValues>                            </ns5:customAttribute>
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<ns10:middleName>Derick</ns10:middleName>               <ns10:lastName>Hilton</ns10:lastName>
<ns10:loginId>JHilton</ns10:loginId>               <ns10:lastModified
date="2016-04-26T01:33:17.000Z"/>               <ns10:jobTitle>Manager</ns10:jobTitle>
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</ns10:gender>               <ns10:maritalStatus>
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</ns10:type>               <ns10:firstNameFurigana>Jack</ns10:firstNameFurigana>
<ns10:middleNameFurigana>Derick</ns10:middleNameFurigana>
<ns10:lastNameFurigana>Hilton</ns10:lastNameFurigana>               <ns10:suffix>
<ns5:value>sr.</ns5:value>                   <ns5:displayValue>Sr.</ns5:displayValue>
</ns10:suffix>               <ns10:initials>J.</ns10:initials>
<ns10:startGreeting>Hello</ns10:startGreeting>
<ns10:endGreeting>Byee</ns10:endGreeting>               <ns10:spouseName>Sara</ns10:spouseName>
<ns10:emergencyContact>0987654321</ns10:emergencyContact>
<ns10:priority>High</ns10:priority>               <ns10:secretQuestion>Place of
Birth</ns10:secretQuestion>               <ns10:secretAnswer>Texas</ns10:secretAnswer>
<ns10:occupation>Branch Manager</ns10:occupation>
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</ns10:educationLevel>               <ns10:race>Asian</ns10:race>
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<ns10:hasDirectMailingConsent>false</ns10:hasDirectMailingConsent>
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<ns10:hasHoldingDataConsent>true</ns10:hasHoldingDataConsent>
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<ns5:displayValue>home</ns5:displayValue>                    </ns11:type>
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<ns11:areaCode>408</ns11:areaCode>
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<ns5:displayValue>Any day</ns5:displayValue>                    </ns11:days>
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<ns11:type>                   <ns5:value>office</ns5:value>
<ns5:displayValue>Office address</ns5:displayValue>                    </ns11:type>
<ns11:address_1>345</ns11:address_1>                    <ns11:address_2>E Midfield
```

```
Rd</ns11:address_2>                                <ns11:city>Mountain View</ns11:city>
<ns11:state>Ca</ns11:state>                                <ns11:zip>98704</ns11:zip>
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</ns11:type>                        <ns11:priority>
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</ns11:email>                        </ns11:type>                        <ns11:priority>
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</ns10:contactPoints>           </ns10:contactPerson>       </contactPersons>
</customer></customers>
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JSON

Request

Method	URL
GET	/ws/v12/interaction/customer/1027,1042,1043?$attribute=all&$sort=custom.credit_rating&$order=desc

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/json
Accept-Language	en-US

Response

HTTP/1.1 200 OK

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json

Response body


```
{    "customer": [        {            "link": {                "rel": "self",
"href": "/system/ws/v12/interaction/customer/1042"            },            "cases": {
"link": {                    "rel": "case",                "href":
"/system/ws/v12/interaction/case?customer=1042"                }            },
"customerName": "John Tierney",            "type": {                "value": "individual",
"displayValue": "Individual"            },            "level": {                "value":
"premium",                "displayValue": "Premium"            },            "preferredAgent": {
"name": "Frank",                "firstName": "Frank",                "lastName": "Robert",
"id": 1002            },            "role": {                "value": "partner",
"displayValue": "Partner"            },            "pin": "0121",            "howReferred": {
"value": "customer",                "displayValue": "Customer"            },            "created":
{                "user": {                    "name": "Frank",                "firstName":
"Frank",                "lastName": "Robert",                "id": 1002                },
"date": "2016-04-26T01:22:06.000Z"            },            "lastModified": {
"date": "2016-04-26T18:23:02.000Z"            },            "industry": {                "value":
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"Medical Products",            "entitlements": "Free service",            "customAttributes": {
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"value": "Good",                    "displayValue": "Good"
}                ]                }            },
{                "attribName": "preferred_lang",                "attribValues": {
"attribValue": [                    {                    "value":
"English"                }                ]                }
}            ]            },            "contactPersons": {                "contactPerson": [
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"lastName": "Tierney",                "loginId": "johnt",
"lastModified": {                "date": "2016-04-26T01:22:06.000Z"
},                "jobTitle": "Manager",                "employmentStatus": {
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"value": "male",                "displayValue": "Male"            },
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"displayValue": "Married"                },                "identification": {
"type": "Passport",                "value": "AE0000005"                },
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"John",                "middleNameFurigana": "Russel",
"lastNameFurigana": "Tierney",                "suffix": {
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"initials": "A.",                "startGreeting": "Welcome",
"endGreeting": "Thanks, Byee",                "spouseName": "Jenifer",
"emergencyContact": "0987654321",                "secretQuestion": "Place of Birth",
"secretAnswer": "Texas",                "occupation": "Branch Manager",
"incomeLevel": "60000-70000",                "educationLevel": {
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},                "race": "Asian",                "dependents": "4",
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"hasHoldingDataConsent": "true",
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"attribValue": [
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]
},
"contactPoint": [
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"countryCode": "1",
"extension": "102",
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}
}
},
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},
"address_2": "E Midfield Rd",
"state": "Ca",
"country": "USA",
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"value": "low",
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"date": "2016-04-26T01:22:06.000Z"
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}
}
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"date": "2016-04-26T01:22:06.000Z"
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"attribValues": {
{
}
}
},
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"social",
"social": {
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},
```

```
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{
}
}
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"phoneNo": "234 3456",
"areaCode": "408",
"availability": {
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"value": "mornings",
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}
},
"value": "low",
},
"date": "2016-04-26T01:22:06.000Z"
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"value": "1"
]
}
]
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"type": {
"value":
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"type": {
"displayValue": "Office address"
"address_1": "345",
"city": "Mountain View",
"zip": "98704",
"region": "United States"
},
"priority": {
"displayValue": "Low"
"lastModified": {
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"customAttribute": [
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"attribValue": [
"value": "2"
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}
]
"id": 1175
},
"type": {
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"emailAddress": "john.tierney@customer.com"
},
"priority": {
"displayValue": "Low"
"lastModified": {
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"customAttribute": [
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"attribValue": [
"value": "3"
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]
"id": 1176
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"type": {
"value":
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"type": {
"displayValue": "Twitter"
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```
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}                                                    ]
}                                            }                                    ]
},                                    "id": 1177                                    },
{                                    "type": {                                    "value":
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}                                    },                                    "priority": {
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}                                                    ]
}                                            }                                    ]
},                                    "id": 1178                                    }
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]            },            "id": 1042        },        {            "link": {
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}            },            "level": {                "value": "platinum",
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"id": 1002            },            "role": {                "value": "partner",
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}                            ]                        }                    }                ]
},            "contactPersons": {                "contactPerson": [                    {
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"hasDirectCallingConsent": "true",                        "hasHoldingDataConsent": "true",
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```

```
"date": "2016-04-26T01:33:17.000Z"                                    },
"customAttributes": {                                        "customAttribute": [
{                                                  "attribName": "priority_sequence",
"attribValues": {                                                  "attribValue": [
{                                                            "value": "1"
}                                                      ]
}                                              }                                    ]
},                                      "id": 1187                              },
{                                      "type": {                                    "value":
"web",                                          "displayValue": "URL",
"website": {                                              "url": "www.jackderick.com"
}                                      },                                  "priority": {
"value": "low",                                         "displayValue": "Low"
},                                      "lastModified": {
"date": "2016-04-26T01:33:17.000Z"                                    },
"customAttributes": {                                        "customAttribute": [
{                                                  "attribName": "priority_sequence",
"attribValues": {                                                  "attribValue": [
{                                                            "value": "3"
}                                                      ]
}                                              }                                    ]
},                                      "id": 1188                              }
]                        },                          "id": 1055                  }
]            },            "id": 1043        }    ]}
```

Example 4 - Get additional attributes for a single customer

This example demonstrates the following:

- Retrieving additional attributes (including custom attribute) along with summary attributes for an individual customer.

XML

Request

Method	URL
GET	`/ws/v12/interaction/customer/1042?$attribute=level,custom.credit_rating`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Accept-Language	en-US

Response

HTTP/1.1 200 OK

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml

Response body

```
<?xml version="1.0" encoding="UTF-8" standalone="yes" ?><customers
xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/customer"xmlns:ns2="http://bindings
.egain.com/ws/model/v12/gen/interaction/case"xmlns:ns3="http://bindings.egain.com/ws/model/v12/ge
n/interaction/activity"xmlns:ns4="http://bindings.egain.com/ws/model/v12/gen/platform"xmlns:ns5="
http://bindings.egain.com/ws/model/v12/gen/common"xmlns:ns6="http://bindings.egain.com/ws/model/v
12/gen/interaction/folder"xmlns:ns7="http://bindings.egain.com/ws/model/v12/gen/interaction/attac
hment"xmlns:ns8="http://bindings.egain.com/ws/model/v12/gen/mail/alias"xmlns:ns9="http://bindings
.egain.com/ws/model/v12/gen/live/entrypoint"xmlns:ns10="http://bindings.egain.com/ws/model/v12/ge
n/interaction/contactperson"xmlns:ns11="http://bindings.egain.com/ws/model/v12/gen/interaction/co
ntactpoint">    <customer id="1042">        <link rel="self"
href="/system/ws/v12/interaction/customer/1042"/>        <cases>            <ns2:link rel="case"
href="/system/ws/v12/interaction/case?customer=1042"/>        </cases>        <customerName>John
Tierney</customerName>        <type>            <value>individual</value>
<displayValue>Individual</displayValue>        </type>        <level>
<ns5:value>premium</ns5:value>            <ns5:displayValue>Premium</ns5:displayValue>
</level>        <lastModified date="2016-04-26T02:02:12.000Z"/>        <customAttributes>
<ns5:customAttribute>                <ns5:attribName>credit_rating</ns5:attribName>
<ns5:attribValues>                    <ns5:attribValue>
<ns5:value>Good</ns5:value>                        <ns5:displayValue>Good</ns5:displayValue>
</ns5:attribValue>                </ns5:attribValues>            </ns5:customAttribute>
</customAttributes>        <contactPersons>            <ns10:contactPerson id="1052">
<ns10:isSystemCreated>false</ns10:isSystemCreated>
<ns10:salutation>Mr.</ns10:salutation>                <ns10:firstName>John</ns10:firstName>
<ns10:middleName>Russel</ns10:middleName>                <ns10:lastName>Tierney</ns10:lastName>
<ns10:lastModified date="2016-04-26T01:22:06.000Z"/>                <ns10:contactPoints>
<ns11:contactPoint id="1174">                        <ns11:type>
<ns11:value>phone</ns11:value>
<ns11:displayValue>Telephone</ns11:displayValue>                            <ns11:phone>
<ns11:type>                                <ns5:value>home</ns5:value>
<ns5:displayValue>home</ns5:displayValue>                                </ns11:type>
<ns11:phoneNo>234 3456</ns11:phoneNo>
<ns11:countryCode>1</ns11:countryCode>
<ns11:areaCode>408</ns11:areaCode>
<ns11:extension>102</ns11:extension>                                <ns11:availability>
<ns11:days>                                    <ns5:value>any_day</ns5:value>
<ns5:displayValue>Any day</ns5:displayValue>                                    </ns11:days>
<ns11:times>                                    <ns5:value>mornings</ns5:value>
<ns5:displayValue>Mornings</ns5:displayValue>                                    </ns11:times>
</ns11:availability>                            </ns11:phone>                        </ns11:type>
<ns11:lastModified date="2016-04-26T01:22:06.000Z"/>                    </ns11:contactPoint>
<ns11:contactPoint id="1175">                        <ns11:type>
<ns11:value>postal</ns11:value>
<ns11:displayValue>Postal</ns11:displayValue>                            <ns11:postal>
<ns11:type>                                <ns5:value>office</ns5:value>
<ns5:displayValue>Office address</ns5:displayValue>                                    </ns11:type>
<ns11:address_1>345</ns11:address_1>                                <ns11:address_2>E Midfield
Rd</ns11:address_2>                                <ns11:city>Mountain View</ns11:city>
<ns11:state>Ca</ns11:state>                                    <ns11:zip>98704</ns11:zip>
<ns11:country>USA</ns11:country>                                    <ns11:region>United
States</ns11:region>                            </ns11:postal>
</ns11:type>                        <ns11:lastModified date="2016-04-26T01:22:06.000Z"/>
</ns11:contactPoint>                    <ns11:contactPoint id="1176">
<ns11:type>                            <ns11:value>email</ns11:value>
<ns11:displayValue>Email</ns11:displayValue>                            <ns11:email>
<ns11:emailAddress>john.tierney@customer.com</ns11:emailAddress>
</ns11:email>                        </ns11:type>                        <ns11:lastModified
date="2016-04-26T01:22:06.000Z"/>                    </ns11:contactPoint>
<ns11:contactPoint id="1177">                        <ns11:type>
<ns11:value>social</ns11:value>
<ns11:displayValue>Social</ns11:displayValue>                            <ns11:social>
<ns11:type>                                <ns5:value>twitter</ns5:value>
<ns5:displayValue>Twitter</ns5:displayValue>                                </ns11:type>
<ns11:socialId>1234</ns11:socialId>                            </ns11:social>
</ns11:type>                        <ns11:lastModified date="2016-04-26T01:22:06.000Z"/>
</ns11:contactPoint>                    <ns11:contactPoint id="1178">
<ns11:type>                            <ns11:value>web</ns11:value>
<ns11:displayValue>URL</ns11:displayValue>                            <ns11:website>
<ns11:url>www.customer.com</ns11:url>                        </ns11:website>
```

```
</ns11:type>                        <ns11:lastModified date="2016-04-26T01:22:06.000Z"/>
</ns11:contactPoint>                </ns10:contactPoints>            </ns10:contactPerson>
</contactPersons>    </customer></customers>
```


JSON

Request

Method	URL
GET	/ws/v12/interaction/customer/1042?$attribute=level,custom.credit_rating

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/json
Accept-Language	en-US

Response

HTTP/1.1 200 OK

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json

Response body


```
{    "customer": [        {            "link": {                "rel": "self",
"href": "/system/ws/v12/interaction/customer/1042"            },            "cases": {
"link": {                    "rel": "case",                    "href":
"/system/ws/v12/interaction/case?customer=1042"                }            },
"customerName": "John Tierney",            "type": {                "value": "individual",
"displayValue": "Individual"            },            "level": {                "value":
"premium",                "displayValue": "Premium"            },            "lastModified": {
"date": "2016-04-26T02:02:12.000Z"            },            "customAttributes": {
"customAttribute": [                    {                        "attribName": "credit_rating",
"attribValues": {                        "attribValue": [                                {
"value": "Good",                                "displayValue": "Good"
}                            ]                        }                    }                ]
},            "contactPersons": {                "contactPerson": [                    {
"isSystemCreated": false,                        "salutation": "Mr.",
"firstName": "John",                        "middleName": "Russel",
"lastName": "Tierney",                        "lastModified": {                            "date":
"2016-04-26T01:22:06.000Z"                        },                        "contactPoints": {
"contactPoint": [                                {                                    "type": {
"value": "phone",                                        "displayValue": "Telephone",
"phone": {                                            "type": {
"value": "home",                                                "displayValue": "home"
},                                            "phoneNo": "234 3456",
"countryCode": "1",                                            "areaCode": "408",
"extension": "102",                                            "availability": {
"days": {                                                    "value": "any_day",
"displayValue": "Any day"                                                    },
"times": {                                                    "value": "mornings",
"displayValue": "Mornings"                                                    }
}                                        }                                        },
"lastModified": {                                        "date": "2016-04-26T01:22:06.000Z"
},                                    "id": 1174                                    },
```

```
{                                    "type": {                                        "value":
"postal",                                        "displayValue": "Postal",
"postal": {                                            "type": {
"value": "office",                                                "displayValue": "Office address"
},                                            "address_1": "345",
"address_2": "E Midfield Rd",                                          "city": "Mountain View",
"state": "Ca",                                          "zip": "98704",
"country": "USA",                                          "region": "United States"
}                                    },                                  "lastModified": {
"date": "2016-04-26T01:22:06.000Z"                                    },
"id": 1175                                },                                {
"type": {                                        "value": "email",
"displayValue": "Email",                                        "email": {
"emailAddress": "john.tierney@customer.com"                                        }
},                                    "lastModified": {
"date": "2016-04-26T01:22:06.000Z"                                    },
"id": 1176                                },                                {
"type": {                                        "value": "social",
"displayValue": "Social",                                        "social": {
"type": {                                                "value": "twitter",
"displayValue": "Twitter"                                            },
"socialId": "1234"                                        }                                    },
"lastModified": {                                        "date": "2016-04-26T01:22:06.000Z"
},                                    "id": 1177                                },
{                                    "type": {                                        "value":
"web",                                        "displayValue": "URL",
"website": {                                            "url": "www.customer.com"
}                                    },                                  "lastModified": {
"date": "2016-04-26T01:22:06.000Z"                                    },
"id": 1178                                }                            ]
},                        "id": 1052                    }                ]            },
"id": 1042        }    ]}
```

CustomerCommonInfoPage Class Reference

Detailed Description

Supported values of some Common Query Parameters that appear in Customer Resource APIs

NOTE: each *common parameter* described below is not necessarily supported by all Customer APIs. Therefore, first refer to specific API documentation to see which *common parameters* that API supports.

Values of $attribute common parameter supported by Customer Resource

Use `$attribute` to request additional attributes/elements of resource representation, beyond those always returned by server. The value of $attribute must be a comma separated list of attribute names. For example,

```
GET .../interaction/customer/1000?$attribute=level
```

```
GET .../interaction/customer/1000?$attribute=created,preferredAgent,custom.abc
```

```
GET .../interaction/customer/1000?$attribute=all
```

Name	Description	Schema/type returned by server
all	This is a special keyword that prompts server to return all available resource attributes. All attributes listed in this table as well as Additional Attributes of Contact Person and Additional Attributes of Contact Point will be returned.	N/A
level	Level of the customer	L10NString
preferredAgent	Preferred agent of the customer (ID and name)	User
role	Role of the customer (e.g., partner, reseller, customer)	L10NString
pin	Customer pin information	String
howReferred	Specifies how the customer was referred	L10NString
created	Customer creation details (user and date)	DateAndUser
industry	Industry that this customer belongs to	L10NString
marketSegment	Market segment of the	String

	customer	
entitlements	Entitlements of the customer	String
custom.<name>	Name of a custom attribute configured for customer object	CustomAttributes

Values of $sort common parameter supported by Customer Resource

Customers returned in server response are sorted based on the attribute supplied under `$sort` . See *Description* column below for specifics.

Name	Description
id	Results are sorted on customer IDs
type	Results are sorted on the type value of customer
customerName	Results are sorted on the customer name
custom.<name>	Results are sorted on supplied name of custom attribute of customer object

Summary attributes of Customer Resource

Customer Resource always returns `<customers>` representation, that contains one or more `<customer>` representations and `<paginationInfo>` element if applicable.

Customer summary

Name	Description	Type
id	Customer ID	Long
link	Self link that can be used to retrieve this customer	Link
cases	Field holding a link that can be used to retrieve all cases of this customer	Cases
customerName	Customer name	String
department	Department of the customer (ID and name). This is returned only if 'Customer departmentalization' setting is enabled.	Department
type	Type and type-specific details of the customer	Type
lastModified	Details of the last modification of the customer	DateAndUser

	(date and user info)	
contactPersons	All contact persons of this customer. This representation contains one or more `<contactPerson>` elements. See Contact Person summary below for details.	ContactPersons

Contact Person summary

Name	Description	Type
id	Contact Person ID	Long
isSystemCreated	Indicates whether this contact person was creates by the system	Boolean
salutation	Contact person's salutation	String
firstName	Contact person's first name	String
middleName	Contact person's middle name	String
lastName	Contact person's last name	String
loginId	Contact person's login ID	String
lastModified	Details of the last modification of this contact person (date and user info)	DateAndUser
contactPoints	All contact points of this contact person. This representation contains one or more `<contactPoint>` elements. See Contact Point summary below for details.	ContactPoints

Contact Point summary

Name	Description	Type
id	Contact point ID	Long
type	Type and type-specific details of the contact point. Each type consists of value, displayValue and one of "email", "phone", "postal", "website" or "social". See Contact Point type-specific summary below for details.	Type
lastModified	Details of the last modification of the contact point (date and user info)	DateAndUser

Contact Point type-specific summary

Name	Description	Type
email	Contact person's email details (emailAddress).	Email
phone	Contact person's telephone details (type, phoneNo, countryCode, areaCode, extension, availability).	Phone
postal	Contact person's postal details (type, address_1, address_2, city, state, zip, country, region).	Postal
website	Contact person's website details (url).	Website
social	Contact person's social details (type, socialId)	Social

Additional attributes of Customer Resource

Below are additional attributes of Contact Person and Contact Point representations that are returned by server if `$attribute=all` is requested by client. None of the below attributes can be requested by name. If `$attribute=all` is not supplied in client request, only summary attributes are returned for Contact Person and Contact Point representations. However, if `$attribute=all` is provided, both summary and all additional attributes of Contact Person and Contact Point are returned in server response.

Additional Attributes of Contact Person

The following additional contact person attributes are returned under *customers -> customer -> contactPersons->contactPerson* element in server response.

Name	Description	Type/schema returned by server
jobTitle	Contact person's job title	String
employmentStatus	Contact person's employment status	L10NString
dateOfBirth	Contact person's date of birth	DateTime
gender	Contact person's gender	L10NString
maritalStatus	Marital status of the contact person	L10NString
identification	Identification details of the	Identification

	contact person	
type	Contact person's type (e.g. billing, legal, shipping etc.)	L10NString
firstNameFurigana	Contact person's first name in furigana	String
middleNameFurigana	Contact person's middle name in furigana	String
lastNameFurigana	Contact person's last name in furigana	String
suffix	Contact person's suffix	L10NString
initials	Contact person's initials	String
startGreeting	String specifying start of greeting to use for this contact person	String
endGreeting	String specifying end of greeting to use for this contact person	String
spouseName	Spouse name of the contact person	String
emergencyContact	Emergency contact information of the contact person	String
priority	Priority of this contact person	String
secretQuestion	Secret question for password retrieval	String
secretAnswer	Answer to the secret question	String
occupation	Contact person's occupation	String
incomeLevel	Contact person's income level	String
educationLevel	Contact person's education level	L10NString
race	Contact person's race	String
dependents	Dependents of the contact person	String
isSmoker	A flag indicationg whether this contact person is a smoker	Boolean
hobbies	Contact person's hobbies	String
interests	Contact person's interests	String
contactOrder	Order in which this contact person should be contacted if there are multiple contact persons for the same customer	Int
hasDirectMailingConsent	A flag indicationg whether direct mailing consent is given by the contact person	Boolean
hasDirectCallingConsent	A flag indicationg whether direct calling consent is given by the contact person	Boolean
hasHoldingDataConsent	A flag indicationg whether holding data consent is given	Boolean

	by the contact person	
customAttributes	All custom attributes available for this Contact Person	CustomAttributes

Additional Attributes of Contact Point

The following additional contact point attributes are returned under *customers* -> *customer* -> *contactPersons* -> *contactPerson* -> *contactPoints* -> *contactPoint* element in server response.

Name	Description	Type
priority	Priority of the contact point	L10NString
customAttributes	All custom attributes available for this Contact Point	CustomAttributes

CustomerCommonInfoPage Class Reference

Detailed Description

Supported values of some Common Query Parameters that appear in Customer Resource APIs

NOTE: each *common parameter* described below is not necessarily supported by all Customer APIs. Therefore, first refer to specific API documentation to see which *common parameters* that API supports.

Values of $attribute common parameter supported by Customer Resource

Use `$attribute` to request additional attributes/elements of resource representation, beyond those always returned by server. The value of $attribute must be a comma separated list of attribute names. For example,

```
GET .../context/interaction/customer?$attribute=role
```

```
GET .../context/interaction/customer?$attribute=industry,marketSegment,custom.abc
```

```
GET .../context/interaction/customer?$attribute=all
```

Name	Description	Schema/type returned by server
all	This is a special keyword that prompts server to return all available resource attributes. All attributes listed in this table as well as contact-additional-attributes will be returned.	N/A
role	Role of the customer (e.g., partner, reseller, customer)	L10NString
pin	Customer pin information	String
industry	Industry that this customer belongs to	L10NString
marketSegment	Market segment of the customer	String
entitlements	Entitlements of the customer	String
custom.<name>	Name of a custom attribute configured for customer object	CustomAttributes

Summary attributes of Customer Resource

Customer Resource always returns `<customers>` representation, that contains one or more `<customer>` representations and `<paginationInfo>` element if applicable.

Customer summary

Name	Description	Type
id	Customer ID	Long
link	Self link that can be used to retrieve this customer	Link
cases	Field holding a link that can be used to retrieve all cases of this customer	Cases
customerName	Customer name	String
type	Type and type-specific details of the customer	Type
lastModified	Details of the last modification of the customer (date only)	DateAndUser
contacts	All contacts of this customer. This representation contains one or more `<contact>` elements. See Contact summary below for details.	Contacts

Contact summary

Name	Description	Type
id	Contact ID	Long
self	Indicates whether this is the logged in contact	String
firstName	Contact's first name	String
middleName	Contact's middle name	String
lastName	Contact's last name	String
lastModified	Details of the last modification of this contact (date only)	DateAndUser
email	Email details of this contact (ID, emailAddress and lastModified). `<contact>` element can contain one or more `<email>` elements.	Email
postal	Postal details of this contact (ID, type, address_1, address_2, city, state, zip, country, region and lastModified). `<contact>`	Postal

	element can contain one or more `<postal>` elements.	
phone	Phone details of this contact (ID, type, phoneNo, countryCode, areaCode, extension and lastModified). `<contact>` element can contain one or more `<phone>` elements.	Phone
website	Website details of this contact (ID, url and lastModified). `<contact>` element can contain one or more `<website>` elements.	Website
social	Social details of this contact (ID, type, socialId and lastModified). `<contact>` element can contain one or more `<social>` elements.	Social

Additional attributes of Customer Resource

Below are additional attributes of Contact representations that are returned by server if `$attribute=all` is requested by client. None of the below attributes can be requested by name. If `$attribute=all` is not supplied in client request, only summary attributes are returned for Contact representation. However, if `$attribute=all` is provided, both summary and all additional attributes of Contact are returned in server response.

Additional Attributes of Contact

The following additional contact attributes are returned under *customers -> customer -> contacts->contact* element in server response.

Name	Description	Type/schema returned by server
salutation	Contact's salutation	String
gender	Contact's gender	L10NString
identification	Identification details of the contact	Identification
suffix	Contact's suffix	L10NString
initials	Contact's initials	String
secretQuestion	Secret question for password retrieval	String
secretAnswer	Answer to the secret question	String
hasDirectMailingConsent	A flag indicationg whether direct mailing consent is	Boolean

	given by the contact	
hasDirectCallingConsent	A flag indicationg whether direct calling consent is given by the contact	Boolean
hasHoldingDataConsent	A flag indicationg whether holding data consent is given by the contact	Boolean
jobTitle	Contact's job title	String
employmentStatus	Contact's employment status	L10NString
priority	Priority of this contact	String
dateOfBirth	Contact's date of birth	DateTime
maritalStatus	Marital status of the contact	L10NString
type	Contact's type (e.g. billing, legal, shipping etc.)	L10NString
firstNameFurigana	Contact's first name in furigana	String
middleNameFurigana	Contact's middle name in furigana	String
lastNameFurigana	Contact's last name in furigana	String
startGreeting	String specifying start of greeting to use for this contact	String
endGreeting	String specifying end of greeting to use for this contact	String
spouseName	Spouse name of the contact	String
emergencyContact	Emergency contact information of the contact	String
occupation	Contact's occupation	String
incomeLevel	Contact's income level	String
educationLevel	Contact's education level	L10NString
race	Contact's race	String
dependents	Dependents of the contact	String
isSmoker	A flag indicationg whether this contact is a smoker	Boolean
hobbies	Contact's hobbies	String
interests	Contact's interests	String
contactOrder	Order in which this contact should be contacted if there are multiple contacts for the same customer	Int
customAttributes	All custom attributes available for this contact	CustomAttributes

CustomerGrantsCommonInfo Class Reference

Detailed Description

Supported values of common parameters and attributes in the Customer Grants APIs

Summary attributes of grants resource

The response will be a "grants" representation, having a "grantsOn" and a "grantsTo" attribute. Each of "grantsOn" and "grantsTo" will be included in the response only if it consists of at least one customer.

Name	Description	Schema/type
grantsOn	This will have the customers on whom the customer provided in the URI has grants on. Each customer will have: • id: id of the customer • link: Link to the details of the customer • customerName: Name of the customer	Customers
grantsTo	This will have the customers to whom the customer provided in the URI has provided grants. Each customer will have: • id: id of the customer • link: Link to the details of the customer • customerName: Name of the customer	Customers

CustomerGrantsCommonInfo Class Reference

Detailed Description

Supported values of common parameters and attributes in the Customer Grants APIs

Summary attributes of grants resource

The response will be a "grants" representation, having a "grantsOn" and a "grantsTo" attribute. Each of "grantsOn" and "grantsTo" will be included in the response only if it consists of at least one customer.

Name	Description	Schema/type
grantsOn	This will have the customers on whom the logged in customer has grants on. Each customer will have: • id: id of the customer • customerName: Name of the customer	Customers
grantsTo	This will have the customers to whom the logged in customer has provided grants. Each customer will have: • customerName: Name of the customer	Customers

CustomerGrantsInfoPage Class Reference

Detailed Description

Customer grants

Overview

A grant is an authorization given to a customer on another customer. If Customer A has grants on Customer B, then Customer A can:

1. View the activities, attachments and cases of customer B
2. Create new emails on behalf of customer B
3. Respond to emails on behalf of customer B

In terms of APIs, Customer A can execute the following APIs on behalf of Customer B

1. Activity:
    1. Get activity by ID
    2. Search for activities
    3. Create incoming email activity
    4. Create an email response to an activity

2. Activity attachments:
    1. Get details for all attachments of an activity
    2. Get attachment details

3. Case:
    1. Get case by ID
    2. Search for cases

Number of grants

A customer can have grants on at most 75 customers. Similarly, no more than 75 customers can have grants on a customer.

CustomerLoginExamples Class Reference

Detailed Description

Examples for Login Customer

Example 1 - Login a customer

This example demonstrates the following:

- Logging in a customer by providing valid credentials. This example assumes that 5 concurrent sessions for this customer do not exist, and hence, the API will be successful.

XML

Request

Method	URL
POST	`/ws/v15/context/authentication/user/login`

Request headers

Name	Value
Accept	application/xml
Content-Type	application/xml
Accept-Language	en-US

Request body:

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?><Login
xmlns="http://bindings.egain.com/ws/model/v15/gen/platform">    <userName>customer1</userName>
<password>password@123</password></Login>
```

Response:

HTTP/1.1 204 No Content

Response headers

Name	Values
X-egain-session	Newly generated session ID
Content-Type	`application/xml`

JSON

Request

Method	URL
POST	`/ws/v15/context/authentication/user/login`

Request headers :

Name	Value
Content-Type	application/json
Accept	application/json
Accept-Language	en-US

Request body:

```
{   "userName": "customer1",   "password": "password@123"}
```

Response:

HTTP/1.1 204 No Content

Response headers

Name	Values
X-egain-session	Newly generated session ID
Content-Type	application/json

Example 2 - Login a customer with forceLogin query parameter

This example demonstrates the following:

- Logging in a customer by providing valid credentials.
- Using the forceLogin query parameter in the request.

XML

Request

Method	URL
POST	/ws/v15/context/authentication/user/login?forceLogin=yes

Request headers

Name	Value
Accept	application/xml
Content-Type	application/xml
Accept-Language	en-US

Request body:

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?><Login
xmlns="http://bindings.egain.com/ws/model/v15/gen/platform">    <userName>customer1</userName>
<password>password@123</password></Login>
```

Response:

HTTP/1.1 204 No Content

Response headers

Name	Values

X-egain-session	Newly generated session ID
Content-Type	`application/xml`

JSON

Request

Method	URL
POST	`/ws/v15/context/authentication/user/login?forceLogin=yes`

Request headers :

Name	Value
Content-Type	`application/json`
Accept	application/json
Accept-Language	en-US

Request body:

```
{   "userName": "customer1",   "password": "password@123"}
```

Response:

HTTP/1.1 204 No Content

Response headers

Name	Values
X-egain-session	Newly generated session ID
Content-Type	`application/json`

CustomerLoginPage Class Reference

Detailed Description

Login Customer

Overview

This is an authentication API, which can be used by customers to log in to the application. Once authenticated, the customers can access Interaction APIs as well as Access APIs using the same session ID that is returned as part of the authentication.

Session ID, once expired, cannot be used again and a new session ID can be created by using this API.

Since

15.0.2

APIs

Method	URL	Description
POST	`/ws/v15/context/authentication/user/login`	Authenticates customers logging into the application.

Permissions

Licenses

Each of the below licenses will be consumed as part of this API. Hence, these must be installed and available for consumption:

- ECE SelfService
- ECE SelfService Advanced

Request

Request headers

Name	Description	Allowed values	Default value
Content-Type	Media type sent by the client.	`application/xml` or `application/json` or `multipart/form-data`	N/A
Accept	Content type	`application/x`	N/A

	accepted by the client.	`ml` or `application/json`	
Accept-Language	Language locale accepted by client (used for locale specific fields in resource representation and in error responses)	Supported 'Accept-Language' header codes	`default system language`

Request Body

The request body is mandatory. Request body can be in either XML or JSON format.

Elements required in the request body

Name	Description
userName	Login ID of the customer
password	Password corresponding to the login ID

Optional elements allowed in the request body

None

Supported API specific query parameters

Name	Description
forceLogin	This is an optional query parameter. The only possible value is "yes".the application, a maximum of 5 concurrent sessions are allowed for a customer. The sixth request will fail, unless this parameter is sent along with the request. If this parameter is sent by the client, the earliest session is terminated and a new session is created.

Supported common query parameters

None

Request body XML schemas:

- Login Schema

Response

Response headers

Name	Description	Possible values
X-egain-session	Newly generated session ID	N/A
Content-Type	Media type of response body	`application/xml` or `application/json`

Response body XML schemas:

- Error - used in case of error

HTTP status codes

Success Status codes

204 - No Content

- The customer was successfully authenticated. The new session identified will be sent as part of the response header "X-egain-session".

Failure Status codes

400 - Bad Request

- Any unsupported query parameter is sent in the request.
- The value of any of the query parameter is unsupported.
- Request body does not contain the required elements.
- An unsupported element is present in the request body.
- Request body is empty.

401 - Unauthorized

- If the customer cannot be authenticated using the supplied credentials.

403 - Forbidden

- If the user with username provided in request body currently has 5 active web service sessions and forceLogin query parameter with value "yes" is not sent in the request.

500 - Internal server error

Examples:

Example 1 - Login a customer
Example 2 - Login a customer with forceLogin query parameter

CustomerLogoutExamples Class Reference

Detailed Description

Examples for Logout Customer

Example 1 - Logout a customer when SP initiated SSO is disabled

This example demonstrates the following:

- Logging out a customer.
- Response when SP initiated single sign-on is disabled

XML

Request

Method	URL
POST	`/ws/v15/context/authentication/user/logout`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Accept-Language	en-US

Response:

HTTP/1.1 200 OK

Response headers

Name	Values
X-egain-session	terminated session ID
Content-Type	`application/xml`

Response body

```
<?xml version="1.0" encoding="UTF-8" standalone="yes" ?><logout
xmlns="http://bindings.egain.com/ws/model/v15/gen/platform">
<spAuthenticationEnabled>false</spAuthenticationEnabled></logout>
```

JSON

Request

Method	URL
POST	`/ws/v15/context/authentication/user/logout`

Request headers :

Name	Value
X-egain-session	Valid session ID
Accept	application/json
Accept-Language	en-US

Response:

HTTP/1.1 200 OK

Response headers

Name	Values
X-egain-session	terminated session ID
Content-Type	`application/json`

Response body

```
{    "spAuthenticationEnabled": false}
```

Example 2 - Logout a customer when SP initiated SSO is enabled

This example demonstrates the following:

- Logging out a customer.
- Response when SP initiated single sign-on is enabled.

XML

Request

Method	URL
POST	`/ws/v15/context/authentication/user/logout`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Accept-Language	en-US

Response:

HTTP/1.1 200 OK

Response headers

Name	Values
X-egain-session	terminated session ID
Content-Type	`application/xml`

Response body

```
<?xml version="1.0" encoding="UTF-8" standalone="yes" ?><logout
xmlns="http://bindings.egain.com/ws/model/v15/gen/platform">
<spAuthenticationEnabled>true</spAuthenticationEnabled>
<idpLogoutUrl>https://idp_server1.com/trust/saml2/http-redirect/slo/574499</idpLogoutUrl>
<samlRequest>PD94bWwgdmVyc2lvbj0iMS4wIiBlbmN...</samlRequest>    <providers>        <provider
id="186A0">            <idp>
<idpLogoutURL>https://idp_server1.com/trust/saml2/http-redirect/slo/574499</idpLogoutURL>
<samlRequest>PD94bWwgdmVyc2lvbj0iMS4wIiBlbmN...</samlRequest>            </idp>
<default>true</default>        </provider>        <provider id="186A1">            <idp>
<idpLogoutURL>https://idp_server2.com/trust/saml2/http-redirect/slo/574499</idpLogoutURL>
<samlRequest>XPD94bWwgdmVyc2lv...</samlRequest>            </idp>
<default>false</default>        </provider>    </providers></logout>
```

JSON

Request

Method	URL
POST	`/ws/v15/context/authentication/user/logout`

Request headers :

Name	Value
X-egain-session	Valid session ID
Accept	application/json
Accept-Language	en-US

Response:

HTTP/1.1 200 OK

Response headers

Name	Values
X-egain-session	terminated session ID
Content-Type	`application/json`

Response body

```
{    "spAuthenticationEnabled": true,    "idpLogoutUrl":
"https://idp_server1.com/trust/saml2/http-redirect/slo/574499",    "samlRequest":
"PD94bWwgdmVyc2lvbj0iMS4wIiBlbmN...",    "providers": {        "provider": [{            "idp": {
"idpLogoutURL": "https://idp_server1.com/trust/saml2/http-redirect/slo/574499",
"samlRequest": "PD94bWwgdmVyc2lvbj0iMS4wIiBlbmN..."            },            "default": true,
"id": "186A0"        }, {            "idp": {                "idpLogoutURL":
"https://idp_server2.com/trust/saml2/http-redirect/slo/574499",                "samlRequest":
"XPD94bWwgdmVyc2lv..."            },            "default": false,            "id": "186A1"
}]    }}
```

CustomerLogoutPage Class Reference

Detailed Description

Logout Customer

Overview

This API terminates an existing customer session. This API accepts customer's session ID and terminates the session.

Once the session is terminated, given session ID is no longer valid and cannot be used in any subsequent requests.

Since

15.0.2

APIs

Method	URL	Description
POST	`/ws/v15/context/authentication/user/logout`	Terminates an existing customer session.

Request

Request headers

Name	Description	Allowed values	Default value
X-egain-session	Session ID obtained from Login API response header	N/A	N/A
Accept	Content type accepted by the client.	`application/xml` or `application/json`	N/A
Accept-Language	Language locale accepted by client (used for locale specific fields in resource representation and in error responses)	Supported 'Accept-Language' header codes	`default system language`

Request Body

Request body is not allowed.

Supported API specific query parameters

None

Supported common query parameters

None

Response

Response headers

Name	Description	Possible values
X-egain-session	Session ID that was terminated	N/A
Content-Type	Media type of response body	`application/xml` or `application/json`

Response body XML schemas:

- Error - used in case of error
- Logout Schema - used in case of success

HTTP status codes

Success Status codes

200 - OK

- The customer session was successfully terminated.

Failure Status codes

400 - Bad Request

- Any query parameter is sent in the request.
- Request body is not empty.

401 - Unauthorized

- The header X-egain-session is not supplied.
- The session identified through X-egain-session is not a customer session.
- The customer session with the value supplied in X-egain-session header is not found.

500 - Internal server error

Examples:

Example 1 - Logout a customer when SP initiated SSO is disabled
Example 2 - Logout a customer when SP initiated SSO is enabled

Customers Class Reference

Public Member Functions

- BigInteger getCount ()
- java.util.List< Customer > getCustomer ()
- Link getLink ()
- PaginationInfo getPaginationInfo ()
- void setCount (BigInteger value)
- void setLink (Link value)
- void setPaginationInfo (PaginationInfo value)

Detailed Description

Customers Schema

This schema contains Customers type details.

XML Schema File

`model/v12/xsd/interaction/customer.xsd`

Name	Description	Type
`link`	`self` link	Link
`customer`	Customer details	Customer
`paginationInfo`	Pagination details of customers	PaginationInfo
`count`	Total count of customers	Int

Member Function Documentation

BigInteger getCount ()

Gets the value of the count property.

Returns:

possible object is BigInteger

java.util.List<Customer> getCustomer ()

Gets the value of the customer property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the customer property.

For example, to add a new item, do as follows:

```
getCustomer().add(newItem);
```

Objects of the following type(s) are allowed in the list Customer

Link getLink ()

Gets the value of the link property.

Returns:

possible object is Link

PaginationInfo getPaginationInfo ()

Gets the value of the paginationInfo property.

Returns:

possible object is PaginationInfo

void setCount (BigInteger *value*)

Sets the value of the count property.

Parameters:

value	allowed object is BigInteger

void setLink (Link *value*)

Sets the value of the link property.

Parameters:

value	allowed object is Link

void setPaginationInfo (PaginationInfo *value*)

Sets the value of the paginationInfo property.

Parameters:

value	allowed object is PaginationInfo

Customers Class Reference

Public Member Functions

- BigInteger getCount ()
- java.util.List< Customer > getCustomer ()
- Link getLink ()
- PaginationInfo getPaginationInfo ()
- void setCount (BigInteger value)
- void setLink (Link value)
- void setPaginationInfo (PaginationInfo value)

Detailed Description

Customers Schema

This schema contains Customers type details.

XML Schema File

`model/v15/xsd/interaction/customer.xsd`

Name	Description	Type
`link`	`self` link	Link
`customer`	Customer details	Customer
`paginationInfo`	Pagination details of customers	PaginationInfo
`count`	Total count of customers	Int

Member Function Documentation

BigInteger getCount ()

Gets the value of the count property.

Returns:

possible object is BigInteger

java.util.List<Customer> getCustomer ()

Gets the value of the customer property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the customer property.

For example, to add a new item, do as follows:

```
getCustomer().add(newItem);
```

Objects of the following type(s) are allowed in the list Customer

Link getLink ()

Gets the value of the link property.

Returns:

possible object is Link

PaginationInfo getPaginationInfo ()

Gets the value of the paginationInfo property.

Returns:

possible object is PaginationInfo

void setCount (BigInteger *value*)

Sets the value of the count property.

Parameters:

value	allowed object is BigInteger

void setLink (Link *value*)

Sets the value of the link property.

Parameters:

value	allowed object is Link

void setPaginationInfo (PaginationInfo *value*)

Sets the value of the paginationInfo property.

Parameters:

value	allowed object is PaginationInfo

CustomerSearchExamples Class Reference

Detailed Description

Examples for Customer Search

Example 1 - Search for customers by phone number with pagination parameters

This example demonstrates the following:

- Search for customers based on the phone number of their contact point.
- Sorting on customer type, in descending order
- Explicitly specifying the pagination parameters.
- Representation of the summary attributes of the customer
- Representation of paginated response, with links to previous and next pages.

XML

Request

Method	URL
GET	`ws/v12/interaction/customer?phone=10101010&$sort=type&$order=desc&$pagenum=3&$pagesize=2`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Accept-Language	en-US

Response

HTTP/1.1 200 OK

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml

Response body

```
<?xml version="1.0" encoding="UTF-8"?><ns7:customers
xmlns:ns7="http://bindings.egain.com/ws/model/v12/gen/interaction/customer"
xmlns="http://bindings.egain.com/ws/model/v12/gen/kb/topic"
xmlns:ns10="http://bindings.egain.com/ws/model/v12/gen/interaction/alias"
xmlns:ns11="http://bindings.egain.com/ws/model/v12/gen/interaction/entrypoint"
xmlns:ns2="http://bindings.egain.com/ws/model/v12/gen/platform"
xmlns:ns3="http://bindings.egain.com/ws/model/v12/gen/common"
```

```
xmlns:ns4="http://bindings.egain.com/ws/model/v12/gen/interaction/folder"
xmlns:ns5="http://bindings.egain.com/ws/model/v12/gen/interaction/case"
xmlns:ns6="http://bindings.egain.com/ws/model/v12/gen/interaction/activity"
xmlns:ns8="http://bindings.egain.com/ws/model/v12/gen/interaction/contactperson"
xmlns:ns9="http://bindings.egain.com/ws/model/v12/gen/interaction/contactpoint">   <ns7:link
rel="self"
href="/system/ws/v12/interaction/customer?phone=10101010&amp;$sort=type&amp;$order=desc&amp;$page
num=3&amp;$pagesize=2" />   <ns7:customer id="1012">      <ns7:link rel="self"
href="/system/ws/v12/interaction/customer/1012" />      <ns7:cases>         <ns5:link rel="case"
href="/system/ws/v12/interaction/case?customer=1012" />      </ns7:cases>
<ns7:customerName>Corp_Cust5</ns7:customerName>      <ns7:department id="1000">
<ns2:name>QA</ns2:name>      </ns7:department>      <ns7:type>
<ns7:value>corporate</ns7:value>         <ns7:displayValue>Corporate</ns7:displayValue>
</ns7:type>      <ns7:contactPersons>         <ns8:contactPerson id="1012">
<ns8:isSystemCreated>true</ns8:isSystemCreated>            <ns8:firstName>#*Default
CP#1012*#</ns8:firstName>            <ns8:contactPoints>               <ns9:contactPoint
id="1012">                  <ns9:type>                     <ns9:value>phone</ns9:value>
<ns9:displayValue>Telephone</ns9:displayValue>                     <ns9:phone>
<ns9:type>                           <ns3:value>office</ns3:value>
<ns3:displayValue>Office phone number</ns3:displayValue>                        </ns9:type>
<ns9:phoneNo>45345435</ns9:phoneNo>                        </ns9:phone>                  </ns9:type>
</ns9:contactPoint>               <ns9:contactPoint id="1013">                  <ns9:type>
<ns9:value>phone</ns9:value>                     <ns9:displayValue>Telephone</ns9:displayValue>
<ns9:phone>                        <ns9:type>
<ns3:value>pager</ns3:value>                           <ns3:displayValue>Pager</ns3:displayValue>
</ns9:type>                        <ns9:phoneNo>3456765</ns9:phoneNo>
</ns9:phone>                  </ns9:type>               </ns9:contactPoint>
<ns9:contactPoint id="1014">                  <ns9:type>
<ns9:value>phone</ns9:value>                     <ns9:displayValue>Telephone</ns9:displayValue>
<ns9:phone>                        <ns9:type>
<ns3:value>mobile</ns3:value>                           <ns3:displayValue>Cell</ns3:displayValue>
</ns9:type>                        <ns9:phoneNo>10101010</ns9:phoneNo>
</ns9:phone>                  </ns9:type>               </ns9:contactPoint>
</ns8:contactPoints>         </ns8:contactPerson>      </ns7:contactPersons>   </ns7:customer>
<ns7:customer id="1011">      <ns7:link rel="self" href="/system/ws/v12/interaction/customer/1011"
/>      <ns7:cases>         <ns5:link rel="case"
href="/system/ws/v12/interaction/case?customer=1011" />      </ns7:cases>
<ns7:customerName>Corp_Cust4</ns7:customerName>      <ns7:department id="1000">
<ns2:name>QA</ns2:name>      </ns7:department>      <ns7:type>
<ns7:value>corporate</ns7:value>         <ns7:displayValue>Corporate</ns7:displayValue>
<ns7:corporate />      </ns7:type>      <ns7:contactPersons>         <ns8:contactPerson id="1011">
<ns8:isSystemCreated>true</ns8:isSystemCreated>            <ns8:firstName>#*Default
CP#1011*#</ns8:firstName>            <ns8:contactPoints>               <ns9:contactPoint
id="1010">                  <ns9:type>                     <ns9:value>email</ns9:value>
<ns9:displayValue>Email</ns9:displayValue>                        <ns9:email>
<ns9:emailAddress>email2@xyz.com</ns9:emailAddress>                           </ns9:email>
</ns9:type>               </ns9:contactPoint>               <ns9:contactPoint id="1011">
<ns9:type>                     <ns9:value>phone</ns9:value>
<ns9:displayValue>Telephone</ns9:displayValue>                     <ns9:phone>
<ns9:type>                           <ns3:value>home</ns3:value>
<ns3:displayValue>Home phone number</ns3:displayValue>                        </ns9:type>
<ns9:phoneNo>10101010</ns9:phoneNo>                        </ns9:phone>                  </ns9:type>
</ns9:contactPoint>               </ns8:contactPoints>         </ns8:contactPerson>
</ns7:contactPersons>   </ns7:customer>   <ns7:paginationInfo>      <ns3:count>6</ns3:count>
<ns3:pagenum>3</ns3:pagenum>      <ns3:pagesize>2</ns3:pagesize>      <ns3:link rel="prev"
href="/system/ws/v12/interaction/customer?phone=10101010&amp;$sort=type&amp;$order=desc&amp;$page
num=2&amp;$pagesize=2" />   </ns7:paginationInfo></ns7:customers>
```


JSON

Request

Method	URL
GET	ws/v12/interaction/customer?phone=10101010&$sort=type&$order=desc&$pagenum=3&$pagesize=2

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/json
Accept-Language	en-US

Response

HTTP/1.1 200 OK

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json

Response body


```
{    "link": {        "rel": "self",        "href":
"/system/ws/v12/interaction/customer?phone=10101010&$sort=type&$order=desc&$pagenum=3&$pagesize=2
"    },    "customer": [        {            "id": 1012,            "link": {
"rel": "self",                "href": "/system/ws/v12/interaction/customer/1012"            },
"cases": {                "link": {                    "rel": "case",                    "href":
"/system/ws/v12/interaction/case?customer=1012"                }            },
"customerName": "Corp_Cust5",            "department": {                "id": 1000,
"name": "QA"            },            "type": {                "value": "corporate",
"displayValue": "Corporate"                            },            "contactPersons": {
"contactPerson": [                    {                        "id": 1012,
"isSystemCreated": true,                        "firstName": "#*Default CP#1012*#",
"contactPoints": {                            "contactPoint": [                                {
"id": 1012,                                    "type": {
"value": "phone",                                        "displayValue": "Telephone",
"phone": {                                            "type": {
"value": "office",                                                "displayValue": "Office phone
number"                                            },
"phoneNo": "45345435"                                        }
}                                    },                                {
"id": 1013,                                    "type": {
"value": "phone",                                        "displayValue": "Telephone",
"phone": {                                            "type": {
"value": "pager",                                                "displayValue": "Pager"
},                                            "phoneNo": "3456765"
}                                    }                                },
{                                    "id": 1014,                                    "type": {
"value": "phone",                                        "displayValue": "Telephone",
"phone": {                                            "type": {
"value": "mobile",                                                "displayValue": "Cell"
},                                            "phoneNo": "10101010"
}                                    }                                }
]                        }                    }                ]            }        },        {
"id": 1011,            "link": {                "rel": "self",                "href":
"/system/ws/v12/interaction/customer/1011"            },            "cases": {
"link": {                    "rel": "case",                    "href":
"/system/ws/v12/interaction/case?customer=1011"                }            },
"customerName": "Corp_Cust4",            "department": {                "id": 1000,
"name": "QA"            },            "type": {                "value": "corporate",
"displayValue": "Corporate",                "corporate": {                }            },
"contactPersons": {                "contactPerson": [                    {
"id": 1011,                        "isSystemCreated": true,                        "firstName":
"#*Default CP#1011*#",                        "contactPoints": {
"contactPoint": [                                {                                "id": 1010,
"type": {                                        "value": "email",
"displayValue": "Email",                                        "email": {
"emailAddress": "email2@xyz.com"                                        }
```

```
}                                   },                                  {
"id": 1011,                                        "type": {
"value": "phone",                                            "displayValue": "Telephone",
"phone": {                                                  "type": {
"value": "home",                                                      "displayValue": "Home phone number"
},                                                 "phoneNo": "10101010"
}                                       }                                   }
]                          }                       }                 ]             }         }    ],
"paginationInfo": {         "count": 6,         "pagenum": 3,         "pagesize": 2,         "link": [
{                  "rel": "prev",                  "href":
"/system/ws/v12/interaction/customer?phone=10101010&$sort=type&$order=desc&$pagenum=2&$pagesize=2
"             }         ]    }}
```

Example 2 - Search for customers by email address

This example demonstrates the following:

- Search for customers based on the email address of their contact point.
- Default sorting (on customerID, in ascending order)
- Specifying all attributes to be returned, and the representation of all the attributes in the response.

XML

Request

Method	URL
GET	`ws/v12/interaction/customer?email=paul.dermick@customer.com&$attribute=all`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Accept-Language	en-US

Response

HTTP/1.1 200 OK

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml

Response body


```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?><ns7:customers
xmlns="http://bindings.egain.com/ws/model/v12/gen/kb/topic"
xmlns:ns2="http://bindings.egain.com/ws/model/v12/gen/platform"
xmlns:ns3="http://bindings.egain.com/ws/model/v12/gen/common"
xmlns:ns4="http://bindings.egain.com/ws/model/v12/gen/interaction/folder"
xmlns:ns5="http://bindings.egain.com/ws/model/v12/gen/interaction/case"
xmlns:ns6="http://bindings.egain.com/ws/model/v12/gen/interaction/activity"
xmlns:ns7="http://bindings.egain.com/ws/model/v12/gen/interaction/customer"
xmlns:ns8="http://bindings.egain.com/ws/model/v12/gen/interaction/contactperson"
xmlns:ns9="http://bindings.egain.com/ws/model/v12/gen/interaction/contactpoint"
```

```
xmlns:ns10="http://bindings.egain.com/ws/model/v12/gen/interaction/alias"
xmlns:ns11="http://bindings.egain.com/ws/model/v12/gen/interaction/entrypoint">  <ns7:link
rel="self"
href="/system/ws/v12/interaction/customer?email=paul.dermick@customer.com&$attribute=all"/>
<ns7:customer id="1036">    <ns7:link rel="self" href="/system/ws/v12/interaction/customer/1036"/>
<ns7:cases>      <ns5:link rel="case" href="/system/ws/v12/interaction/case?customer=1036"/>
</ns7:cases>    <ns7:customerName>Paul Dermick</ns7:customerName>    <ns7:department id="999">
<ns2:name>Service</ns2:name>    </ns7:department>    <ns7:type>
<ns7:value>individual</ns7:value>      <ns7:displayValue>Individual</ns7:displayValue>
</ns7:type>    <ns7:level>      <ns3:value>platinum</ns3:value>
<ns3:displayValue>Platinum</ns3:displayValue>    </ns7:level>    <ns7:preferredAgent id="1015">
<ns2:name>jenny</ns2:name>      <ns2:firstName>Jenny</ns2:firstName>
<ns2:lastName>Anthony</ns2:lastName>    </ns7:preferredAgent>    <ns7:created
date="2014-12-24T08:39:14.000Z">      <ns3:user id="12">        <ns2:name>system</ns2:name>
<ns2:firstName>System</ns2:firstName>        <ns2:lastName>Services</ns2:lastName>
</ns3:user>    </ns7:created>    <ns7:customAttributes>      <ns3:customAttribute>
<ns3:attribName>prefered_lang</ns3:attribName>        <ns3:attribValues>
<ns3:attribValue>            <ns3:value>English</ns3:value>          </ns3:attribValue>
</ns3:attribValues>      </ns3:customAttribute>      <ns3:customAttribute>
<ns3:attribName>credit_rating</ns3:attribName>        <ns3:attribValues>
<ns3:attribValue>            <ns3:value>Good</ns3:value>          </ns3:attribValue>
</ns3:attribValues>      </ns3:customAttribute>      <ns3:customAttribute>
<ns3:attribName>setup_in</ns3:attribName>        <ns3:attribValues>          <ns3:attribValue>
<ns3:value>1234</ns3:value>          </ns3:attribValue>        </ns3:attribValues>
</ns3:customAttribute>      <ns3:customAttribute>
<ns3:attribName>license_yrs</ns3:attribName>        <ns3:attribValues>          <ns3:attribValue>
<ns3:value>12</ns3:value>          </ns3:attribValue>        </ns3:attribValues>
</ns3:customAttribute>    </ns7:customAttributes>    <ns7:contactPersons>      <ns8:contactPerson
id="1038">        <ns8:isSystemCreated>false</ns8:isSystemCreated>
<ns8:salutation>Mr.</ns8:salutation>        <ns8:firstName>Paul</ns8:firstName>
<ns8:middleName>Dean</ns8:middleName>        <ns8:lastName>Dermick</ns8:lastName>
<ns8:loginId>      1038login</ns8:loginId>        <ns8:jobTitle>Manager</ns8:jobTitle>
<ns8:employmentStatus>          <ns3:value>full-time</ns3:value>
<ns3:displayValue>Full-time</ns3:displayValue>        </ns8:employmentStatus>
<ns8:dateOfBirth>1970-12-24T00:00:00.000Z</ns8:dateOfBirth>        <ns8:gender>
<ns3:value>male</ns3:value>          <ns3:displayValue>Male</ns3:displayValue>
</ns8:gender>        <ns8:maritalStatus>          <ns3:value>married</ns3:value>
<ns3:displayValue>Married</ns3:displayValue>        </ns8:maritalStatus>
<ns8:identification>          <ns8:type>License</ns8:type>
<ns8:value>DL234123-9</ns8:value>        </ns8:identification>        <ns8:type>
<ns3:value>shipping</ns3:value>          <ns3:displayValue>Shipping</ns3:displayValue>
</ns8:type>        <ns8:firstNameFurigana>Paul</ns8:firstNameFurigana>
<ns8:middleNameFurigana>Jean</ns8:middleNameFurigana>
<ns8:lastNameFurigana>Dermick</ns8:lastNameFurigana>        <ns8:suffix>
<ns3:value>jr.</ns3:value>          <ns3:displayValue>Jr.</ns3:displayValue>        </ns8:suffix>
<ns8:initials>DK</ns8:initials>        <ns8:startGreeting>Hello</ns8:startGreeting>
<ns8:endGreeting>Regards</ns8:endGreeting>        <ns8:spouseName>Lisa</ns8:spouseName>
<ns8:emergencyContact>4082321212</ns8:emergencyContact>        <ns8:secretQuestion>Country of
birth</ns8:secretQuestion>        <ns8:secretAnswer>USA</ns8:secretAnswer>
<ns8:occupation>Manufacturing</ns8:occupation>
<ns8:incomeLevel>70000-100000</ns8:incomeLevel>        <ns8:race>Asian</ns8:race>
<ns8:dependents>2</ns8:dependents>        <ns8:isSmoker>true</ns8:isSmoker>
<ns8:hobbies>Hiking, Movies</ns8:hobbies>        <ns8:interests>Gadgets</ns8:interests>
<ns8:contactOrder>2314</ns8:contactOrder>
<ns8:hasDirectMailingConsent>true</ns8:hasDirectMailingConsent>
<ns8:hasDirectCallingConsent>true</ns8:hasDirectCallingConsent>
<ns8:hasHoldingDataConsent>true</ns8:hasHoldingDataConsent>        <ns8:contactPoints>
<ns9:contactPoint id="1058">            <ns9:type>              <ns9:value>email</ns9:value>
<ns9:displayValue>Email</ns9:displayValue>              <ns9:email>
<ns9:emailAddress>paul.dermick@customer.com</ns9:emailAddress>              </ns9:email>
</ns9:type>            <ns9:lastModified date="2014-12-24T08:39:14.000Z"/>
</ns9:contactPoint>          <ns9:contactPoint id="1060">            <ns9:type>
<ns9:value>phone</ns9:value>              <ns9:displayValue>Telephone</ns9:displayValue>
<ns9:phone>                <ns9:type>                  <ns3:value>mobile</ns3:value>
<ns3:displayValue>Cell</ns3:displayValue>                </ns9:type>
<ns9:phoneNo>234 3456</ns9:phoneNo>                <ns9:countryCode>1</ns9:countryCode>
<ns9:areaCode>408</ns9:areaCode>              </ns9:phone>            </ns9:type>
<ns9:lastModified date="2014-12-24T09:15:02.000Z"/>          </ns9:contactPoint>
</ns8:contactPoints>      </ns8:contactPerson>    </ns7:contactPersons>  </ns7:customer>
<ns7:paginationInfo>    <ns3:count>1</ns3:count>    <ns3:pagenum>1</ns3:pagenum>
<ns3:pagesize>25</ns3:pagesize>  </ns7:paginationInfo></ns7:customers>
```

JSON

Request

Method	URL
GET	`ws/v12/interaction/customer?email=paul.dermick@customer.com&$attribute=all`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/json
Accept-Language	en-US

Response

HTTP/1.1 200 OK

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json

Response body


```
{    "link": {        "rel": "self",        "href":
"/system/ws/v12/interaction/customer?email=paul.dermick@customer.com&$attribute=all"    },
"customer": [        {            "id": 1036,            "link": {                "rel": "self",
"href": "/system/ws/v12/interaction/customer/1036"            },            "cases": {
"link": {                    "rel": "case",                    "href":
"/system/ws/v12/interaction/case?customer=1036"                }            },
"customerName": "Paul Dermick",            "department": {                "id": 999,
"name": "Service"            },            "type": {                "value": "individual",
"displayValue": "Individual"            },            "level": {                "value":
"platinum",                "displayValue": "Platinum"            },            "preferredAgent": {
"id": 1015,                "name": "jenny",                "firstName": "Jenny",
"lastName": "Anthony"            },            "created": {                "date":
"2014-12-24T08:39:14.000Z",                "user": {                    "id": 12,
"name": "system",                    "firstName": "System",                    "lastName":
"Services"                }            },            "customAttributes": {
"customAttribute": [                    {                        "attribName": "prefered_lang",
"attribValues": {                            "attribValue": [                                {
"value": "English"                            }                        ]
}                    },                    {                        "attribName":
"credit_rating",                    "attribValues": {
"attribValue": [                            {                                "value":
"Good"                        }                    ]                }
},                {                        "attribName": "setup_in",
"attribValues": {                        "attribValue": [                                {
"value": "1234"                        }                    ]
}                    },                    {                        "attribName": "license_yrs",
"attribValues": {                        "attribValue": [                                {
"value": "12"                        }                    ]
}                }                ]            },            "contactPersons": {
"contactPerson": [                {                    "id": 1038,
"isSystemCreated": false,                    "salutation": "Mr.",
"firstName": "Paul",                    "middleName": "Dean",
"lastName": "Dermick",                    "loginId": "      1038login",
"jobTitle": "Manager",                    "employmentStatus": {
```

```
"value": "full-time",                              "displayValue": "Full-time"
},                        "dateOfBirth": "1970-12-24T00:00:00.000Z",
"gender": {                          "value": "male",                          "displayValue":
"Male"                        },                        "maritalStatus": {
"value": "married",                            "displayValue": "Married"                        },
"identification": {                            "type": "License",
"value": "DL234123-9"                        },                        "type": {
"value": "shipping",                             "displayValue": "Shipping"
},                        "firstNameFurigana": "Paul",
"middleNameFurigana": "Jean",                        "lastNameFurigana": "Dermick",
"suffix": {                          "value": "jr.",                          "displayValue":
"Jr."                        },                        "initials": "DK",
"startGreeting": "Hello",                        "endGreeting": "Regards",
"spouseName": "Lisa",                        "emergencyContact": "4082321212",
"secretQuestion": "Country of birth",                        "secretAnswer": "USA",
"occupation": "Manufacturing",                        "incomeLevel": "70000-100000",
"race": "Asian",                        "dependents": "2",                        "isSmoker":
true,                        "hobbies": "Hiking, Movies",                        "interests":
"Gadgets",                        "contactOrder": 2314,
"hasDirectMailingConsent": true,                        "hasDirectCallingConsent": true,
"hasHoldingDataConsent": true,                        "contactPoints": {
"contactPoint": [                                {                                "id": 1058,
"type": {                                        "value": "email",
"displayValue": "Email",                                        "email": {
"emailAddress": "paul.dermick@customer.com"                                        }
},                                    "lastModified": {
"date": "2014-12-24T08:39:14.000Z"                                        }
},                                {                                        "id": 1060,
"type": {                                        "value": "phone",
"displayValue": "Telephone",                                        "phone": {
"type": {                                                "value": "mobile",
"displayValue": "Cell"                                                },
"phoneNo": "234 3456",                                                "countryCode": "1",
"areaCode": "408"                                                }                                        },
"lastModified": {                                                "date": "2014-12-24T09:15:02.000Z"
}                                }                                ]                        }
}                ]            }        }    ],    "paginationInfo": {        "count": 1,
"pagenum": 1,        "pagesize": 25    }}
```

Example 3 - Search for customers by custom attribute with range parameters

This example demonstrates the following:

- Search for customers on a custom attribute. In this example, we search on custom attribute credit_rating with the value of 'Good'.
- Specifying the range parameters. Since range parameters are specified, the response does not contain paginationInfo node.
- Sorting on a custom attribute, using default order (ascending order).
- Specifying additional attributes to be sent in the response. In this example, the additional attributes level and custom attribute credit_rating. This also shows the representation of the additional attributes in the response.

XML

Request

Method	URL
GET	`ws/v12/interaction/customer?custom.credit_rating=Good&$sort=custom.credit_rating&$attribute=level,custom.credit_rating&$rangestart=2&$rangesize=4`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Accept-Language	en-US

Response

HTTP/1.1 200 OK

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml

Response body

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?><ns7:customers
xmlns="http://bindings.egain.com/ws/model/v12/gen/kb/topic"
xmlns:ns2="http://bindings.egain.com/ws/model/v12/gen/platform"
xmlns:ns3="http://bindings.egain.com/ws/model/v12/gen/common"
xmlns:ns4="http://bindings.egain.com/ws/model/v12/gen/interaction/folder"
xmlns:ns5="http://bindings.egain.com/ws/model/v12/gen/interaction/case"
xmlns:ns6="http://bindings.egain.com/ws/model/v12/gen/interaction/activity"
xmlns:ns7="http://bindings.egain.com/ws/model/v12/gen/interaction/customer"
xmlns:ns8="http://bindings.egain.com/ws/model/v12/gen/interaction/contactperson"
xmlns:ns9="http://bindings.egain.com/ws/model/v12/gen/interaction/contactpoint"
xmlns:ns10="http://bindings.egain.com/ws/model/v12/gen/interaction/alias"
xmlns:ns11="http://bindings.egain.com/ws/model/v12/gen/interaction/entrypoint">  <ns7:link
rel="self"
href="/system/ws/v12/interaction/customer?custom.credit_rating=Good&$sort=custom.credit_rating&$a
ttribute=level,custom.credit_rating&$rangestart=2&$rangesize=4"/>  <ns7:customer id="1036">
<ns7:link rel="self" href="/system/ws/v12/interaction/customer/1036"/>    <ns7:cases>
<ns5:link rel="case" href="/system/ws/v12/interaction/case?customer=1036"/>    </ns7:cases>
<ns7:customerName>Paul Dermick</ns7:customerName>    <ns7:department id="999">
<ns2:name>Service</ns2:name>    </ns7:department>    <ns7:type>
<ns7:value>individual</ns7:value>      <ns7:displayValue>Individual</ns7:displayValue>
</ns7:type>    <ns7:level>      <ns3:value>platinum</ns3:value>
<ns3:displayValue>Platinum</ns3:displayValue>    </ns7:level>    <ns7:customAttributes>
<ns3:customAttribute>        <ns3:attribName>credit_rating</ns3:attribName>
<ns3:attribValues>          <ns3:attribValue>            <ns3:value>Good</ns3:value>
</ns3:attribValue>        </ns3:attribValues>      </ns3:customAttribute>
</ns7:customAttributes>    <ns7:contactPersons>      <ns8:contactPerson id="1038">
<ns8:isSystemCreated>false</ns8:isSystemCreated>        <ns8:salutation>Mr.</ns8:salutation>
<ns8:firstName>Paul</ns8:firstName>        <ns8:middleName>Dean</ns8:middleName>
<ns8:lastName>Dermick</ns8:lastName>        <ns8:contactPoints>          <ns9:contactPoint
id="1058">            <ns9:type>              <ns9:value>email</ns9:value>
<ns9:displayValue>Email</ns9:displayValue>              <ns9:email>
<ns9:emailAddress>paul.dermick@customer.com</ns9:emailAddress>              </ns9:email>
</ns9:type>          </ns9:contactPoint>          <ns9:contactPoint id="1060">
<ns9:type>              <ns9:value>phone</ns9:value>
<ns9:displayValue>Telephone</ns9:displayValue>              <ns9:phone>                <ns9:type>
<ns3:value>mobile</ns3:value>                  <ns3:displayValue>Cell</ns3:displayValue>
</ns9:type>                <ns9:phoneNo>234 3456</ns9:phoneNo>
<ns9:countryCode>1</ns9:countryCode>                <ns9:areaCode>408</ns9:areaCode>
</ns9:phone>            </ns9:type>          </ns9:contactPoint>        </ns8:contactPoints>
</ns8:contactPerson>    </ns7:contactPersons>  </ns7:customer>  <ns7:customer id="1040">
<ns7:link rel="self" href="/system/ws/v12/interaction/customer/1040"/>    <ns7:cases>
<ns5:link rel="case" href="/system/ws/v12/interaction/case?customer=1040"/>    </ns7:cases>
<ns7:customerName>Svara Bank</ns7:customerName>    <ns7:department id="999">
<ns2:name>Service</ns2:name>    </ns7:department>    <ns7:type>
<ns7:value>corporate</ns7:value>      <ns7:displayValue>Corporate</ns7:displayValue>
<ns7:corporate>        <ns7:region>United States</ns7:region>
```

```
<ns7:numberOfEmployees>234</ns7:numberOfEmployees>        <ns7:revenues>220000000</ns7:revenues>
<ns7:currency>USD</ns7:currency>        <ns7:registrationNumber>56809</ns7:registrationNumber>
<ns7:sector>Banking</ns7:sector>      </ns7:corporate>    </ns7:type>    <ns7:level>
<ns3:value>gold</ns3:value>      <ns3:displayValue>Gold</ns3:displayValue>    </ns7:level>
<ns7:customAttributes>      <ns3:customAttribute>
<ns3:attribName>credit_rating</ns3:attribName>        <ns3:attribValues>
<ns3:attribValue>            <ns3:value>Good</ns3:value>          </ns3:attribValue>
</ns3:attribValues>      </ns3:customAttribute>    </ns7:customAttributes>
<ns7:contactPersons>      <ns8:contactPerson id="1040">
<ns8:isSystemCreated>true</ns8:isSystemCreated>        <ns8:firstName>#*Default
CP#1040*#</ns8:firstName>        <ns8:contactPoints>          <ns9:contactPoint id="1067">
<ns9:type>              <ns9:value>phone</ns9:value>
<ns9:displayValue>Telephone</ns9:displayValue>              <ns9:phone>                <ns9:type>
<ns3:value>office</ns3:value>                  <ns3:displayValue>Office phone
number</ns3:displayValue>               </ns9:type>
<ns9:phoneNo>10101010</ns9:phoneNo>              </ns9:phone>           </ns9:type>
</ns9:contactPoint>          <ns9:contactPoint id="1070">           <ns9:type>
<ns9:value>phone</ns9:value>              <ns9:displayValue>Telephone</ns9:displayValue>
<ns9:phone>                <ns9:type>                  <ns3:value>home</ns3:value>
<ns3:displayValue>Home phone number</ns3:displayValue>                </ns9:type>
<ns9:phoneNo>234 3456</ns9:phoneNo>                <ns9:countryCode>1</ns9:countryCode>
</ns9:phone>            </ns9:type>          </ns9:contactPoint>        </ns8:contactPoints>
</ns8:contactPerson>      <ns8:contactPerson id="1041">
<ns8:isSystemCreated>false</ns8:isSystemCreated>        <ns8:salutation>Mr.</ns8:salutation>
<ns8:firstName>Fan</ns8:firstName>        <ns8:middleName>Derick</ns8:middleName>
<ns8:lastName>Vanman</ns8:lastName>        <ns8:contactPoints>          <ns9:contactPoint
id="1066">            <ns9:type>              <ns9:value>social</ns9:value>
<ns9:displayValue>Social</ns9:displayValue>              <ns9:social>               <ns9:type>
<ns3:value>twitter</ns3:value>                  <ns3:displayValue>Twitter</ns3:displayValue>
</ns9:type>               <ns9:socialId>vaman</ns9:socialId>              </ns9:social>
</ns9:type>          </ns9:contactPoint>          <ns9:contactPoint id="1064">
<ns9:type>              <ns9:value>postal</ns9:value>
<ns9:displayValue>Postal</ns9:displayValue>              <ns9:postal>               <ns9:type>
<ns3:value>office</ns3:value>                  <ns3:displayValue>Office
address</ns3:displayValue>               </ns9:type>
<ns9:address_1>345</ns9:address_1>               <ns9:address_2>E Midfield Rd</ns9:address_2>
<ns9:city>Mountain View</ns9:city>               <ns9:state>Ca</ns9:state>
<ns9:zip>98704</ns9:zip>               <ns9:country>USA</ns9:country>
<ns9:region>United States</ns9:region>              </ns9:postal>           </ns9:type>
</ns9:contactPoint>          <ns9:contactPoint id="1065">           <ns9:type>
<ns9:value>web</ns9:value>              <ns9:displayValue>URL</ns9:displayValue>
<ns9:website>               <ns9:url>www.svara.com</ns9:url>              </ns9:website>
</ns9:type>          </ns9:contactPoint>          <ns9:contactPoint id="1063">
<ns9:type>              <ns9:value>email</ns9:value>
<ns9:displayValue>Email</ns9:displayValue>              <ns9:email>
<ns9:emailAddress>vaman@svara.com</ns9:emailAddress>              </ns9:email>
</ns9:type>          </ns9:contactPoint>        </ns8:contactPoints>      </ns8:contactPerson>
</ns7:contactPersons>  </ns7:customer></ns7:customers>
```

JSON

Request

Method	URL
GET	`ws/v12/interaction/customer?custom.credit_rating=Good&$sort=custom.credit_rating&$attribute=level,custom.credit_rating&$rangestart=2&$rangesize=4`

Request headers

Name	Value
X-egain-session	Valid session ID

Accept	application/json
Accept-Language	en-US

Response

HTTP/1.1 200 OK

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json

Response body


```
{    "link": {        "rel": "self",        "href":
"/system/ws/v12/interaction/customer?custom.credit_rating=Good&$sort=custom.credit_rating&$attrib
ute=level,custom.credit_rating&$rangestart=2&$rangesize=4"    },    "customer": [        {
"id": 1036,            "link": {                "rel": "self",                "href":
"/system/ws/v12/interaction/customer/1036"            },            "cases": {
"link": {                    "rel": "case",                    "href":
"/system/ws/v12/interaction/case?customer=1036"                }            },
"customerName": "Paul Dermick",            "department": {                "id": 999,
"name": "Service"            },            "type": {                "value": "individual",
"displayValue": "Individual"            },            "level": {                "value":
"platinum",                "displayValue": "Platinum"            },
"customAttributes": {                "customAttribute": [                    {
"attribName": "credit_rating",                    "attribValues": {
"attribValue": [                        {                            "value":
"Good"                    }                ]                }
}                ]            },            "contactPersons": {                "contactPerson": [
{                "id": 1038,                    "isSystemCreated": false,
"salutation": "Mr.",                    "firstName": "Paul",
"middleName": "Dean",                    "lastName": "Dermick",
"contactPoints": {                    "contactPoint": [                        {
"id": 1058,                    "type": {
"value": "email",                        "displayValue": "Email",
"email": {                        "emailAddress": "paul.dermick@customer.com"
}                    },
{                    "id": 1060,                        "type": {
"value": "phone",                        "displayValue": "Telephone",
"phone": {                        "type": {
"value": "mobile",                        "displayValue": "Cell"
},                    "phoneNo": "234 3456",
"countryCode": "1",                        "areaCode": "408"
}                    }
]                }                }                ]            }        },        {
"id": 1040,            "link": {                "rel": "self",                "href":
"/system/ws/v12/interaction/customer/1040"            },            "cases": {
"link": {                    "rel": "case",                    "href":
"/system/ws/v12/interaction/case?customer=1040"                }            },
"customerName": "Svara Bank",            "department": {                "id": 999,
"name": "Service"            },            "type": {                "value": "corporate",
"displayValue": "Corporate",                "corporate": {                    "region": "United
States",                "numberOfEmployees": 234,                    "revenues": "220000000",
"currency": "USD",                "registrationNumber": "56809",                    "sector":
"Banking"                }            },            "level": {                "value": "gold",
"displayValue": "Gold"            },            "customAttributes": {
"customAttribute": [                {                    "attribName": "credit_rating",
"attribValues": {                    "attribValue": [                        {
"value": "Good"                    }                ]
}                }                ]            },            "contactPersons": {
"contactPerson": [                {                    "id": 1040,
"isSystemCreated": true,                    "firstName": "#*Default CP#1040*#",
"contactPoints": {                    "contactPoint": [                        {
"id": 1067,                    "type": {
"value": "phone",                        "displayValue": "Telephone",
```

```
"phone": {                                              "type": {
"value": "office",                                                  "displayValue": "Office phone
number"                                                 },
"phoneNo": "10101010"                                           }
}                                   },                                  {
"id": 1070,                                  "type": {
"value": "phone",                                          "displayValue": "Telephone",
"phone": {                                              "type": {
"value": "home",                                                   "displayValue": "Home phone number"
},                                           "phoneNo": "234 3456",
"countryCode": "1"                                          }                                   }
}                              ]                        }                    },
{                         "id": 1041,                        "isSystemCreated": false,
"salutation": "Mr.",                         "firstName": "Fan",
"middleName": "Derick",                         "lastName": "Vanman",
"contactPoints": {                           "contactPoint": [                                  {
"id": 1066,                                  "type": {
"value": "social",                                         "displayValue": "Social",
"social": {                                             "type": {
"value": "twitter",                                                 "displayValue": "Twitter"
},                                           "socialId": "vaman"
}                                   }                                   },
{                                   "id": 1064,                                     "type": {
"value": "postal",                                         "displayValue": "Postal",
"postal": {                                             "type": {
"value": "office",                                                  "displayValue": "Office address"
},                                           "address_1": "345",
"address_2": "E Midfield Rd",                                          "city": "Mountain View",
"state": "Ca",                                             "zip": "98704",
"country": "USA",                                             "region": "United States"
}                                   }                                   },
{                                   "id": 1065,                                     "type": {
"value": "web",                                         "displayValue": "URL",
"website": {                                             "url": "www.svara.com"
}                                   }                                   },
{                                   "id": 1063,                                     "type": {
"value": "email",                                          "displayValue": "Email",
"email": {                                              "emailAddress": "vaman@svara.com"
}                                   }                                   }
]                         }                   }                ]            }        }    ]}
```

Example 4 - Search for customers by phone number and custom attribute

This example demonstrates the following:

- Search for customers based on the phone number of their contact point and custom attribute credit_rating.
- Default sorting (sorting on customer ID in ascending order).
- Specifying an additional custom attribute to be returned, along with the summary attributes. In this example, the additionally requested custom attribute is credit_rating.

XML

Request

Method	URL
GET	`ws/v12/interaction/customer?phone=1010101010&custom.credit_rating=Good&$attribute=custom.credit_rating`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Accept-Language	en-US

Response

HTTP/1.1 200 OK

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml

Response body

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?><ns7:customers
xmlns="http://bindings.egain.com/ws/model/v12/gen/kb/topic"
xmlns:ns2="http://bindings.egain.com/ws/model/v12/gen/platform"
xmlns:ns3="http://bindings.egain.com/ws/model/v12/gen/common"
xmlns:ns4="http://bindings.egain.com/ws/model/v12/gen/interaction/folder"
xmlns:ns5="http://bindings.egain.com/ws/model/v12/gen/interaction/case"
xmlns:ns6="http://bindings.egain.com/ws/model/v12/gen/interaction/activity"
xmlns:ns7="http://bindings.egain.com/ws/model/v12/gen/interaction/customer"
xmlns:ns8="http://bindings.egain.com/ws/model/v12/gen/interaction/contactperson"
xmlns:ns9="http://bindings.egain.com/ws/model/v12/gen/interaction/contactpoint"
xmlns:ns10="http://bindings.egain.com/ws/model/v12/gen/interaction/alias"
xmlns:ns11="http://bindings.egain.com/ws/model/v12/gen/interaction/entrypoint">  <ns7:link
rel="self"
href="/system/ws/v12/interaction/customer?custom.credit_rating=Good&$sort=custom.credit_rating&$a
ttribute=level,custom.credit_rating&$rangestart=2&$rangesize=4"/>  <ns7:customer id="1036">
<ns7:link rel="self" href="/system/ws/v12/interaction/customer/1036"/>    <ns7:cases>
<ns5:link rel="case" href="/system/ws/v12/interaction/case?customer=1036"/>    </ns7:cases>
<ns7:customerName>Paul Dermick</ns7:customerName>    <ns7:department id="999">
<ns2:name>Service</ns2:name>    </ns7:department>    <ns7:type>
<ns7:value>individual</ns7:value>      <ns7:displayValue>Individual</ns7:displayValue>
</ns7:type>        <ns7:customAttributes>      <ns3:customAttribute>
<ns3:attribName>credit_rating</ns3:attribName>        <ns3:attribValues>
<ns3:attribValue>            <ns3:value>Good</ns3:value>          </ns3:attribValue>
</ns3:attribValues>      </ns3:customAttribute>    </ns7:customAttributes>
<ns7:contactPersons>      <ns8:contactPerson id="1038">
<ns8:isSystemCreated>false</ns8:isSystemCreated>        <ns8:salutation>Mr.</ns8:salutation>
<ns8:firstName>Paul</ns8:firstName>        <ns8:middleName>Dean</ns8:middleName>
<ns8:lastName>Dermick</ns8:lastName>        <ns8:contactPoints>          <ns9:contactPoint
id="1058">            <ns9:type>              <ns9:value>email</ns9:value>
<ns9:displayValue>Email</ns9:displayValue>              <ns9:email>
<ns9:emailAddress>paul.dermick@customer.com</ns9:emailAddress>              </ns9:email>
</ns9:type>          </ns9:contactPoint>          <ns9:contactPoint id="1060">
<ns9:type>              <ns9:value>phone</ns9:value>
<ns9:displayValue>Telephone</ns9:displayValue>              <ns9:phone>                <ns9:type>
<ns3:value>mobile</ns3:value>                <ns3:displayValue>Cell</ns3:displayValue>
</ns9:type>                <ns9:phoneNo>1010101010</ns9:phoneNo>              </ns9:phone>
</ns9:type>          </ns9:contactPoint>        </ns8:contactPoints>      </ns8:contactPerson>
</ns7:contactPersons>  </ns7:customer>  <ns7:customer id="1040">    <ns7:link rel="self"
href="/system/ws/v12/interaction/customer/1040"/>    <ns7:cases>      <ns5:link rel="case"
href="/system/ws/v12/interaction/case?customer=1040"/>    </ns7:cases>    <ns7:customerName>Svara
Bank</ns7:customerName>    <ns7:department id="999">      <ns2:name>Service</ns2:name>
</ns7:department>    <ns7:type>      <ns7:value>corporate</ns7:value>
<ns7:displayValue>Corporate</ns7:displayValue>      <ns7:corporate>        <ns7:region>United
States</ns7:region>        <ns7:numberOfEmployees>234</ns7:numberOfEmployees>
<ns7:revenues>220000000</ns7:revenues>        <ns7:currency>USD</ns7:currency>
<ns7:registrationNumber>56809</ns7:registrationNumber>        <ns7:sector>Banking</ns7:sector>
</ns7:corporate>    </ns7:type>    <ns7:customAttributes>      <ns3:customAttribute>
<ns3:attribName>credit_rating</ns3:attribName>        <ns3:attribValues>
<ns3:attribValue>            <ns3:value>Good</ns3:value>          </ns3:attribValue>
```

```
</ns3:attribValues>      </ns3:customAttribute>    </ns7:customAttributes>
<ns7:contactPersons>      <ns8:contactPerson id="1040">
<ns8:isSystemCreated>true</ns8:isSystemCreated>        <ns8:firstName>#*Default
CP#1040*#</ns8:firstName>        <ns8:contactPoints>          <ns9:contactPoint id="1067">
<ns9:type>              <ns9:value>phone</ns9:value>
<ns9:displayValue>Telephone</ns9:displayValue>              <ns9:phone>                <ns9:type>
<ns3:value>office</ns3:value>                  <ns3:displayValue>Office phone
number</ns3:displayValue>                </ns9:type>
<ns9:phoneNo>1010101010</ns9:phoneNo>              </ns9:phone>            </ns9:type>
</ns9:contactPoint>                </ns8:contactPoints>      </ns8:contactPerson>
<ns8:contactPerson id="1041">        <ns8:isSystemCreated>false</ns8:isSystemCreated>
<ns8:salutation>Mr.</ns8:salutation>        <ns8:firstName>Fan</ns8:firstName>
<ns8:middleName>Derick</ns8:middleName>        <ns8:lastName>Vanman</ns8:lastName>
<ns8:contactPoints>          <ns9:contactPoint id="1066">            <ns9:type>
<ns9:value>social</ns9:value>              <ns9:displayValue>Social</ns9:displayValue>
<ns9:social>                <ns9:type>                  <ns3:value>twitter</ns3:value>
<ns3:displayValue>Twitter</ns3:displayValue>                  </ns9:type>
<ns9:socialId>vaman</ns9:socialId>              </ns9:social>            </ns9:type>
</ns9:contactPoint>          <ns9:contactPoint id="1064">            <ns9:type>
<ns9:value>postal</ns9:value>              <ns9:displayValue>Postal</ns9:displayValue>
<ns9:postal>                <ns9:type>                  <ns3:value>office</ns3:value>
<ns3:displayValue>Office address</ns3:displayValue>                </ns9:type>
<ns9:address_1>345</ns9:address_1>                <ns9:address_2>E Midfield Rd</ns9:address_2>
<ns9:city>Mountain View</ns9:city>                <ns9:state>Ca</ns9:state>
<ns9:zip>98704</ns9:zip>              <ns9:country>USA</ns9:country>
<ns9:region>United States</ns9:region>              </ns9:postal>            </ns9:type>
</ns9:contactPoint>          <ns9:contactPoint id="1065">            <ns9:type>
<ns9:value>web</ns9:value>              <ns9:displayValue>URL</ns9:displayValue>
<ns9:website>                <ns9:url>www.svara.com</ns9:url>              </ns9:website>
</ns9:type>          </ns9:contactPoint>          <ns9:contactPoint id="1063">
<ns9:type>              <ns9:value>email</ns9:value>
<ns9:displayValue>Email</ns9:displayValue>                <ns9:email>
<ns9:emailAddress>vaman@svara.com</ns9:emailAddress>              </ns9:email>
</ns9:type>          </ns9:contactPoint>        </ns8:contactPoints>      </ns8:contactPerson>
</ns7:contactPersons>  </ns7:customer></ns7:customers>
```

JSON

Request

Method	URL
GET	`ws/v12/interaction/customer?phone=1010101010&custom.credit_rating=Good&$attribute=custom.credit_rating`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/json
Accept-Language	en-US

Response

HTTP/1.1 200 OK

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json

Response body


```
{    "link": {        "rel": "self",        "href":
"/system/ws/v12/interaction/customer?custom.credit_rating=Good&$sort=custom.credit_rating&$attrib
ute=level,custom.credit_rating&$rangestart=2&$rangesize=4"    },    "customer": [        {
"id": 1036,            "link": {                "rel": "self",                "href":
"/system/ws/v12/interaction/customer/1036"            },            "cases": {
"link": {                    "rel": "case",                    "href":
"/system/ws/v12/interaction/case?customer=1036"                }            },
"customerName": "Paul Dermick",            "department": {                "id": 999,
"name": "Service"            },            "type": {                "value": "individual",
"displayValue": "Individual"            },            "customAttributes": {
"customAttribute": [                    {                        "attribName": "credit_rating",
"attribValues": {                            "attribValue": [                                {
"value": "Good"                              }                            ]
}                    }                ]            },            "contactPersons": {
"contactPerson": [                    {                    "id": 1038,
"isSystemCreated": false,                        "salutation": "Mr.",
"firstName": "Paul",                        "middleName": "Dean",
"lastName": "Dermick",                        "contactPoints": {
"contactPoint": [                            {                                    "id": 1058,
"type": {                                "value": "email",
"displayValue": "Email",                                "email": {
"emailAddress": "paul.dermick@customer.com"                                }
}                                },                                {
"id": 1060,                                "type": {
"value": "phone",                                    "displayValue": "Telephone",
"phone": {                                    "type": {
"value": "mobile",                                        "displayValue": "Cell"
},                                "phoneNo": "1010101010"
}                            }                            }
]                        }                    }                ]            }        },        {
"id": 1040,            "link": {                "rel": "self",                "href":
"/system/ws/v12/interaction/customer/1040"            },            "cases": {
"link": {                    "rel": "case",                    "href":
"/system/ws/v12/interaction/case?customer=1040"                }            },
"customerName": "Svara Bank",            "department": {                "id": 999,
"name": "Service"            },            "type": {                "value": "corporate",
"displayValue": "Corporate",                "corporate": {                    "region": "United
States",                    "numberOfEmployees": 234,                    "revenues": "220000000",
"currency": "USD",                    "registrationNumber": "56809",                    "sector":
"Banking"                }            },            "customAttributes": {
"customAttribute": [                    {                        "attribName": "credit_rating",
"attribValues": {                            "attribValue": [                                {
"value": "Good"                              }                            ]
}                    }                ]            },            "contactPersons": {
"contactPerson": [                    {                        "id": 1040,
"isSystemCreated": true,                        "firstName": "#*Default CP#1040*#",
"contactPoints": {                        "contactPoint": [                                {
"id": 1067,                                "type": {
"value": "phone",                                    "displayValue": "Telephone",
"phone": {                                    "type": {
"value": "office",                                        "displayValue": "Office phone
number"                                    },
"phoneNo": "1010101010"                                }
}                            }                        ]                    }
},                {                        "id": 1041,
"isSystemCreated": false,                        "salutation": "Mr.",
"firstName": "Fan",                        "middleName": "Derick",
"lastName": "Vanman",                        "contactPoints": {
"contactPoint": [                            {                                    "id": 1066,
"type": {                                "value": "social",
"displayValue": "Social",                                "social": {
"type": {                                    "value": "twitter",
"displayValue": "Twitter"                                },
"socialId": "vaman"                            }                                }
},                        {                            "id": 1064,
"type": {                                "value": "postal",
"displayValue": "Postal",                                "postal": {
"type": {                                    "value": "office",
```

```
"displayValue": "Office address"                                                    },
"address_1": "345",                                                  "address_2": "E Midfield Rd",
"city": "Mountain View",                                                  "state": "Ca",
"zip": "98704",                                                   "country": "USA",
"region": "United States"                                                }
}                                 },                                       {
"id": 1065,                                         "type": {
"value": "web",                                                "displayValue": "URL",
"website": {                                                    "url": "www.svara.com"
}                                        }                                    },
{                                        "id": 1063,                                        "type": {
"value": "email",                                                "displayValue": "Email",
"email": {                                                    "emailAddress": "vaman@svara.com"
}                                        }                                    }
]                          }                      }                  ]             }         }    ]}
```

CustomerSearchPage Class Reference

Detailed Description

Customer Search

Overview

This API allows users to search for customers based on various criteria. If no customers match the search criteria, the server will respond with 204 success code and an empty body. This API only supports exact match searches; partial matches are not supported. For example, if a client searches for customers with email address *paul@example.com* , only customers with contact point value of *paul@example.com* will be returned. The customer with contact point value of *dean.paul@example.com* will not be returned.

Since:

11.6

APIs

Method	URL	Description
GET	`/ws/v12/interaction/customer?phone={VAL}`	Retrieve customers based on one phone number of the customer's contact point: {VAL}
GET	`/ws/v12/interaction/customer?email={VAL}`	Retrieve customers based on one email address of the customer's contact point: {VAL}
GET	`/ws/v12/interaction/customer?custom.<name>={VAL}`	Retrieve customers having custom attribute <name> with value: {VAL}

NOTE: You can mix and match one or more filter criteria listed above in any order. If more than one filter criteria are used, then response will only contain customers that satisfy all filter criteria.

Authentication

Authentication is required. The client must be logged in to call this API. Each API request must contain X-egain-session request header returned by Login API.

Permissions

All of the following are required:

- 'View Agent Console' action.
- If customer departmentalization setting is set to "Yes", only customers which belong to either the user's home department, or to the department where the user is a foreign user will be returned.

Licenses

The logged in user must have the following licenses:

- ECE CIH Platform

Request

Request headers

Name	Description	Allowed values	Default value
X-egain-session	Session ID obtained from Login API response header	N/A	N/A
Accept	Content type accepted by client	`application/xml` or `application/json`	N/A
Accept-Language	Language locale accepted by client (used for locale specific fields in resource representation and in error responses)	Supported 'Accept-Language' header codes	`default system language`

Supported API specific query parameters

One or more query parameters listed below can be supplied per API call:

- **phone:** a phone number of a contact person's contact point to be used in customer search. All customer's contact persons and their contact points will be scanned to find matches.
- **email:** an email address of a contact person's contact point to be used in customer search. All customer's contact persons and their contact points will be scanned to find matches.
- **custom** .<name>: custom attribute value for custom attribute <name> of a customer to be used in case search.

Supported common query parameters

Refer to Supported Common Query Parameters in ECE REST API page for detailed description of each common parameter listed below.

- $attribute - Values of $attribute common parameter supported by Customer Resource
- $sort - Values of $sort common parameter supported by Customer Resource
- $order
- $pagenum
- $pagesize
- $rangestart
- $rangesize

Response

Response headers

Name	Description	Possible values
X-egain-session	Session ID of the current user session	N/A
Content-Type	Media type of response body	`application/xml` or `application/json`

Response body XML schemas:

- Customers Schema - used in case of success
- Error - used in case of error

Summary attributes

Summary attributes of Customer Resource

Additional attributes returned in server response if explicitly requested by client

Server can be prompted to return additional attributes of resource representation using `$attribute` common query parameter. Values of $attribute common parameter supported by Customer Resource for the list of allowed attribute names.

HTTP status codes

Success Status codes

200 - OK

- Matches are found for this search and returned in the response body.

204 - No Content

- No matches were found for given search criteria.
- Matches found for this search, however the requested page or range doesn't contain any results.

Failure Status codes

400 - Bad Request

- Unsupported query parameter is sent in the request.
- Unsupported value for query parameter is sent in the request.
- None of the API specific query parameter is provided (since at least one search criterion is required).
- Unsupported combination of common query parameters ($order provided without $sort, mixing of pagination and range parameters etc.).

401 - Unauthorized

- X-egain-session request header is missing.
- Session is invalid or expired.

403 - Forbidden

- The user does not have sufficient permissions. Refer the "Permissions" section for details.

406 - Not Acceptable

- Invalid 'Accept-Language' header value.

500 - Internal server error

Examples:

Example 1 - Search for customers by phone number with pagination parameters
Example 2 - Search for customers by email address
Example 3 - Search for customers by custom attribute with range parameters
Example 4 - Search for customers by phone number and custom attribute

---

CustomerSSOLoginExamples Class Reference

Detailed Description

Examples for Login Customer using Single Sign-On(SSO)

Example 1 - Login an existing customer using SSO

This example demonstrates the following:

- Login a customer using SSO when customer doesn't need to be created or updated.
- Here customer is identified through the value provided in the *subject* attribute in SAML assertion.

This example assumes that 5 concurrent sessions for this customer do not exist, hence the API will be successful.

XML

Request

Method	URL
POST	`/ws/v15/context/authentication/user/sso/oauth2/token`

Request headers

Name	Value
Accept	application/xml
Content-Type	application/x-www-form-urlencoded
Accept-Language	en-US

Request body:

Following form parameters are sent in the request. For easier understanding, the SAML assertion is shown without Base64 encoding below.

Name	Value
grant_type	urn:ietf:params:oauth:grant-type:saml2-bearer
assertion	<?xml version="1.0" encoding="UTF-8"?><saml2p:Response xmlns:saml2p="urn:oasis:names:tc:SAML:2.0:protocol" Destination="ECE Application" ID="ab30t4g4k4h6o3l33ossn9mdsr253" IssueInstant="2016-02-18T23:29:12.952Z" Version="2.0"> <saml2:Issuer xmlns:saml2="urn:oasis:names:tc:SAML:2.0:assertion" Format="urn:oasis:names:tc:SAML:2.0:assertion">idp.fmfm</saml2:Issuer> <saml2p:Status> <saml2p:StatusCode Value="urn:oasis:names:tc:SAML:2.0:status:Success" /> </saml2p:Status> <saml2:Assertion

	xmlns:saml2="urn:oasis:names:tc:SAML:2.0:assertion" xmlns:xs="http://www.w3.org/2001/XMLSchema" ID="ab1mrec9ffamqhh1bn8op842bj3e7" IssueInstant="2016-02-18T23:29:00.000Z" Version="2.0"> <saml2:Issuer>idp.fmfm</saml2:Issuer> <ds:Signature xmlns:ds="http://www.w3.org/2000/09/xmldsig#"> <ds:SignedInfo> <ds:CanonicalizationMethod Algorithm="http://www.w3.org/2001/10/xml-exc-c14n#" /> <ds:SignatureMethod Algorithm="http://www.w3.org/2000/09/xmldsig#rsa-sha1" /> <ds:Reference URI="#ab1mrec9ffamqhh1bn8op842bj3e7"> <ds:Transforms> <ds:Transform Algorithm="http://www.w3.org/2000/09/xmldsig#enveloped-signature" /> <ds:Transform Algorithm="http://www.w3.org/2001/10/xml-exc-c14n#"> <ec:InclusiveNamespaces xmlns:ec="http://www.w3.org/2001/10/xml-exc-c14n#" PrefixList="xs" /> </ds:Transform> </ds:Transforms> <ds:DigestMethod Algorithm="http://www.w3.org/2000/09/xmldsig#sha1" /> <ds:DigestValue>l7SB8XPY4XTH2pHCsna1Hzs5B7M=</ds:DigestValue> </ds:Reference> </ds:SignedInfo> <ds:SignatureValue>RMsYB9iR0Wn9j8R1ZKCReg+NZcCOotFY5gXyCRk1bqqJf6N6oFapDcB7CKjMK506hr0YvJADjm0G4cVnac5G9VduJShTGTQE2TwPEDSaepMvZv6Wtej29N0P9SHT0L2PD2SI59NQjqlikX4+Iz7X6LiAndk88XJGM1Jf3rc5HKodDzn733GRV9kZxXYIsgpqRks4iKltyMCoINqF60vcFoazOKDrDWFYIMPbppJL68DU65r8u0zbE8b08NgF3T78pbF5z3nl2r7X9IngFmAj9ViIUTFCkRs+5r5nTim7gi26hTNN3JZBxClbJ8Td2AqKXaWFsO15wyD8mUveZjZ37A==</ds:SignatureValue> <ds:KeyInfo> <ds:X509Data> <ds:X509Certificate>MIIDUTCCAjmgAwIBAgIJAKwup+gH9s97MA0GCSqGSIb3DQEBBQUAMGgxCzAJBgNVBAYTAlVTMQswCQYDVQQIEwJDQTELMAkGA1UEBxMCU1YxEzARBgNVBAoTCmVHYWluIENvcnAxEzARBgNVBAsTCmVHYWluIENvcnAxFTATBgNVBAMTDHVzc3VodnZtMDAzOTAeFw0xNjAyMTExOTI2MDRaFw0yNjAyMDgxOTI2MDRaMGgxCzAJBgNVBAYTAlVTMQswCQYDVQQIEwJDQTELMAkGA1UEBxMCU1YxEzARBgNVBAoTCmVHYWluIENvcnAxEzARBgNVBAsTCmVHYWluIENvcnAxFTATBgNVBAMTDHVzc3VodnZtMDAzOTCCASIwDQYJKoZIhvcNAQEBBQADggEPADCCAQoCggEBALI36zAFtgGnPkireim78TZwzj/IgdBuHtOLSmTcHnqEXEMF+XxVS+V6ZUhwogM7gePZare8k5uKMQ7NDQRvJ4yDnIURaasuFCSUJGHLleAHJWDH+KenxdZ9iuPfbRNfU/mqQwRiikxr5BqRkIiYGS25TQBiaGhNbzQLuvDg3QjzqR//7SzEemayF4d7XrXuia+iD/u8zThyoQmoeAhjIj7bxo/vRD/8+5hvzF3qS7P1XOIq3OkdCuI3SBzD4SPfDoJU14BxWzp3vGU+MMC25vUmvbDMEcstqblTv9qrbLIZyTWcHOXBzjPAYpmwxCHFfAFXVpwJ51ccckIuM7cAklMCAwEAATANBgkqhkiG9w0BAQUFAAOCAQEAII9CtR6FFbc7zXAPMF3FN2v3ms2hwwjJxUif6b5GDAvmfcJBUvkTMRwHve43gTaiFmcDHkp1hxQ8PDlLOkujEa5yuGIB9I/Hxqhkiv9Vm6qorZ2pPM9d2nA8NQ4DKWaXxY/OcGCFr5NNwIhQCp30F3bFAHFoUIdsedyk7VhQjY5bH3+TkT4U+Irjd6TE+xpt8WNIwWum58QUYdmvoIRus6v5PRPlATBu7w6plkm8S/IoqXm9P0940m5QHcChGEywGGFGFplHomgvwtM8Apj6QC2Zq1VTw+G1z9fKsgFu/gIAEW8pcW9PFG9qHSZxAKS6F1TGmxYmqcbkdP3LSdwE6Q==<

	/ds:X509Certificate> </ds:X509Data> </ds:KeyInfo> </ds:Signature> <saml2:Subject> <saml2:NameID Format="urn:oasis:names:tc:SAML:2.0:nameid-format:transient" NameQualifier="ECE Corp">111-20-2989</saml2:NameID> <saml2:SubjectConfirmation Method="urn:oasis:names:tc:SAML:2.0:cm:bearer"> <saml2:SubjectConfirmationData NotBefore="2016-02-18T23:29:00.000Z" NotOnOrAfter="2016-02-18T23:39:00.000Z" Recipient="ECE" /> </saml2:SubjectConfirmation> </saml2:Subject> <saml2:Conditions NotBefore="2016-02-18T23:29:00.000Z" NotOnOrAfter="2016-02-18T23:39:00.000Z"> <saml2:AudienceRestriction> <saml2:Audience>ECE</saml2:Audience> </saml2:AudienceRestriction> </saml2:Conditions> <saml2:AuthnStatement AuthnInstant="2016-02-18T23:29:00.000Z" SessionIndex="ab1glarme5edcr6edrahcqts9sni5" SessionNotOnOrAfter="2016-02-18T23:39:00.000Z"> <saml2:AuthnContext> <saml2:AuthnContextClassRef>urn:oasis:names:tc:SAML:2.0:ac:classes:PasswordProtectedTransport</saml2:AuthnContextClassRef> </saml2:AuthnContext> </saml2:AuthnStatement> </saml2:Assertion></saml2p:Response>

Response:

HTTP/1.1 200 OK

Response headers

Name	Values
X-egain-session	Newly generated session ID
Content-Type	`application/xml`

Response body

```
<?xml version="1.0" encoding="UTF-8" standalone="yes" ?><oAuthResponse
xmlns="http://bindings.egain.com/ws/model/v15/gen/platform">
<access_token>ffeb110f-87ed-4532-a8d4-37d250144a17</access_token>
<token_type>Bearer</token_type></oAuthResponse>
```

JSON

Request

Method	URL
POST	`/ws/v15/context/authentication/user/sso/oauth2/token`

Request headers :

Name	Value

Content-Type	application/x-www-form-urlencoded
Accept	application/json
Accept-Language	en-US

Request body:

Following form parameters are sent in the request. For easier understanding, the SAML assertion is shown without Base64 encoding below.

Name	Value
grant_type	urn:ietf:params:oauth:grant-type:saml2-bearer
assertion	<?xml version="1.0" encoding="UTF-8"?><saml2p:Response xmlns:saml2p="urn:oasis:names:tc:SAML:2.0:protocol" Destination="ECE Application" ID="ab30t4g4k4h6o3l33ossn9mdsr253" IssueInstant="2016-02-18T23:29:12.952Z" Version="2.0"> <saml2:Issuer xmlns:saml2="urn:oasis:names:tc:SAML:2.0:assertion" Format="urn:oasis:names:tc:SAML:2.0:assertion">idp.fmfm</saml2:Issuer> <saml2p:Status> <saml2p:StatusCode Value="urn:oasis:names:tc:SAML:2.0:status:Success" /> </saml2p:Status> <saml2:Assertion xmlns:saml2="urn:oasis:names:tc:SAML:2.0:assertion" xmlns:xs="http://www.w3.org/2001/XMLSchema" ID="ab1mrec9ffamqhh1bn8op842bj3e7" IssueInstant="2016-02-18T23:29:00.000Z" Version="2.0"> <saml2:Issuer>idp.fmfm</saml2:Issuer> <ds:Signature xmlns:ds="http://www.w3.org/2000/09/xmldsig#"> <ds:SignedInfo> <ds:CanonicalizationMethod Algorithm="http://www.w3.org/2001/10/xml-exc-c14n#" /> <ds:SignatureMethod Algorithm="http://www.w3.org/2000/09/xmldsig#rsa-sha1" /> <ds:Reference URI="#ab1mrec9ffamqhh1bn8op842bj3e7"> <ds:Transforms> <ds:Transform Algorithm="http://www.w3.org/2000/09/xmldsig#enveloped-signature" /> <ds:Transform Algorithm="http://www.w3.org/2001/10/xml-exc-c14n#"> <ec:InclusiveNamespaces xmlns:ec="http://www.w3.org/2001/10/xml-exc-c14n#" PrefixList="xs" /> </ds:Transform> </ds:Transforms> <ds:DigestMethod Algorithm="http://www.w3.org/2000/09/xmldsig#sha1" /> <ds:DigestValue>l7SB8XPY4XTH2pHCsna1Hzs5B7M=</ds:DigestValue> </ds:Reference> </ds:SignedInfo> <ds:SignatureValue>RMsYB9iR0Wn9j8R1ZKCReg+NZcCOotFY5gXyCRk1bqqJf6N6oFapDcB7CKjMK506hr0YvJADjm0G4cVnac5G9VduJShTGTQE2TwPEDSaepMvZv

	6Wtej29N0P9SHT0L2PD2SI59NQjqlikX4+Iz7X6LiAn dk88XJGM1Jf3rc5HKodDzn733GRV9kZxXYIsgpqRks4 iKltyMCoINqF60vcFoazOKDrDWFYIMPbppJL68DU65r 8u0zbE8b08NgF3T78pbF5z3nl2r7X9IngFmAj9ViIUT FCkRs+5r5nTim7gi26hTNN3JZBxClbJ8Td2AqKXaWFs O15wyD8mUveZjZ37A==</ds:SignatureValue> <ds:KeyInfo> <ds:X509Data> <ds:X509Certificate>MIIDUTCCAjmgAwIBAgIJAKw up+gH9s97MA0GCSqGSIb3DQEBBQUAMGgxCzAJBgNVBA YTAlVTMQswCQYDVQQIEwJDQTELMAkGA1UEBxMCU1YxE zARBgNVBAoTCmVHYWluIENvcnAxEzARBgNVBAsTCmVH YWluIENvcnAxFTATBgNVBAMTDHVzc3VodnZtMDAzOTA eFw0xNjAyMTExOTI2MDRaFw0yNjAyMDgxOTI2MDRaMG gxCzAJBgNVBAYTAlVTMQswCQYDVQQIEwJDQTELMAkGA 1UEBxMCU1YxEzARBgNVBAoTCmVHYWluIENvcnAxEzAR BgNVBAsTCmVHYWluIENvcnAxFTATBgNVBAMTDHVzc3V odnZtMDAzOTCCASIwDQYJKoZIhvcNAQEBBQADggEPAD CCAQoCggEBALI36zAFtgGnPkireim78TZwzj/IgdBuH tOLSmTcHnqEXEMF+XxVS+V6ZUhwogM7gePZare8k5uK MQ7NDQRvJ4yDnIURaasuFCSUJGHLleAHJWDH+KenxdZ 9iuPfbRNfU/mqQwRiikxr5BqRkIiYGS25TQBiaGhNbz QLuvDg3QjzqR//7SzEemayF4d7XrXuia+iD/u8zThyo QmoeAhjIj7bxo/vRD/8+5hvzF3qS7P1XOIq3OkdCuI3 SBzD4SPfDoJU14BxWzp3vGU+MMC25vUmvbDMEcstqbl Tv9qrbLIZyTWcHOXBzjPAYpmwxCHFfAFXVpwJ51ccck IuM7cAklMCAwEAATANBgkqhkiG9w0BAQUFAAOCAQEAI I9CtR6FFbc7zXAPMF3FN2v3ms2hwwjJxUif6b5GDAvm fcJBUvkTMRwHve43gTaiFmcDHkp1hxQ8PDlLOkujEa5 yuGIB9I/Hxqhkiv9Vm6qorZ2pPM9d2nA8NQ4DKWaXxY /OcGCFr5NNwIhQCp30F3bFAHFoUIdsedyk7VhQjY5bH 3+TkT4U+Irjd6TE+xpt8WNIwWum58QUYdmvoIRus6v5 PRPlATBu7w6plkm8S/IoqXm9P0940m5QHcChGEywGGF GFplHomgvwtM8Apj6QC2Zq1VTw+G1z9fKsgFu/gIAEW 8pcW9PFG9qHSZxAKS6F1TGmxYmqcbkdP3LSdwE6Q==< /ds:X509Certificate> </ds:X509Data> </ds:KeyInfo> </ds:Signature> <saml2:Subject> <saml2:NameID Format="urn:oasis:names:tc:SAML:2.0:nameid- format:transient" NameQualifier="ECE Corp">111-20-2989</saml2:NameID> <saml2:SubjectConfirmation Method="urn:oasis:names:tc:SAML:2.0:cm:bear er"> <saml2:SubjectConfirmationData NotBefore="2016-02-18T23:29:00.000Z" NotOnOrAfter="2016-02-18T23:39:00.000Z" Recipient="ECE" /> </saml2:SubjectConfirmation> </saml2:Subject> <saml2:Conditions NotBefore="2016-02-18T23:29:00.000Z" NotOnOrAfter="2016-02-18T23:39:00.000Z"> <saml2:AudienceRestriction> <saml2:Audience>ECE</saml2:Audience> </saml2:AudienceRestriction> </saml2:Conditions> <saml2:AuthnStatement AuthnInstant="2016-02-18T23:29:00.000Z" SessionIndex="ab1glarme5edcr6edrahcqts9sni5 " SessionNotOnOrAfter="2016-02-18T23:39:00.00 0Z"> <saml2:AuthnContext> <saml2:AuthnContextClassRef>urn:oasis:names :tc:SAML:2.0:ac:classes:PasswordProtectedTr ansport</saml2:AuthnContextClassRef> </saml2:AuthnContext> </saml2:AuthnStatement> </saml2:Assertion></saml2p:Response>

Response:

HTTP/1.1 200 OK

Response headers

Name	Values
X-egain-session	Newly generated session ID
Content-Type	application/json

Response body

```
{    "access_token": "ffeb110f-87ed-4532-a8d4-37d250144a17",    "token_type": "Bearer"}
```

Example 2 - Login a new customer with supported query parameters

This example demonstrates the following:

- Login a customer using SSO, when customer doesn't exist and will be created as part of the completing the request.
- Sending customer identifier in the *subject* of SAML assertion.
- Using the forceLogin query parameter in the request.
- Using the providerId query parameter in the request.

This example assumes that *subject* sent in the SAML assertion is not associated to any customer in the application, hence a new customer will be created with the provided SAML attributes.

XML

Request

Method	URL
POST	/ws/v15/context/authentication/user/sso/oauth2/token?forceLogin=yes&providerId=186A1

Request headers

Name	Value
Accept	application/xml
Content-Type	application/x-www-form-urlencoded
Accept-Language	en-US

Request body:

Following form parameters are sent in the request. For easier understanding, the SAML assertion is shown without Base64 encoding below.

Name	Value
grant_type	urn:ietf:params:oauth:grant-type:saml2-bearer
assertion	<?xml version="1.0" encoding="UTF-8"?><saml2p:Response

	xmlns:saml2p="urn:oasis:names:tc:SAML:2.0:protocol" Destination="ECE Application" ID="ab30t4g4k4h6o3l33ossn9mdsr253" IssueInstant="2016-02-18T23:29:12.952Z" Version="2.0"> <saml2:Issuer xmlns:saml2="urn:oasis:names:tc:SAML:2.0:assertion" Format="urn:oasis:names:tc:SAML:2.0:assertion">idp.fmfm</saml2:Issuer> <saml2p:Status> <saml2p:StatusCode Value="urn:oasis:names:tc:SAML:2.0:status:Success" /> </saml2p:Status> <saml2:Assertion xmlns:saml2="urn:oasis:names:tc:SAML:2.0:assertion" xmlns:xs="http://www.w3.org/2001/XMLSchema" ID="ab1mrec9ffamqhh1bn8op842bj3e7" IssueInstant="2016-02-18T23:29:00.000Z" Version="2.0"> <saml2:Issuer>idp.fmfm</saml2:Issuer> <ds:Signature xmlns:ds="http://www.w3.org/2000/09/xmldsig#"> <ds:SignedInfo> <ds:CanonicalizationMethod Algorithm="http://www.w3.org/2001/10/xml-exc-c14n#" /> <ds:SignatureMethod Algorithm="http://www.w3.org/2000/09/xmldsig#rsa-sha1" /> <ds:Reference URI="#ab1mrec9ffamqhh1bn8op842bj3e7"> <ds:Transforms> <ds:Transform Algorithm="http://www.w3.org/2000/09/xmldsig#enveloped-signature" /> <ds:Transform Algorithm="http://www.w3.org/2001/10/xml-exc-c14n#"> <ec:InclusiveNamespaces xmlns:ec="http://www.w3.org/2001/10/xml-exc-c14n#" PrefixList="xs" /> </ds:Transform> </ds:Transforms> <ds:DigestMethod Algorithm="http://www.w3.org/2000/09/xmldsig#sha1" /> <ds:DigestValue>l7SB8XPY4XTH2pHCsna1Hzs5B7M=</ds:DigestValue> </ds:Reference> </ds:SignedInfo> <ds:SignatureValue>RMsYB9iR0Wn9j8R1ZKCReg+NZcCOotFY5gXyCRk1bqqJf6N6oFapDcB7CKjMK506hr0YvJADjm0G4cVnac5G9VduJShTGTQE2TwPEDSaepMvZv6Wtej29N0P9SHT0L2PD2SI59NQjqlikX4+Iz7X6LiAndk88XJGM1Jf3rc5HKodDzn733GRV9kZxXYIsgpqRks4iKltyMCoINqF60vcFoazOKDrDWFYIMPbppJL68DU65r8u0zbE8b08NgF3T78pbF5z3nl2r7X9IngFmAj9ViIUTFCkRs+5r5nTim7gi26hTNN3JZBxClbJ8Td2AqKXaWFsO15wyD8mUveZjZ37A==</ds:SignatureValue> <ds:KeyInfo> <ds:X509Data> <ds:X509Certificate>MIIDUTCCAjmgAwIBAgIJAKwup+gH9s97MA0GCSqGSIb3DQEBBQUAMGgxCzAJBgNVBAYTAlVTMQswCQYDVQQIEwJDQTELMAkGA1UEBxMCU1YxEzARBgNVBAoTCmVHYWluIENvcnAxEzARBgNVBAsTCmVHYWluIENvcnAxFTATBgNVBAMTDHVzc3VodnZtMDAzOTAeFw0xNjAyMTExOTI2MDRaFw0yNjAyMDgxOTI2MDRaMGgxCzAJBgNVBAYTAlVTMQswCQYDVQQIEwJDQTELMAkGA1UEBxMCU1YxEzARBgNVBAoTCmVHYWluIENvcnAxEzARBgNVBAsTCmVHYWluIENvcnAxFTATBgNVBAMTDHVzc3VodnZtMDAzOTCCASIwDQYJKoZIhvcNAQEBBQADggEPADCCAQoCggEBALI36zAFtgGnPkireim78TZwzj/IgdBuHtOLSmTcHnqEXEMF+XxVS+V6ZUhwogM7gePZare8k5uKMQ7NDQRvJ4yDnIURaasuFCSUJGHLleAHJWDH+KenxdZ9iuPfbRNfU/mqQwRiikxr5BqRkIiYGS25TQBiaGhNbz

	QLuvDg3QjzqR//7SzEemayF4d7XrXuia+iD/u8zThyo QmoeAhjIj7bxo/vRD/8+5hvzF3qS7P1XOIq3OkdCuI3 SBzD4SPfDoJU14BxWzp3vGU+MMC25vUmvbDMEcstqbl Tv9qrbLIZyTWcHOXBzjPAYpmwxCHFfAFXVpwJ51ccck IuM7cAklMCAwEAATANBgkqhkiG9w0BAQUFAAOCAQEAI I9CtR6FFbc7zXAPMF3FN2v3ms2hwwjJxUif6b5GDAvm fcJBUvkTMRwHve43gTaiFmcDHkp1hxQ8PDlLOkujEa5 yuGIB9I/Hxqhkiv9Vm6qorZ2pPM9d2nA8NQ4DKWaXxY /OcGCFr5NNwIhQCp30F3bFAHFoUIdsedyk7VhQjY5bH 3+TkT4U+Irjd6TE+xpt8WNIwWum58QUYdmvoIRus6v5 PRPlATBu7w6plkm8S/IoqXm9P0940m5QHcChGEywGGF GFplHomgvwtM8Apj6QC2Zq1VTw+G1z9fKsgFu/gIAEW 8pcW9PFG9qHSZxAKS6F1TGmxYmqcbkdP3LSdwE6Q==< /ds:X509Certificate> </ds:X509Data> </ds:KeyInfo> </ds:Signature> <saml2:Subject> <saml2:NameID Format="urn:oasis:names:tc:SAML:2.0:nameid- format:transient" NameQualifier="ECE Corp">111-20-2989</saml2:NameID> <saml2:SubjectConfirmation Method="urn:oasis:names:tc:SAML:2.0:cm:bear er"> <saml2:SubjectConfirmationData NotBefore="2016-02-18T23:29:00.000Z" NotOnOrAfter="2016-02-18T23:39:00.000Z" Recipient="ECE" /> </saml2:SubjectConfirmation> </saml2:Subject> <saml2:Conditions NotBefore="2016-02-18T23:29:00.000Z" NotOnOrAfter="2016-02-18T23:39:00.000Z"> <saml2:AudienceRestriction> <saml2:Audience>ECE</saml2:Audience> </saml2:AudienceRestriction> </saml2:Conditions> <saml2:AttributeStatement> <saml2:Attribute Name="department"> <saml2:AttributeValue xmlns:xsi="http://www.w3.org/2001/XMLSchema -instance" xsi:type="xs:string">Service</saml2:Attribu teValue> </saml2:Attribute> <saml2:Attribute Name="firstName"> <saml2:AttributeValue xmlns:xsi="http://www.w3.org/2001/XMLSchema -instance" xsi:type="xs:string">Dave</saml2:AttributeV alue> </saml2:Attribute> <saml2:Attribute Name="middleName"> <saml2:AttributeValue xmlns:xsi="http://www.w3.org/2001/XMLSchema -instance" xsi:type="xs:string">Osbon</saml2:Attribute Value> </saml2:Attribute> <saml2:Attribute Name="lastName"> <saml2:AttributeValue xmlns:xsi="http://www.w3.org/2001/XMLSchema -instance" xsi:type="xs:string">Stewart</saml2:Attribu teValue> </saml2:Attribute> <saml2:Attribute Name="custom.external_id"> <saml2:AttributeValue xmlns:xsi="http://www.w3.org/2001/XMLSchema -instance" xsi:type="xs:string">111-20-2989</saml2:Att ributeValue> </saml2:Attribute> <saml2:Attribute Name="email.address"> <saml2:AttributeValue xmlns:xsi="http://www.w3.org/2001/XMLSchema -instance" xsi:type="xs:string">dave@example.com</saml

	2:AttributeValue> </saml2:Attribute> <saml2:Attribute Name="twitter.ID"> <saml2:AttributeValue xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xsi:type="xs:string">dave123</saml2:AttributeValue> </saml2:Attribute> <saml2:Attribute Name="facebook.ID"> <saml2:AttributeValue xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xsi:type="xs:string">dave123</saml2:AttributeValue> </saml2:Attribute> <saml2:Attribute Name="home.phone.countryCode"> <saml2:AttributeValue xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xsi:type="xs:string">1</saml2:AttributeValue> </saml2:Attribute> <saml2:Attribute Name="home.phone.number"> <saml2:AttributeValue xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xsi:type="xs:string">111-123-1234</saml2:AttributeValue> </saml2:Attribute> <saml2:Attribute Name="mobile.phone.countryCode"> <saml2:AttributeValue xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xsi:type="xs:string">1</saml2:AttributeValue> </saml2:Attribute> <saml2:Attribute Name="mobile.phone.number"> <saml2:AttributeValue xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xsi:type="xs:string">111-111-1111</saml2:AttributeValue> </saml2:Attribute> <saml2:Attribute Name="office.phone.countryCode"> <saml2:AttributeValue xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xsi:type="xs:string">1</saml2:AttributeValue> </saml2:Attribute> <saml2:Attribute Name="office.phone.number"> <saml2:AttributeValue xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xsi:type="xs:string">222-222-2222</saml2:AttributeValue> </saml2:Attribute> </saml2:AttributeStatement> <saml2:AuthnStatement AuthnInstant="2016-02-18T23:29:00.000Z" SessionIndex="ab1glarme5edcr6edrahcqts9sni5" SessionNotOnOrAfter="2016-02-18T23:39:00.000Z"> <saml2:AuthnContext> <saml2:AuthnContextClassRef>urn:oasis:names:tc:SAML:2.0:ac:classes:PasswordProtectedTransport</saml2:AuthnContextClassRef> </saml2:AuthnContext> </saml2:AuthnStatement> </saml2:Assertion></saml2p:Response>

Response:

HTTP/1.1 200 OK

Response headers

Name	Values
X-egain-session	Newly generated session ID
Content-Type	application/xml

Response body

```
<?xml version="1.0" encoding="UTF-8" standalone="yes" ?><oAuthResponse
xmlns="http://bindings.egain.com/ws/model/v15/gen/platform">
<access_token>ffeb110f-87ed-4532-a8d4-37d250144a17</access_token>
<token_type>Bearer</token_type></oAuthResponse>
```

JSON

Request

Method	URL
POST	/ws/v15/context/authentication/user/sso/oauth2/token?forceLogin=yes&providerId=186A1

Request headers :

Name	Value
Content-Type	application/x-www-form-urlencoded
Accept	application/json
Accept-Language	en-US

Request body:

Following form parameters are sent in the request. For easier understanding, the SAML assertion is shown without Base64 encoding below.

Name	Value
grant_type	urn:ietf:params:oauth:grant-type:saml2-bearer
assertion	<?xml version="1.0" encoding="UTF-8"?><saml2p:Response xmlns:saml2p="urn:oasis:names:tc:SAML:2.0:protocol" Destination="ECE Application" ID="ab30t4g4k4h6o3l33ossn9mdsr253" IssueInstant="2016-02-18T23:29:12.952Z" Version="2.0"> <saml2:Issuer xmlns:saml2="urn:oasis:names:tc:SAML:2.0:assertion" Format="urn:oasis:names:tc:SAML:2.0:assertion">idp.fmfm</saml2:Issuer> <saml2p:Status> <saml2p:StatusCode Value="urn:oasis:names:tc:SAML:2.0:status:Success" /> </saml2p:Status> <saml2:Assertion xmlns:saml2="urn:oasis:names:tc:SAML:2.0:assertion" xmlns:xs="http://www.w3.org/2001/XMLSchema"

	ID="ab1mrec9ffamqhh1bn8op842bj3e7" IssueInstant="2016-02-18T23:29:00.000Z" Version="2.0"> <saml2:Issuer>idp.fmfm</saml2:Issuer> <ds:Signature xmlns:ds="http://www.w3.org/2000/09/xmldsig #"> <ds:SignedInfo> <ds:CanonicalizationMethod Algorithm="http://www.w3.org/2001/10/xml-ex c-c14n#" /> <ds:SignatureMethod Algorithm="http://www.w3.org/2000/09/xmldsi g#rsa-sha1" /> <ds:Reference URI="#ab1mrec9ffamqhh1bn8op842bj3e7"> <ds:Transforms> <ds:Transform Algorithm="http://www.w3.org/2000/09/xmldsi g#enveloped-signature" /> <ds:Transform Algorithm="http://www.w3.org/2001/10/xml-ex c-c14n#"> <ec:InclusiveNamespaces xmlns:ec="http://www.w3.org/2001/10/xml-exc -c14n#" PrefixList="xs" /> </ds:Transform> </ds:Transforms> <ds:DigestMethod Algorithm="http://www.w3.org/2000/09/xmldsi g#sha1" /> <ds:DigestValue>l7SB8XPY4XTH2pHCsna1Hzs5B7M =</ds:DigestValue> </ds:Reference> </ds:SignedInfo> <ds:SignatureValue>RMsYB9iR0Wn9j8R1ZKCReg+N ZcCOotFY5gXyCRk1bqqJf6N6oFapDcB7CKjMK506hr0 YvJADjm0G4cVnac5G9VduJShTGTQE2TwPEDSaepMvZv 6Wtej29N0P9SHT0L2PD2SI59NQjqlikX4+Iz7X6LiAn dk88XJGM1Jf3rc5HKodDzn733GRV9kZxXYIsgpqRks4 iKltyMCoINqF60vcFoazOKDrDWFYIMPbppJL68DU65r 8u0zbE8b08NgF3T78pbF5z3nl2r7X9IngFmAj9ViIUT FCkRs+5r5nTim7gi26hTNN3JZBxClbJ8Td2AqKXaWFs O15wyD8mUveZjZ37A==</ds:SignatureValue> <ds:KeyInfo> <ds:X509Data> <ds:X509Certificate>MIIDUTCCAjmgAwIBAgIJAKw up+gH9s97MA0GCSqGSIb3DQEBBQUAMGgxCzAJBgNVBA YTAlVTMQswCQYDVQQIEwJDQTELMAkGA1UEBxMCU1YxE zARBgNVBAoTCmVHYWluIENvcnAxEzARBgNVBAsTCmVH YWluIENvcnAxFTATBgNVBAMTDHVzc3VodnZtMDAzOTA eFw0xNjAyMTExOTI2MDRaFw0yNjAyMDgxOTI2MDRaMG gxCzAJBgNVBAYTAlVTMQswCQYDVQQIEwJDQTELMAkGA 1UEBxMCU1YxEzARBgNVBAoTCmVHYWluIENvcnAxEzAR BgNVBAsTCmVHYWluIENvcnAxFTATBgNVBAMTDHVzc3V odnZtMDAzOTCCASIwDQYJKoZIhvcNAQEBBQADggEPAD CCAQoCggEBALI36zAFtgGnPkireim78TZwzj/IgdBuH tOLSmTcHnqEXEMF+XxVS+V6ZUhwogM7gePZare8k5uK MQ7NDQRvJ4yDnIURaasuFCSUJGHLleAHJWDH+KenxdZ 9iuPfbRNfU/mqQwRiikxr5BqRkIiYGS25TQBiaGhNbz QLuvDg3QjzqR//7SzEemayF4d7XrXuia+iD/u8zThyo QmoeAhjIj7bxo/vRD/8+5hvzF3qS7P1XOIq3OkdCuI3 SBzD4SPfDoJU14BxWzp3vGU+MMC25vUmvbDMEcstqbl Tv9qrbLIZyTWcHOXBzjPAYpmwxCHFfAFXVpwJ51cccK IuM7cAklMCAwEAATANBgkqhkiG9w0BAQUFAAOCAQEAI I9CtR6FFbc7zXAPMF3FN2v3ms2hwwjJxUif6b5GDAvm fcJBUvkTMRwHve43gTaiFmcDHkp1hxQ8PDlLOkujEa5 yuGIB9I/Hxqhkiv9Vm6qorZ2pPM9d2nA8NQ4DKWaXxY /OcGCFr5NNwIhQCp30F3bFAHFoUIdsedyk7VhQjY5bH 3+TkT4U+Irjd6TE+xpt8WNIwWum58QUYdmvoIRus6v5 PRPlATBu7w6plkm8S/IoqXm9P0940m5QHcChGEywGGF GFplHomgvwtM8Apj6QC2Zq1VTw+G1z9fKsgFu/gIAEW 8pcW9PFG9qHSZxAKS6F1TGmxYmqcbkdP3LSdwE6Q==< /ds:X509Certificate> </ds:X509Data> </ds:KeyInfo> </ds:Signature> <saml2:Subject>

	<saml2:NameID Format="urn:oasis:names:tc:SAML:2.0:nameid-format:transient" NameQualifier="ECE Corp">111-20-2989</saml2:NameID> <saml2:SubjectConfirmation Method="urn:oasis:names:tc:SAML:2.0:cm:bearer"> <saml2:SubjectConfirmationData NotBefore="2016-02-18T23:29:00.000Z" NotOnOrAfter="2016-02-18T23:39:00.000Z" Recipient="ECE" /> </saml2:SubjectConfirmation> </saml2:Subject> <saml2:Conditions NotBefore="2016-02-18T23:29:00.000Z" NotOnOrAfter="2016-02-18T23:39:00.000Z"> <saml2:AudienceRestriction> <saml2:Audience>ECE</saml2:Audience> </saml2:AudienceRestriction> </saml2:Conditions> <saml2:AttributeStatement> <saml2:Attribute Name="department"> <saml2:AttributeValue xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xsi:type="xs:string">Service</saml2:AttributeValue> </saml2:Attribute> <saml2:Attribute Name="firstName"> <saml2:AttributeValue xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xsi:type="xs:string">Dave</saml2:AttributeValue> </saml2:Attribute> <saml2:Attribute Name="middleName"> <saml2:AttributeValue xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xsi:type="xs:string">Osbon</saml2:AttributeValue> </saml2:Attribute> <saml2:Attribute Name="lastName"> <saml2:AttributeValue xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xsi:type="xs:string">Stewart</saml2:AttributeValue> </saml2:Attribute> <saml2:Attribute Name="custom.external id"> <saml2:AttributeValue xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xsi:type="xs:string">111-20-2989</saml2:AttributeValue> </saml2:Attribute> <saml2:Attribute Name="email.address"> <saml2:AttributeValue xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xsi:type="xs:string">dave@example.com</saml2:AttributeValue> </saml2:Attribute> <saml2:Attribute Name="twitter.ID"> <saml2:AttributeValue xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xsi:type="xs:string">dave123</saml2:AttributeValue> </saml2:Attribute> <saml2:Attribute Name="facebook.ID"> <saml2:AttributeValue xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xsi:type="xs:string">dave123</saml2:AttributeValue> </saml2:Attribute> <saml2:Attribute Name="home.phone.countryCode">

	<saml2:AttributeValue xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xsi:type="xs:string">1</saml2:AttributeValue> </saml2:Attribute> <saml2:Attribute Name="home.phone.number"> <saml2:AttributeValue xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xsi:type="xs:string">111-123-1234</saml2:AttributeValue> </saml2:Attribute> <saml2:Attribute Name="mobile.phone.countryCode"> <saml2:AttributeValue xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xsi:type="xs:string">1</saml2:AttributeValue> </saml2:Attribute> <saml2:Attribute Name="mobile.phone.number"> <saml2:AttributeValue xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xsi:type="xs:string">111-111-1111</saml2:AttributeValue> </saml2:Attribute> <saml2:Attribute Name="office.phone.countryCode"> <saml2:AttributeValue xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xsi:type="xs:string">1</saml2:AttributeValue> </saml2:Attribute> <saml2:Attribute Name="office.phone.number"> <saml2:AttributeValue xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xsi:type="xs:string">222-222-2222</saml2:AttributeValue> </saml2:Attribute> </saml2:AttributeStatement> <saml2:AuthnStatement AuthnInstant="2016-02-18T23:29:00.000Z" SessionIndex="ab1glarme5edcr6edrahcqts9sni5" SessionNotOnOrAfter="2016-02-18T23:39:00.000Z"> <saml2:AuthnContext> <saml2:AuthnContextClassRef>urn:oasis:names:tc:SAML:2.0:ac:classes:PasswordProtectedTransport</saml2:AuthnContextClassRef> </saml2:AuthnContext> </saml2:AuthnStatement> </saml2:Assertion></saml2p:Response>

Response:

HTTP/1.1 200 OK

Response headers

Name	Values
X-egain-session	Newly generated session ID
Content-Type	`application/json`

Response body

```
{    "access_token": "ffeb110f-87ed-4532-a8d4-37d250144a17",    "token_type": "Bearer"}
```

Example 3 - Login an existing customer using SSO with customer updation

This example demonstrates the following:

- Login a customer using SSO, when customer exists and will be updated as part of completing the request.
- Sending *mergeOnAttribute* SAML attribute with value 'email.address'

This example assumes the following:

- *Subject* sent in the SAML assertion is not found and customer is identified through the value provided in *email.address* SAML attribute.
- Less than 5 concurrent sessions exist for this customer.

XML

Request

Method	URL
POST	`/ws/v15/context/authentication/user/sso/oauth2/token`

Request headers

Name	Value
Accept	application/xml
Content-Type	application/x-www-form-urlencoded
Accept-Language	en-US

Request body:

Following form parameters are sent in the request. For easier understanding, the SAML assertion is shown without Base64 encoding below.

Name	Value
grant_type	urn:ietf:params:oauth:grant-type:saml2-bearer
assertion	<?xml version="1.0" encoding="UTF-8"?><saml2p:Response xmlns:saml2p="urn:oasis:names:tc:SAML:2.0:protocol" Destination="ECE Application" ID="ab30t4g4k4h6o3l33ossn9mdsr253" IssueInstant="2016-02-18T23:29:12.952Z" Version="2.0"> <saml2:Issuer xmlns:saml2="urn:oasis:names:tc:SAML:2.0:assertion" Format="urn:oasis:names:tc:SAML:2.0:assertion">idp.fmfm</saml2:Issuer> <saml2p:Status> <saml2p:StatusCode Value="urn:oasis:names:tc:SAML:2.0:status:Success" /> </saml2p:Status> <saml2:Assertion xmlns:saml2="urn:oasis:names:tc:SAML:2.0:assertion" xmlns:xs="http://www.w3.org/2001/XMLSchema" ID="ab1mrec9ffamqhh1bn8op842bj3e7" IssueInstant="2016-02-18T23:29:00.000Z"

	Version="2.0"> <saml2:Issuer>idp.fmfm</saml2:Issuer> <ds:Signature xmlns:ds="http://www.w3.org/2000/09/xmldsig #"> <ds:SignedInfo> <ds:CanonicalizationMethod Algorithm="http://www.w3.org/2001/10/xml-ex c-c14n#" /> <ds:SignatureMethod Algorithm="http://www.w3.org/2000/09/xmldsi g#rsa-sha1" /> <ds:Reference URI="#ab1mrec9ffamqhh1bn8op842bj3e7"> <ds:Transforms> <ds:Transform Algorithm="http://www.w3.org/2000/09/xmldsi g#enveloped-signature" /> <ds:Transform Algorithm="http://www.w3.org/2001/10/xml-ex c-c14n#"> <ec:InclusiveNamespaces xmlns:ec="http://www.w3.org/2001/10/xml-exc -c14n#" PrefixList="xs" /> </ds:Transform> </ds:Transforms> <ds:DigestMethod Algorithm="http://www.w3.org/2000/09/xmldsi g#sha1" /> <ds:DigestValue>l7SB8XPY4XTH2pHCsna1Hzs5B7M =</ds:DigestValue> </ds:Reference> </ds:SignedInfo> <ds:SignatureValue>RMsYB9iR0Wn9j8R1ZKCReg+N ZcCOotFY5gXyCRk1bqqJf6N6oFapDcB7CKjMK506hr0 YvJADjm0G4cVnac5G9VduJShTGTQE2TwPEDSaepMvZv 6Wtej29N0P9SHT0L2PD2SI59NQjqlikX4+Iz7X6LiAn dk88XJGM1Jf3rc5HKodDzn733GRV9kZxXYIsgpqRks4 iKltyMCoINqF60vcFoazOKDrDWFYIMPbppJL68DU65r 8u0zbE8b08NgF3T78pbF5z3nl2r7X9IngFmAj9ViIUT FCkRs+5r5nTim7gi26hTNN3JZBxClbJ8Td2AqKXaWFs O15wyD8mUveZjZ37A==</ds:SignatureValue> <ds:KeyInfo> <ds:X509Data> <ds:X509Certificate>MIIDUTCCAjmgAwIBAgIJAKw up+gH9s97MA0GCSqGSIb3DQEBBQUAMGgxCzAJBgNVBA YTAlVTMQswCQYDVQQIEwJDQTELMAkGA1UEBxMCU1YxE zARBgNVBAoTCmVHYWluIENvcnAxEzARBgNVBAsTCmVH YWluIENvcnAxFTATBgNVBAMTDHVzc3VodnZtMDAzOTA eFw0xNjAyMTExOTI2MDRaFw0yNjAyMDgxOTI2MDRaMG gxCzAJBgNVBAYTAlVTMQswCQYDVQQIEwJDQTELMAkGA 1UEBxMCU1YxEzARBgNVBAoTCmVHYWluIENvcnAxEzAR BgNVBAsTCmVHYWluIENvcnAxFTATBgNVBAMTDHVzc3V odnZtMDAzOTCCASIwDQYJKoZIhvcNAQEBBQADggEPAD CCAQoCggEBALI36zAFtgGnPkireim78TZwzj/IgdBuH tOLSmTcHnqEXEMF+XxVS+V6ZUhwogM7gePZare8k5uK MQ7NDQRvJ4yDnIURaasuFCSUJGHLleAHJWDH+KenxdZ 9iuPfbRNfU/mqQwRiikxr5BqRkIiYGS25TQBiaGhNbz QLuvDg3QjzqR//7SzEemayF4d7XrXuia+iD/u8zThyo QmoeAhjIj7bxo/vRD/8+5hvzF3qS7P1XOIq3OkdCuI3 SBzD4SPfDoJU14BxWzp3vGU+MMC25vUmvbDMEcstqbl Tv9qrbLIZyTWcHOXBzjPAYpmwxCHFfAFXVpwJ51ccck IuM7cAklMCAwEAATANBgkqhkiG9w0BAQUFAAOCAQEAI I9CtR6FFbc7zXAPMF3FN2v3ms2hwwjJxUif6b5GDAvm fcJBUvkTMRwHve43gTaiFmcDHkp1hxQ8PDlLOkujEa5 yuGIB9I/Hxqhkiv9Vm6qorZ2pPM9d2nA8NQ4DKWaXxY /OcGCFr5NNwIhQCp30F3bFAHFoUIdsedyk7VhQjY5bH 3+TkT4U+Irjd6TE+xpt8WNIwWum58QUYdmvoIRus6v5 PRPlATBu7w6plkm8S/IoqXm9P0940m5QHcChGEywGGF GFplHomgvwtM8Apj6QC2Zq1VTw+G1z9fKsgFu/gIAEW 8pcW9PFG9qHSZxAKS6F1TGmxYmqcbkdP3LSdwE6Q==< /ds:X509Certificate> </ds:X509Data> </ds:KeyInfo> </ds:Signature> <saml2:Subject> <saml2:NameID Format="urn:oasis:names:tc:SAML:2.0:nameid-

	format:transient" NameQualifier="ECE Corp">111-20-2989</saml2:NameID> <saml2:SubjectConfirmation Method="urn:oasis:names:tc:SAML:2.0:cm:bearer"> <saml2:SubjectConfirmationData NotBefore="2016-02-18T23:29:00.000Z" NotOnOrAfter="2016-02-18T23:39:00.000Z" Recipient="ECE" /> </saml2:SubjectConfirmation> </saml2:Subject> <saml2:Conditions NotBefore="2016-02-18T23:29:00.000Z" NotOnOrAfter="2016-02-18T23:39:00.000Z"> <saml2:AudienceRestriction> <saml2:Audience>ECE</saml2:Audience> </saml2:AudienceRestriction> </saml2:Conditions> <saml2:AttributeStatement> <saml2:Attribute Name="department"> <saml2:AttributeValue xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xsi:type="xs:string">Service</saml2:AttributeValue> </saml2:Attribute> <saml2:Attribute Name="firstName"> <saml2:AttributeValue xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xsi:type="xs:string">Dave</saml2:AttributeValue> </saml2:Attribute> <saml2:Attribute Name="middleName"> <saml2:AttributeValue xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xsi:type="xs:string">Osbon</saml2:AttributeValue> </saml2:Attribute> <saml2:Attribute Name="lastName"> <saml2:AttributeValue xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xsi:type="xs:string">Stewart</saml2:AttributeValue> </saml2:Attribute> <saml2:Attribute Name="custom.external_id"> <saml2:AttributeValue xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xsi:type="xs:string">111-20-2989</saml2:AttributeValue> </saml2:Attribute> <saml2:Attribute Name="email.address"> <saml2:AttributeValue xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xsi:type="xs:string">dave@example.com</saml2:AttributeValue> </saml2:Attribute> <saml2:Attribute Name="twitter.ID"> <saml2:AttributeValue xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xsi:type="xs:string">dave123</saml2:AttributeValue> </saml2:Attribute> <saml2:Attribute Name="facebook.ID"> <saml2:AttributeValue xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xsi:type="xs:string">dave123</saml2:AttributeValue> </saml2:Attribute> <saml2:Attribute Name="home.phone.countryCode"> <saml2:AttributeValue xmlns:xsi="http://www.w3.org/2001/XMLSchema

	-instance" xsi:type="xs:string">1</saml2:AttributeValue> </saml2:Attribute> <saml2:Attribute Name="home.phone.number"> <saml2:AttributeValue xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xsi:type="xs:string">111-123-1234</saml2:AttributeValue> </saml2:Attribute> <saml2:Attribute Name="mobile.phone.countryCode"> <saml2:AttributeValue xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xsi:type="xs:string">1</saml2:AttributeValue> </saml2:Attribute> <saml2:Attribute Name="mobile.phone.number"> <saml2:AttributeValue xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xsi:type="xs:string">111-111-1111</saml2:AttributeValue> </saml2:Attribute> <saml2:Attribute Name="office.phone.countryCode"> <saml2:AttributeValue xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xsi:type="xs:string">1</saml2:AttributeValue> </saml2:Attribute> <saml2:Attribute Name="office.phone.number"> <saml2:AttributeValue xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xsi:type="xs:string">222-222-2222</saml2:AttributeValue> </saml2:Attribute> <saml2:Attribute Name="mergeOnAttribute"> <saml2:AttributeValue xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xsi:type="xs:string">email.address</saml2:AttributeValue> </saml2:Attribute> </saml2:AttributeStatement> <saml2:AuthnStatement AuthnInstant="2016-02-18T23:29:00.000Z" SessionIndex="ab1glarme5edcr6edrahcqts9sni5" SessionNotOnOrAfter="2016-02-18T23:39:00.000Z"> <saml2:AuthnContext> <saml2:AuthnContextClassRef>urn:oasis:names:tc:SAML:2.0:ac:classes:PasswordProtectedTransport</saml2:AuthnContextClassRef> </saml2:AuthnContext> </saml2:AuthnStatement> </saml2:Assertion></saml2p:Response>

Response:

HTTP/1.1 200 OK

Response headers

Name	Values
X-egain-session	Newly generated session ID
Content-Type	`application/xml`

Response body

```
<?xml version="1.0" encoding="UTF-8" standalone="yes" ?><oAuthResponse
xmlns="http://bindings.egain.com/ws/model/v15/gen/platform">
<access_token>ffeb110f-87ed-4532-a8d4-37d250144a17</access_token>
<token_type>Bearer</token_type></oAuthResponse>
```

JSON

Request

Method	URL
POST	`/ws/v15/context/authentication/user/sso/oauth2/token`

Request headers :

Name	Value
Content-Type	`application/x-www-form-urlencoded`
Accept	application/json
Accept-Language	en-US

Request body:

Following form parameters are sent in the request. For easier understanding, the SAML assertion is shown without Base64 encoding below.

Name	Value
grant_type	urn:ietf:params:oauth:grant-type:saml2-bearer
assertion	<?xml version="1.0" encoding="UTF-8"?><saml2p:Response xmlns:saml2p="urn:oasis:names:tc:SAML:2.0:protocol" Destination="ECE Application" ID="ab30t4g4k4h6o3l33ossn9mdsr253" IssueInstant="2016-02-18T23:29:12.952Z" Version="2.0"> <saml2:Issuer xmlns:saml2="urn:oasis:names:tc:SAML:2.0:assertion" Format="urn:oasis:names:tc:SAML:2.0:assertion">idp.fmfm</saml2:Issuer> <saml2p:Status> <saml2p:StatusCode Value="urn:oasis:names:tc:SAML:2.0:status:Success" /> </saml2p:Status> <saml2:Assertion xmlns:saml2="urn:oasis:names:tc:SAML:2.0:assertion" xmlns:xs="http://www.w3.org/2001/XMLSchema" ID="ab1mrec9ffamqhh1bn8op842bj3e7" IssueInstant="2016-02-18T23:29:00.000Z" Version="2.0"> <saml2:Issuer>idp.fmfm</saml2:Issuer> <ds:Signature xmlns:ds="http://www.w3.org/2000/09/xmldsig#"> <ds:SignedInfo> <ds:CanonicalizationMethod Algorithm="http://www.w3.org/2001/10/xml-exc-c14n#" /> <ds:SignatureMethod Algorithm="http://www.w3.org/2000/09/xmldsig#rsa-sha1" /> <ds:Reference

	URI="#ab1mrec9ffamqhh1bn8op842bj3e7"> <ds:Transforms> <ds:Transform Algorithm="http://www.w3.org/2000/09/xmldsig#enveloped-signature" /> <ds:Transform Algorithm="http://www.w3.org/2001/10/xml-exc-c14n#"> <ec:InclusiveNamespaces xmlns:ec="http://www.w3.org/2001/10/xml-exc-c14n#" PrefixList="xs" /> </ds:Transform> </ds:Transforms> <ds:DigestMethod Algorithm="http://www.w3.org/2000/09/xmldsig#sha1" /> <ds:DigestValue>l7SB8XPY4XTH2pHCsna1Hzs5B7M=</ds:DigestValue> </ds:Reference> </ds:SignedInfo> <ds:SignatureValue>RMsYB9iR0Wn9j8R1ZKCReg+NZcCOotFY5gXyCRk1bqqJf6N6oFapDcB7CKjMK506hr0YvJADjm0G4cVnac5G9VduJShTGTQE2TwPEDSaepMvZv6Wtej29N0P9SHT0L2PD2SI59NQjqlikX4+Iz7X6LiAndk88XJGM1Jf3rc5HKodDzn733GRV9kZxXYIsgpqRks4iKltyMCoINqF60vcFoazOKDrDWFYIMPbppJL68DU65r8u0zbE8b08NgF3T78pbF5z3nl2r7X9IngFmAj9ViIUTFCkRs+5r5nTim7gi26hTNN3JZBxClbJ8Td2AqKXaWFsO15wyD8mUveZjZ37A==</ds:SignatureValue> <ds:KeyInfo> <ds:X509Data> <ds:X509Certificate>MIIDUTCCAjmgAwIBAgIJAKwup+gH9s97MA0GCSqGSIb3DQEBBQUAMGgxCzAJBgNVBAYTAlVTMQswCQYDVQQIEwJDQTELMAkGA1UEBxMCU1YxEzARBgNVBAoTCmVHYWluIENvcnAxEzARBgNVBAsTCmVHYWluIENvcnAxFTATBgNVBAMTDHVzc3VodnZtMDAzOTAeFw0xNjAyMTExOTI2MDRaFw0yNjAyMDgxOTI2MDRaMGgxCzAJBgNVBAYTAlVTMQswCQYDVQQIEwJDQTELMAkGA1UEBxMCU1YxEzARBgNVBAoTCmVHYWluIENvcnAxEzARBgNVBAsTCmVHYWluIENvcnAxFTATBgNVBAMTDHVzc3VodnZtMDAzOTCCASIwDQYJKoZIhvcNAQEBBQADggEPADCCAQoCggEBALI36zAFtgGnPkireim78TZwzj/IgdBuHtOLSmTcHnqEXEMF+XxVS+V6ZUhwogM7gePZare8k5uKMQ7NDQRvJ4yDnIURaasuFCSUJGHLleAHJWDH+KenxdZ9iuPfbRNfU/mqQwRiikxr5BqRkIiYGS25TQBiaGhNbzQLuvDg3QjzqR//7SzEemayF4d7XrXuia+iD/u8zThyoQmoeAhjIj7bxo/vRD/8+5hvzF3qS7P1XOIq3OkdCuI3SBzD4SPfDoJU14BxWzp3vGU+MMC25vUmvbDMEcstqblTv9qrbLIZyTWcHOXBzjPAYpmwxCHFfAFXVpwJ51ccckIuM7cAklMCAwEAATANBgkqhkiG9w0BAQUFAAOCAQEAII9CtR6FFbc7zXAPMF3FN2v3ms2hwwjJxUif6b5GDAvmfcJBUvkTMRwHve43gTaiFmcDHkp1hxQ8PDlLOkujEa5yuGIB9I/Hxqhkiv9Vm6qorZ2pPM9d2nA8NQ4DKWaXxY/OcGCFr5NNwIhQCp30F3bFAHFoUIdsedyk7VhQjY5bH3+TkT4U+Irjd6TE+xpt8WNIwWum58QUYdmvoIRus6v5PRPlATBu7w6plkm8S/IoqXm9P0940m5QHcChGEywGGFGFplHomgvwtM8Apj6QC2Zq1VTw+G1z9fKsgFu/gIAEW8pcW9PFG9qHSZxAKS6F1TGmxYmqcbkdP3LSdwE6Q==</ds:X509Certificate> </ds:X509Data> </ds:KeyInfo> </ds:Signature> <saml2:Subject> <saml2:NameID Format="urn:oasis:names:tc:SAML:2.0:nameid-format:transient" NameQualifier="ECE Corp">111-20-2989</saml2:NameID> <saml2:SubjectConfirmation Method="urn:oasis:names:tc:SAML:2.0:cm:bearer"> <saml2:SubjectConfirmationData NotBefore="2016-02-18T23:29:00.000Z" NotOnOrAfter="2016-02-18T23:39:00.000Z" Recipient="ECE" /> </saml2:SubjectConfirmation>

	</saml2:Subject> <saml2:Conditions NotBefore="2016-02-18T23:29:00.000Z" NotOnOrAfter="2016-02-18T23:39:00.000Z"> <saml2:AudienceRestriction> <saml2:Audience>ECE</saml2:Audience> </saml2:AudienceRestriction> </saml2:Conditions> <saml2:AttributeStatement> <saml2:Attribute Name="department"> <saml2:AttributeValue xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xsi:type="xs:string">Service</saml2:AttributeValue> </saml2:Attribute> <saml2:Attribute Name="firstName"> <saml2:AttributeValue xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xsi:type="xs:string">Dave</saml2:AttributeValue> </saml2:Attribute> <saml2:Attribute Name="middleName"> <saml2:AttributeValue xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xsi:type="xs:string">Osbon</saml2:AttributeValue> </saml2:Attribute> <saml2:Attribute Name="lastName"> <saml2:AttributeValue xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xsi:type="xs:string">Stewart</saml2:AttributeValue> </saml2:Attribute> <saml2:Attribute Name="custom.external_id"> <saml2:AttributeValue xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xsi:type="xs:string">111-20-2989</saml2:AttributeValue> </saml2:Attribute> <saml2:Attribute Name="email.address"> <saml2:AttributeValue xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xsi:type="xs:string">dave@example.com</saml2:AttributeValue> </saml2:Attribute> <saml2:Attribute Name="twitter.ID"> <saml2:AttributeValue xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xsi:type="xs:string">dave123</saml2:AttributeValue> </saml2:Attribute> <saml2:Attribute Name="facebook.ID"> <saml2:AttributeValue xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xsi:type="xs:string">dave123</saml2:AttributeValue> </saml2:Attribute> <saml2:Attribute Name="home.phone.countryCode"> <saml2:AttributeValue xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xsi:type="xs:string">1</saml2:AttributeValue> </saml2:Attribute> <saml2:Attribute Name="home.phone.number"> <saml2:AttributeValue xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xsi:type="xs:string">111-123-1234</saml2:AttributeValue> </saml2:Attribute> <saml2:Attribute

	Name="mobile.phone.countryCode"> <saml2:AttributeValue xmlns:xsi="http://www.w3.org/2001/XMLSchema -instance" xsi:type="xs:string">1</saml2:AttributeValu e> </saml2:Attribute> <saml2:Attribute Name="mobile.phone.number"> <saml2:AttributeValue xmlns:xsi="http://www.w3.org/2001/XMLSchema -instance" xsi:type="xs:string">111-111-1111</saml2:At tributeValue> </saml2:Attribute> <saml2:Attribute Name="office.phone.countryCode"> <saml2:AttributeValue xmlns:xsi="http://www.w3.org/2001/XMLSchema -instance" xsi:type="xs:string">1</saml2:AttributeValu e> </saml2:Attribute> <saml2:Attribute Name="office.phone.number"> <saml2:AttributeValue xmlns:xsi="http://www.w3.org/2001/XMLSchema -instance" xsi:type="xs:string">222-222-2222</saml2:At tributeValue> </saml2:Attribute> <saml2:Attribute Name="mergeOnAttribute"> <saml2:AttributeValue xmlns:xsi="http://www.w3.org/2001/XMLSchema -instance" xsi:type="xs:string">email.address</saml2:A ttributeValue> </saml2:Attribute> </saml2:AttributeStatement> <saml2:AuthnStatement AuthnInstant="2016-02-18T23:29:00.000Z" SessionIndex="ab1glarme5edcr6edrahcqts9sni5 " SessionNotOnOrAfter="2016-02-18T23:39:00.00 0Z"> <saml2:AuthnContext> <saml2:AuthnContextClassRef>urn:oasis:names :tc:SAML:2.0:ac:classes:PasswordProtectedTr ansport</saml2:AuthnContextClassRef> </saml2:AuthnContext> </saml2:AuthnStatement> </saml2:Assertion></saml2p:Response>

Response:

HTTP/1.1 200 OK

Response headers

Name	Values
X-egain-session	Newly generated session ID
Content-Type	`application/json`

Response body


```
{    "access_token": "ffeb110f-87ed-4532-a8d4-37d250144a17",    "token_type": "Bearer"}
```

CustomerSSOLoginPage Class Reference

Detailed Description

Single Sign-On using SAML bearer token

Overview

This is an authentication API, which can be used by the customers to login using Single Sign-On (SSO) to access Interaction APIs and Access APIs. This API supports logging in using a SAML2 bearer token using OAuth2. To use this API for customer login, *Customer Single Sign-On Configuration* must be configured by the administrator. Refer to "Customer Single Sign-On" section in "Administrator`s Guide to Administration Console" for more information.

Upon successful verification of the SAML assertion, this API will generate a session ID which will be returned as a header. This session ID can be used by the customers to access Customer Portal APIs as well as Access APIs. Session ID, once expired, cannot be used again and a new session ID can be created by using this API.

As part of login using SSO, customer auto provisioning is also supported. With auto provisioning, customer attributes sent in SAML assertion will be used to create customers the first time they try to log in. If the customer exists, customer attributes sent in SAML assertion will be updated for the identified customer.

Since

15.0.2.1

APIs

Method	URL	Description
POST	`/ws/v15/context/authentication/user/sso/oauth2/token`	Authenticates customers logging into the application using SSO.

Permissions

Licenses

Following licenses will be consumed as part of this API. These must be installed and available for consumption:

- ECE SelfService
- ECE SelfService Advanced

Request

Request headers

Name	Description	Allowed values	Default value
Content-Type	Media type sent by the client.	application/x-www-form-urlencoded	N/A
Accept	Content type accepted by the client.	`application/xml` or `application/json`	N/A
Accept-Language	Language locale accepted by client (used for locale specific fields in resource representation and in error responses)	Supported 'Accept-Language' header codes	`default system language`

Request Body

The request body is mandatory. Request body must contain a single form with the following parameters:

- **grant_type:** This form parameter must contain the type of grant sent in the request. Only supported value is "urn:ietf:params:oauth:grant-type:saml2-bearer".
- **assertion:** This form parameter must contain a Base64 encoded SAML assertion. The customer identifier must be located in the *NameID* element of the *subject* statement of SAML assertion. SAML assertion may optionally contain customer attributes as SAML Attributes to create or modify a customer. If customer attributes are not provided, auto provisioning and modification to customer record will not happen as part of SSO.

Creation of new customer during SSO login

If a customer is not found in the ECE application with the *subject* provided in the SAML assertion, the application will check whether *mergeOnAttribute* SAML attribute is provided. If provided, the application uses the field specified in *mergeOnAttribute* to search for a customer. If a customer is found using *mergeOnAttribute* then this customer's information will be updated with all the customer attributes sent in the SAML Assertion and the customer identifier sent in the *subject* . If the customer is not found using *subject* and *mergeOnAttribute* both, a new customer is created in the application. The customer type will be individual.
Following customer attributes are required to be sent in the SAML attributes to create a new customer successfully:

Attribute Name	Description
department	Department name in which to lookup the customer. This must be provided only if the customer departmentalization setting is enabled in the application.
firstName	First name of the contact. Must not exceed 124 characters.

Following optional customer attributes are allowed in the SAML attributes to create a new customer:

Attribute Name	Description
middleName	Middle name of the contact. Must not exceed 124 characters.
lastName	Last name of the contact. Must not exceed 124 characters.
dateOfBirth	Must be a date in the past. Must be in XML date format (yyyy-mm-dd).
custom.<name>	Custom attributes of the contact: "<name>" is the internal name of the custom attribute. Name must match one of the custom attributes configured in application. If the custom attribute is configured as an enumeration, the value must be one of the predefined values.
email.address	Email address of the contact. Refer Email Address definition for the valid email address format.
twitter.ID	Twitter ID of the contact. Must not exceed 255 characters.
facebook.ID	Facebook ID of the contact. Must not exceed 255 characters.
home.phone.countryCode	Country code of the home phone number of the contact. Must be a number not exceeding 9 digits.
home.phone.number	Home phone number of the contact. This accepts any string representation. It is the client's responsibility to send in the correct number. Must not exceed 25 characters.
mobile.phone.countryCode	Country code of the mobile phone number of the contact. Must be a number not exceeding 9 digits.
mobile.phone.number	Mobile phone number of the contact. This accepts any string representation. It is the client's responsibility to send in the correct number. Must not exceed 25 characters.
office.phone.countryCode	Country code of the office phone number of the contact. Must be a number not exceeding 9 digits.
office.phone.number	Office phone number of the contact. This accepts any string representation. It is the client's responsibility to send in the correct number. Must not exceed 25 characters.
mergeOnAttribute	Attribute on which existing customer

	records will be merged. Supported values are: • email.address • home.phone.number • mobile.phone.number • office.phone.number • custom.<name>

Modification of existing customer during SSO login

If a single customer is found in the ECE application with the *subject* provided or by using the *mergeOnAttribute* in the SAML assertion, the customer information is updated using the customer attributes in SAML attributes and the customer identifier sent in the *subject* . Following optional customer attributes are allowed in the SAML Attributes to modify an existing customer:

Attribute Name	Description
department	Department name in which to lookup the customer. This must be provided only if the customer departmentalization setting is enabled in the application.
firstName	First name of the contact. Must not exceed 124 characters. Must be provided to create a new customer in the application.
middleName	Middle name of the contact. Must not exceed 124 characters.
lastName	Last name of the contact. Must not exceed 124 characters.
dateOfBirth	Must be a date in the past. Must be in XML date format (yyyy-mm-dd).
custom.<name>	Custom attributes of the contact: "<name>" is the internal name of the custom attribute. Name must match one of the custom attributes configured in application. If the custom attribute is configured as an enumeration, the value must be one of the predefined values.
email.address	Email address of the contact. Refer Email Address definition for the valid email address format.
twitter.ID	Twitter ID of the contact. Must not exceed 255 characters.
facebook.ID	Facebook ID of the contact. Must not exceed 255 characters.
home.phone.countryCode	Country code of the home phone number of the contact. Must be a number not exceeding 9 digits.

home.phone.number	Home phone number of the contact. This accepts any string representation. It is the client's responsibility to send in the correct number. Must not exceed 25 characters.
mobile.phone.countryCode	Country code of the mobile phone number of the contact. Must be a number not exceeding 9 digits.
mobile.phone.number	Mobile phone number of the contact. This accepts any string representation. It is the client's responsibility to send in the correct number. Must not exceed 25 characters.
office.phone.countryCode	Country code of the office phone number of the contact. Must be a number not exceeding 9 digits.
office.phone.number	Office phone number of the contact. This accepts any string representation. It is the client's responsibility to send in the correct number. Must not exceed 25 characters.
mergeOnAttribute	Attribute on which existing customer records will be merged. Supported values are: • email.address • home.phone.number • mobile.phone.number • office.phone.number • custom.<name>

Supported API specific query parameters

Name	Description
forceLogin	This is an optional query parameter. The only possible value is "yes".the application, a maximum of 5 concurrent sessions are allowed for a customer. The sixth request will fail, unless this parameter is sent along with the request. If this parameter is sent by the client, the oldest session (based on session creation time) is terminated and a new session is created.
providerId	This is an optional query parameter. If provided, this must contain the ID of the provider to be used for authenticating the

	request. If this parameter is not provided, default provider will be used for authenticating the request.

Supported common query parameters

None

Request body XML schemas:

The Base64 decoded *assertion* form parameter sent in the request body must conform to SAML 2.0 assertion schema. It is assumed that all mandatory SAML assertion elements required to successfully verify the SAML assertion will be sent in the request.

Response

Response will contain the following elements in case of success:

- access_token: The value will be the new session identifier created for the customer.
- token_type: The type of token returned in the response. The value will always be "Bearer".

Response will contain the following elements in case of error:

- error: The values can be one of: invalid_request, unsupported_grant_type, invalid_grant, access_denied, and server_error.
- error_description: Localized user friendly error message.

Response headers

Name	Description	Possible values
X-egain-session	Newly generated session ID	N/A
Content-Type	Media type of response body	`application/xml` or `application/json`

Response body XML schemas:

- Oauth Login Response Schema - used in case of success and error

HTTP status codes

Success Status codes

200 - OK

- The customer was successfully authenticated. The new session identifier will be sent in the response body as well as in the "X-egain-session" response header.

Failure Status codes

400 - Bad Request, with error value "invalid_request"

- Unsupported query or form parameter is sent in the request.
- Unsupported query or form parameter value is sent in the request.
- Request body does not contain the required form parameter.
- Request body is empty.
- If the customer is not found (based on *subject* or *mergeOnAttribute*) and SAML attributes required to create a new customer are not present in the SAML assertion.

- Unsupported SAML attribute is sent in the SAML assertion.
- Unsupported SAML attribute value is sent in the SAML assertion.
- If the customer cannot be uniquely identified with the provided *subject* or *mergeOnAttribute* in the SAML assertion.
- If duplicate email address is provided in the SAML assertion.

400 - Bad Request, with error value "unsupported_grant_type"

- Unsupported value of "grant_type" form parameter is sent.

401 - Unauthorized with error as "invalid_grant"

- Unsupported element is sent in the SAML assertion.
- Element values sent in the SAML assertion do not match the corresponding Customer SSO configuration values in admin console.
- Invalid certificate found in SAML assertion.
- SAML assertion is expired.
- SAML assertion is not Base64 encoded.
- Invalid SAML entity is sent in the SAML assertion.
- *Subject* value is empty in the SAML assertion.

403 - Forbidden with error as "access_denied"

- If the customer identified by the SAML assertion provided in request body, currently has 5 active web service sessions and forceLogin query parameter with value "yes" is not sent in the request.
- If the customer identified by the SAML assertion provided in request body is a system created or anonymous customer.

406 - Not Acceptable, with error as "invalid_request"

- Invalid value of Accept-Language header.

500 - Internal server error, with error as "server_error"

Examples:

Example 1 - Login an existing customer using SSO
Example 2 - Login a new customer with supported query parameters
Example 3 - Login an existing customer using SSO with customer updation

CustomerWebprofileSSOLoginPage Class Reference

Detailed Description

Single Sign-On using SAML

Overview

This is the Assertion Consumer Service URL provided for web based customers to login to the application using Single Sign-On (SSO). The application supports both Identity provider (IdP) initiated SSO and Service provider (SP) initiated SSO. Only SAML 2.0 protocol is supported. To use this URL for login, *Customer Single Sign-On Configuration* must be configured by the administrator. Refer to "Customer Single Sign-On" section in "Administrator`s Guide to Administration Console" for more information.

Once the login is successful, the customers can access Interaction APIs as well as Access APIs using the session token returned through a short lived cookie in the response.

As part of login, customer auto provisioning is also supported. With auto provisioning, customer attributes sent in SAML assertion will be used to create customers the first time they try to log in. If the customer exists, customer attributes sent in SAML assertion will be updated for the identified customer.

Since

15.0.3.1

Permissions

Licenses

Following licenses will be consumed as part of logging in the customer. These must be installed and available for consumption:

- ECE SelfService
- ECE SelfService Advanced

Request

Request URL

Method	URL	Description
POST	`/authentication/sso/saml2`	Authenticate and login customers using SSO.

Request Body

The request body is mandatory. Request body must contain a single form with the following

parameters:

1. SAMLResponse: This form parameter must contain a Base64 encoded SAML assertion. SAML assertion may optionally contain the following:
    1. Customer attributes to create or modify a customer. Please refer Auto provisioning and update of customers for more information on supported attributes.
    2. Start URL: This is an absolute URL that the customer will be redirected to upon successfully logging in. The URL can be sent in 'startURL' attribute in the assertion.
    3. applicationType: This indicates the application which the user wants to login to. Only Secure Inbox is currently supported, and hence, the parameter value must be 'secure_inbox'.
    4. portalId: ID of the portal. This is supported only if the value of applicationType is "secure_inbox". This will override the value provided through the "portalId" request parameter.
    5. templateName: Name of the template. This is supported only if the value of applicationType is "secure_inbox". This will override the value provided through the "templateName" request parameter.

2. applicationType: This need not be provided, if already provided through SAML assertion. This form parameter indicates the application which the user wants to login to. Only Secure Inbox is supported in this version hence, the parameter value must be 'secure_inbox'.

Note: ApplicationType is mandatory either as a form parameter, or as part of the SAML assertion in SAMLResponse. The value provided must be a supported value. The application accepts the request even if applicationType is provided as form parameter as well as in the SAML assertion.

Request Body XML schemas

SAMLResponse form parameter in the request body must use the following SAML 2.0 assertion schema:

- https://docs.oasis-open.org/security/saml/v2.0/saml-schema-assertion-2.0.xsd

Supported parameters

Following optional parameters are allowed for all application types in the request. These parameters can be sent as form or query parameters:

Name	Description	Allowed values	Default value
RelayState	This parameter must contain an absolute URL where the customer will be redirected to after a successful login. Note that this will take precedence over "startURL" provided through the SAML assertion.	N/A	N/A
forceLogin	This is an optional query parameter. The only possible value is "yes".the	N/A	N/A

	application, a maximum of 5 concurrent sessions are allowed for a customer. The sixth request will fail, unless this parameter is sent along with the request. If this parameter is sent by the client, the oldest session (based on session creation time) is terminated and a new session is created.		
acceptLanguage	This parameter must contain the language locale accepted by client (used for locale specific error responses).	Supported 'Accept-Language' header codes	`default system language`
providerId	ID of the provider to be used for authenticating the request.	ID of a configured provider in the application.	Default provider, as configured in the application.

Following optional parameters are allowed for 'secure_inbox' application type in the request. These parameters will be appended to the start URL (as query parameters), if the customer is authenticated successfully.

Name	Description
templateName	Name of the template.
portalId	PortalID

Note: Values for "templateName" and "portalId" can be provided through request parameter as well as SAML assertion. If provided through both (request parameter and SAML assertion), the value in the SAML assertion will take precedence (value in SAML assertion will be used).

Response

If login is successful:

1. The customer will be redirected (response code 302) to a start URL. Start URL will be appended with all application specific parameters that are sent in the request. This start URL will be determined in the following order of precedence:
   - RelayState parameter: If 'RelayState' parameter is sent in the request, it will be used as the start URL.

- SAML assertion attribute: If 'RelayState' parameter is not sent and 'startURL' SAML attribute is present in the SAML assertion sent in the request, the value sent for this SAML attribute will be used as the start URL.
- Admin console settings: If both 'RelayState' parameter and 'startURL' SAML assertion attribute are not sent, start URL will be the value of 'Start URL' setting configured in admin console for customer SSO configuration.
- **Note:** If start URL is not sent or configured in at least one of the above mentioned parameters, the customer will be redirected to the error page.

2. As part of the response, a short lived cookie (alive for 1 minute) named 'X-egain-session' will be set by the application. This cookie will contain the session token generated for the customer. This token must be stored by the client and sent as a header in all subsequent Interaction and Access API calls.

If login is not successful:

- The customer will be redirected (response code 302) to a standard error page. This error page will display an error code and a user friendly error description localized in the language sent in 'Accept-language' query parameter. If 'Accept-language' query parameter is not sent in the request, error description will be returned in the default system language.

Errors

Below are a few scenarios in which the application will error out:

- Unsupported query or form parameter is sent in the request.
- Unsupported query or form parameter value is sent in the request.
- Request body does not contain the required form parameter.
- Request body is empty.
- The customer is not found (based on subject or mergeOnAttribute) and SAML attributes required to create a new customer are not present in the SAML assertion.
- Unsupported SAML attribute is sent in the SAML assertion.
- Unsupported SAML attribute value is sent in the SAML assertion.
- The customer cannot be uniquely identified with the provided subject or mergeOnAttribute in the SAML assertion.
- Duplicate email address is provided in the SAML assertion.
- Unsupported element is sent in the SAML assertion.
- Element values sent in the SAML assertion do not match the corresponding Customer SSO configuration values in admin console.
- Invalid certificate found in SAML assertion.
- SAML assertion is expired.
- SAML assertion is not Base64 encoded.
- Invalid SAML entity is sent in the SAML assertion.
- Subject value is empty in the SAML assertion.
- The customer identified by the SAML assertion provided in request body, currently has 5 active web service sessions and forceLogin query parameter with value "yes" is not sent in the request.
- The customer identified by the SAML assertion provided in request body is a system created or anonymous customer.
- Invalid value of Accept-Language parameter is provided.
- There was an error during processing.

Unauthenticated Response from APIs

If SP initiated Single Sign-On is enabled, and a request made to any of the APIs results in a 401 response code (due to 'X-egain-session request header is missing' or 'invalid or expired session'), the response will contain idpLoginURL, samlRequest, and providers in addition to code and developerMessage. These can be used to initiate the login process on the Identity Provider (IdP).

Note that 'idpLoginURL' and 'samlRequest' elements are retained outside the 'providers' element for backward compatibility. These will have the values of the default provider. The default provider within the 'providers' element will also have the same values.

Below is a sample 401 error response, from the APIs when SP initiated Single Sign-On is enabled: XML response

```
<?xml version="1.0" encoding="UTF-8" standalone="yes" ?><error
xmlns="http://bindings.egain.com/ws/model/v15/gen/common">    <code>401-101</code>
<developerMessage>Invalid or expired 'X-egain-session' header provided. New login is
required.</developerMessage>    <idpLoginURL>https://idp_server1.com/login</idpLoginURL>
<samlRequest>PD94bWwgdmVyc2lvbj0iMS4wIiBlbmN...</samlRequest>    <providers>        <provider
id="186A0">            <idp>
<idpLoginURL>https://idp_server1.com/login</idpLoginURL>
<samlRequest>PD94bWwgdmVyc2lvbj0iMS4wIiBlbmN...</samlRequest>            </idp>
<default>true</default>        </provider>        <provider id="186A1">            <idp>
<idpLoginURL>https://idp_server2.com/login</idpLoginURL>
<samlRequest>XPD94bWwgdmVyc2lv...</samlRequest>            </idp>
<default>false</default>        </provider>    </providers></error>
```

JSON response

```
{    "code": "401-101",    "developerMessage": "Invalid or expired 'X-egain-session' header
provided. New login is required.",    "idpLoginURL": "https://idp_server1.com/login",
"samlRequest": "PD94bWwgdmVyc2lvbj0iMS4wIiBlbmN...",    "providers": {        "provider": [{
"idp": {                "idpLoginURL": "https://idp_server1.com/login",
"samlRequest": "PD94bWwgdmVyc2lvbj0iMS4wIiBlbmN..."            },            "default": true,
"id": "186A0"        }, {            "idp": {                "idpLoginURL":
"https://idp_server2.com/login",                "samlRequest": "XPD94bWwgdmVyc2lv..."
},            "default": false,            "id": "186A1"        }]    }}
```

Auto provisioning and update of customers

Creation of new customer during SSO login

If a customer is not found in the ECE application with the *subject* provided in the SAML assertion, the application will check whether *mergeOnAttribute* SAML attribute is provided. If provided, the application uses the field specified in *mergeOnAttribute* to search for a customer. If a customer is found using *mergeOnAttribute* then this customer's information will be updated with all the customer attributes sent in the SAML Assertion and the customer identifier sent in the *subject* . If the customer is not found using *subject* and *mergeOnAttribute* both, a new customer is created in the application. The customer type will be individual.
Following customer attributes are required to be sent in the SAML attributes to create a new customer successfully:

Attribute Name	Description
department	Department name in which to lookup the customer. This must be provided only if the customer departmentalization setting is enabled in the application.
firstName	First name of the contact. Must not exceed 124 characters.

Following optional customer attributes are allowed in the SAML attributes to create a new

customer:

Attribute Name	Description
middleName	Middle name of the contact. Must not exceed 124 characters.
lastName	Last name of the contact. Must not exceed 124 characters.
dateOfBirth	Must be a date in the past. Must be in XML date format (yyyy-mm-dd).
custom.<name>	Custom attributes of the contact: "<name>" is the internal name of the custom attribute. Name must match one of the custom attributes configured in application. If the custom attribute is configured as an enumeration, the value must be one of the predefined values.
email.address	Email address of the contact. Refer Email Address definition for the valid email address format.
twitter.ID	Twitter ID of the contact. Must not exceed 255 characters.
facebook.ID	Facebook ID of the contact. Must not exceed 255 characters.
home.phone.countryCode	Country code of the home phone number of the contact. Must be a number not exceeding 9 digits.
home.phone.number	Home phone number of the contact. This accepts any string representation. It is the client's responsibility to send in the correct number. Must not exceed 25 characters.
mobile.phone.countryCode	Country code of the mobile phone number of the contact. Must be a number not exceeding 9 digits.
mobile.phone.number	Mobile phone number of the contact. This accepts any string representation. It is the client's responsibility to send in the correct number. Must not exceed 25 characters.
office.phone.countryCode	Country code of the office phone number of the contact. Must be a number not exceeding 9 digits.
office.phone.number	Office phone number of the contact. This accepts any string representation. It is the client's responsibility to send in the correct number. Must not exceed 25 characters.
mergeOnAttribute	Attribute on which existing customer records will be merged. Supported values are:

	• email.address • home.phone.number • mobile.phone.number • office.phone.number • custom.<name>

Modification of existing customer during SSO login

If a single customer is found in the ECE application with the *subject* provided or by using the *mergeOnAttribute* in the SAML assertion, the customer information is updated using the customer attributes in SAML attributes and the customer identifier sent in the *subject* . Following optional customer attributes are allowed in the SAML Attributes to modify an existing customer:

Attribute Name	Description
department	Department name in which to lookup the customer. This must be provided only if the customer departmentalization setting is enabled in the application.
firstName	First name of the contact. Must not exceed 124 characters. Must be provided to create a new customer in the application.
middleName	Middle name of the contact. Must not exceed 124 characters.
lastName	Last name of the contact. Must not exceed 124 characters.
dateOfBirth	Must be a date in the past. Must be in XML date format (yyyy-mm-dd).
custom.<name>	Custom attributes of the contact: "<name>" is the internal name of the custom attribute. Name must match one of the custom attributes configured in application. If the custom attribute is configured as an enumeration, the value must be one of the predefined values.
email.address	Email address of the contact. Refer Email Address definition for the valid email address format.
twitter.ID	Twitter ID of the contact. Must not exceed 255 characters.
facebook.ID	Facebook ID of the contact. Must not exceed 255 characters.
home.phone.countryCode	Country code of the home phone number of the contact. Must be a number not exceeding 9 digits.
home.phone.number	Home phone number of the contact. This accepts any string representation. It is the

	client's responsibility to send in the correct number. Must not exceed 25 characters.
mobile.phone.countryCode	Country code of the mobile phone number of the contact. Must be a number not exceeding 9 digits.
mobile.phone.number	Mobile phone number of the contact. This accepts any string representation. It is the client's responsibility to send in the correct number. Must not exceed 25 characters.
office.phone.countryCode	Country code of the office phone number of the contact. Must be a number not exceeding 9 digits.
office.phone.number	Office phone number of the contact. This accepts any string representation. It is the client's responsibility to send in the correct number. Must not exceed 25 characters.
mergeOnAttribute	Attribute on which existing customer records will be merged. Supported values are: • email.address • home.phone.number • mobile.phone.number • office.phone.number • custom.<name>

DateAndTime Class Reference

Public Member Functions

- XMLGregorianCalendar getDate ()
- User getUser ()
- void setDate (XMLGregorianCalendar value)
- void setUser (User value)

Detailed Description

Created Schema

This schema contains Created type details.

XML Schema File

`model/v12/xsd/common.xsd`

Name	Description	Type
`user`	User details	User
`date`	Date and Time details	DateTime

Member Function Documentation

XMLGregorianCalendar getDate ()

Gets the value of the date property.

Returns:

possible object is java.lang.String

User getUser ()

Gets the value of the user property.

Returns:

possible object is User

void setDate (XMLGregorianCalendar *value*)

Sets the value of the date property.

Parameters:

value	allowed object is java.lang.String

void setUser (User *value*)

Sets the value of the user property.

Parameters:

value	allowed object is User

DateAndTime Class Reference

Public Member Functions

- XMLGregorianCalendar getDate ()
- User getUser ()
- void setDate (XMLGregorianCalendar value)
- void setUser (User value)

Detailed Description

Created Schema

This schema contains Created type details.

XML Schema File

`model/v15/xsd/common.xsd`

Name	Description	Type
`user`	User details	User
`date`	Date and Time details	DateTime

Member Function Documentation

XMLGregorianCalendar getDate ()

Gets the value of the date property.

Returns:

possible object is java.lang.String

User getUser ()

Gets the value of the user property.

Returns:

possible object is User

void setDate (XMLGregorianCalendar *value*)

Sets the value of the date property.

Parameters:

value	allowed object is java.lang.String

void setUser (User *value*)

Sets the value of the user property.

Parameters:

value	allowed object is User

DateAndUser Class Reference

Public Member Functions

- XMLGregorianCalendar getDate ()
- User getUser ()
- void setDate (XMLGregorianCalendar value)
- void setUser (User value)

Detailed Description

DateAndUser Schema

This schema contains DateAndUser type details.

XML Schema File

`model/v12/xsd/common.xsd`

Name	Description	Type
`user`	User details	User
`date`	Date and Time details	DateTime

Member Function Documentation

XMLGregorianCalendar getDate ()

Gets the value of the date property.

Returns:

possible object is java.lang.String

User getUser ()

Gets the value of the user property.

Returns:

possible object is User

void setDate (XMLGregorianCalendar *value*)

Sets the value of the date property.

Parameters:

value	allowed object is java.lang.String

void setUser (User *value*)

Sets the value of the user property.

Parameters:

value	allowed object is User

DateAndUser Class Reference

Public Member Functions

- ContactPerson getContact ()
- XMLGregorianCalendar getDate ()
- User getUser ()
- void setContact (ContactPerson value)
- void setDate (XMLGregorianCalendar value)
- void setUser (User value)

Detailed Description

DateAndUser Schema

This schema contains DateAndUser type details.

XML Schema File

`model/v15/xsd/common.xsd`

Name	Description	Type
`user`	User details	User
`contact`	Details of a contact	Contact
`date`	Date and Time details	DateTime

Member Function Documentation

ContactPerson getContact ()

Gets the value of the contact property.

Returns:

possible object is ContactPerson

XMLGregorianCalendar getDate ()

Gets the value of the date property.

Returns:

possible object is java.lang.String

User getUser ()

Gets the value of the user property.

Returns:

possible object is User

void setContact (ContactPerson *value*)

Sets the value of the contact property.

Parameters:

value	allowed object is ContactPerson

void setDate (XMLGregorianCalendar *value*)

Sets the value of the date property.

Parameters:

value	allowed object is java.lang.String

void setUser (User *value*)

Sets the value of the user property.

Parameters:

value	allowed object is User

DeleteCustomerGrantExamples Class Reference

Detailed Description

Examples for delete grants provided by a customer

Example 1 - Delete multiple grants of a customer

This example demonstrates the following:

- Deleting grants provided to multiple customers (2 customers in this example).

XML

Request

Method	URL
DELETE	`/ws/v12/interaction/customer/1000/grant`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Content-Type	application/xml
Accept-Language	en-US

Request body

```
<?xml version="1.0" encoding="UTF-8" standalone="yes" ?><grants
xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/customer">    <grantsTo>
<customer id="1001"/>        <customer id="1020"/>    </grantsTo></grants>
```

Response

HTTP/1.1 204 No Content

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml

JSON

Request

Method	URL
DELETE	`/ws/v12/interaction/customer`

	/1000/grant

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/json
Content-Type	application/json
Accept-Language	en-US

Request body

```
{    "grantsTo": {        "customer": [            {                "id": "1001"            },
{               "id": "1020"            }        ]    }}
```

Response

HTTP/1.1 204 No Content

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json

DeleteCustomerGrantPage Class Reference

Detailed Description

Delete customer grants

Overview

This API allows the user to delete one or more grants provided by a customer. Refer Customer grants for information about what is a grant.

Since:

11.6

APIs

Method	URL	Description
DELETE	`/ws/v12/interaction/customer/{ID}/grant`	Deletes grants on the customer specified through {ID}.

Authentication

Authentication is required. The client must be logged in to call this API. Each API request must contain X-egain-session request header returned by Login API.

Permissions

All of the following are required:

- User must have 'Edit Customer' action.
- If "Customer departmentalization" setting is enabled in the application, then all customers (granted on and granted to) must belong to either the user's home department, or to a department where the user is a foreign user.

Licenses

The logged in user must have the following licenses:

- ECE CIH Platform

Request

Request headers

Name	Description	Allowed values	Default value

X-egain-session	Session ID obtained from Login API response header	N/A	N/A
Accept	Content type accepted by client.	`application/xml` or `application/json`	N/A
Content-Type	Media type sent by the client	`application/xml` or `application/json`	N/A
Accept-Language	Language locale accepted by client (used for locale specific fields in resource representation and in error responses)	Supported 'Accept-Language' header codes	`default system language`

Request Body

The request body is mandatory. Request body can be in either XML or JSON format:

Elements required in request body

Name	Description
grantsTo.customer.id	The customers whose grants have to be deleted.

Optional elements allowed in request body

None

Request body XML schemas:

- Grants Schema

Supported API specific query parameters

None

Supported common query parameters

None

Response

Response headers

Name	Description	Possible values
X-egain-session	Session ID of the current user session	N/A
Content-Type	Media type of response body	application/xml or application/json

Response body XML schemas:

- Error - used in case of error

HTTP status codes

Success Status codes

204 - No Content

- The request was successfully executed.

Failure Status codes

400 - Bad Request

- Any query parameter is sent in the request.
- Request body does not contain the required elements.
- An unsupported element is present in the request body.
- Elements provided do not adhere to the rules stated in the Request Body section.
- Request body is empty.
- Any of the grants do not exist

401 - Unauthorized

- X-egain-session request header is missing.
- Session is invalid or expired.

403 - Forbidden

- The user does not have sufficient permissions. Refer Permissions section for details.

406 - Not Acceptable

- Invalid 'Accept-Language' header value

500 - Internal server error

Examples:

Example 1 - Delete multiple grants of a customer

Department Class Reference

Public Member Functions

- long getId ()
- Link getLink ()
- java.lang.String getName ()
- void setId (long value)
- void setLink (Link value)
- void setName (java.lang.String value)

Detailed Description

Department Schema

This schema contains Department type details.

XML Schema File

`model/v15/xsd/platform/department.xsd`

Name	Description	Type
`id`	ID of the department	Long
`name`	Name of the department	String
`link`	Self link to the department resource	Link

Member Function Documentation

long getId ()

Gets the value of the id property.

Returns:

possible object is Long

Link getLink ()

Gets the value of the link property.

Returns:

possible object is Link

java.lang.String getName ()

Gets the value of the name property.

Returns:

possible object is java.lang.String

void setId (long *value*)

Sets the value of the id property.

Parameters:

value	allowed object is Long

void setLink (Link *value*)

Sets the value of the link property.

Parameters:

value	allowed object is Link

void setName (java.lang.String *value*)

Sets the value of the name property.

Parameters:

value	allowed object is java.lang.String

Department Class Reference

Public Member Functions

- long getId ()
- Link getLink ()
- java.lang.String getName ()
- void setId (long value)
- void setLink (Link value)
- void setName (java.lang.String value)

Detailed Description

Department Schema

This schema contains Department type details.

XML Schema File

`model/v12/xsd/platform/department.xsd`

Name	Description	Type
`id`	ID of the department	Long
`name`	Name of the department	String
`link`	Self link to the department resource	Link

Member Function Documentation

long getId ()

Gets the value of the id property.

Returns:

possible object is Long

Link getLink ()

Gets the value of the link property.

Returns:

possible object is Link

java.lang.String getName ()

Gets the value of the name property.

Returns:

possible object is java.lang.String

void setId (long *value*)

Sets the value of the id property.

Parameters:

value	allowed object is Long

void setLink (Link *value*)

Sets the value of the link property.

Parameters:

value	allowed object is Link

void setName (java.lang.String *value*)

Sets the value of the name property.

Parameters:

value	allowed object is java.lang.String

Department Class Reference

Public Member Functions

- long getId ()
- Link getLink ()
- java.lang.String getName ()
- void setId (long value)
- void setLink (Link value)
- void setName (java.lang.String value)

Detailed Description

Documentation to be added when the Authoring API is released.

Member Function Documentation

long getId ()

Gets the value of the id property.

Link getLink ()

Gets the value of the link property.

Returns:

possible object is Link

java.lang.String getName ()

Gets the value of the name property.

Returns:

possible object is java.lang.String

void setId (long *value*)

Sets the value of the id property.

void setLink (Link *value*)

Sets the value of the link property.

Parameters:

value	allowed object is Link

void setName (java.lang.String *value*)

Sets the value of the name property.

Parameters:

value	allowed object is java.lang.String

Deployment Class Reference

Public Member Functions

- java.lang.String getIdpLoginURL ()
- java.lang.String getIdpLogoutURL ()
- java.lang.String getIdpURL ()
- Providers getProviders ()
- java.lang.String getRelayState ()
- java.lang.String getSamlRequest ()
- java.lang.String getSamlToken ()
- boolean isEGainSecure ()
- boolean isSpAuthenticationEnabled ()
- void setEGainSecure (boolean value)
- void setIdpLoginURL (java.lang.String value)
- void setIdpLogoutURL (java.lang.String value)
- void setIdpURL (java.lang.String value)
- void setProviders (Providers value)
- void setRelayState (java.lang.String value)
- void setSamlRequest (java.lang.String value)
- void setSamlToken (java.lang.String value)
- void setSpAuthenticationEnabled (boolean value)

Detailed Description

Deployment Schema

This schema contains information about the Customer Website Deployment.

XML Schema File

`model/v3/xsd/common.xsd`

Name	Description	Type
`eGainSecure`	Indicates if the customer website deployment is secure (uses HTTPS) or not (uses HTTP).	boolean
`spAuthenticationEnabled`	Indicates if Service provider initiated authentication is enabled	boolean
`samlToken`	SAML Token for Single Sign On.	string
`samlRequest`	SAML Request Token for Single Sign On.	string
`idpURL`	Identity Provider URL for Single Sign On.	string
`idpLoginURL`	Identity Provider Login URL for Single Sign On.	string
`idpLogoutURL`	Identity Provider Logout URL	string

	for Single Sign On.	
`providers`	Details of all configured providers in the application.	Providers

---

Member Function Documentation

java.lang.String getIdpLoginURL ()

Gets the value of the idpLoginURL property.

Returns:

possible object is java.lang.String

java.lang.String getIdpLogoutURL ()

Gets the value of the idpLogoutURL property.

Returns:

possible object is java.lang.String

java.lang.String getIdpURL ()

Gets the value of the idpURL property.

Returns:

possible object is java.lang.String

Providers getProviders ()

Gets the value of the providers property.

Returns:

possible object is Providers

java.lang.String getRelayState ()

Gets the value of the relayState property.

Returns:

possible object is java.lang.String

java.lang.String getSamlRequest ()

Gets the value of the samlRequest property.

Returns:

possible object is java.lang.String

java.lang.String getSamlToken ()

Gets the value of the samlToken property.

Returns:

possible object is java.lang.String

boolean isEGainSecure ()

Gets the value of the eGainSecure property.

boolean isSpAuthenticationEnabled ()

Gets the value of the spAuthenticationEnabled property.

void setEGainSecure (boolean *value*)

Sets the value of the eGainSecure property.

void setIdpLoginURL (java.lang.String *value*)

Sets the value of the idpLoginURL property.

Parameters:

value	allowed object is java.lang.String

void setIdpLogoutURL (java.lang.String *value*)

Sets the value of the idpLogoutURL property.

Parameters:

value	allowed object is java.lang.String

void setIdpURL (java.lang.String *value*)

Sets the value of the idpURL property.

Parameters:

value	allowed object is java.lang.String

void setProviders (Providers *value*)

Sets the value of the providers property.

Parameters:

value	allowed object is Providers

void setRelayState (java.lang.String *value*)

Sets the value of the relayState property.

Parameters:

value	allowed object is java.lang.String

void setSamlRequest (java.lang.String *value*)

Sets the value of the samlRequest property.

Parameters:

value	allowed object is java.lang.String

void setSamlToken (java.lang.String *value*)

Sets the value of the samlToken property.

Parameters:

value	allowed object is java.lang.String

void setSpAuthenticationEnabled (boolean *value*)

Sets the value of the spAuthenticationEnabled property.

EditActivityExamples Class Reference

Detailed Description

Examples of Edit Activity

Example 1 - Modify all allowed attributes of an activity

This example demonstrates the following:

- Editing all allowed attributes of an activity.

XML

Request

Method	URL
PUT	`/ws/v12/interaction/activity`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Content-Type	application/xml
Accept-Language	en-US

Request body:

```
<activitiesxmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/activity"xmlns:ns2="http
://bindings.egain.com/ws/model/v12/gen/common">    <activity id="1000">        <lastModified
date="2015-12-28T13:38:50.000Z" />        <dueDate>2020-11-30T18:30:00.000Z</dueDate>
<priority>5</priority>        <customAttributes>            <ns2:customAttribute>
<ns2:attribName>customer_rating</ns2:attribName>                <ns2:attribValues>
<ns2:attribValue>                        <ns2:value>5</ns2:value>
</ns2:attribValue>                </ns2:attribValues>            </ns2:customAttribute>
</customAttributes>    </activity></activities>
```

Response:

HTTP/1.1 204 No Content

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml

JSON

Request

Method	URL
PUT	/ws/v12/interaction/activity

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/json
Content-Type	application/json
Accept-Language	en-US

Request body:

```
{    "activity": [        {            "id": "1000",            "lastModified": {
"date": "2015-12-28T13:38:50.000Z"            },            "dueDate": "2020-11-30T18:30:00.000Z",
"priority": "5",            "customAttributes": {               "customAttribute": [
{                        "attribName": "customer_rating",                        "attribValues": {
"attribValue": [                                {                                    "value": "5"
}                            ]                        }                    }                ]
}        }    ]}
```

Response:

HTTP/1.1 204 No Content

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json

Example 2 - Modify activity to remove attribute values

This example demonstrates the following:

- Removing the existing values of a few attributes. This example removes the values of a custom attribute, priority, and due date of the activity.

XML

Request

Method	URL
PUT	/ws/v12/interaction/activity

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Content-Type	application/xml
Accept-Language	en-US

Request body:

```
<activitiesxmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/activity"xmlns:ns2="http
://bindings.egain.com/ws/model/v12/gen/common">    <activity id="1000">        <lastModified
date="2015-12-30T07:38:15.000Z" />        <dueDate/>        <priority/>        <customAttributes>
<ns2:customAttribute>               <ns2:attribName>customer_rating</ns2:attribName>
<ns2:attribValues>                   <ns2:attribValue>                        <ns2:value/>
</ns2:attribValue>               </ns2:attribValues>           </ns2:customAttribute>
</customAttributes>    </activity></activities>
```

Response:

HTTP/1.1 204 No Content

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml

JSON

Request

Method	URL
PUT	`/ws/v12/interaction/activity`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/json
Content-Type	application/json
Accept-Language	en-US

Request body:

```
{    "activity": [        {            "id": "1000",            "lastModified": {
"date": "2015-12-30T07:38:15.000Z"            },            "dueDate": "",            "priority":
"",            "customAttributes": {                "customAttribute": [                    {
"attribName": "customer_rating",                    "attribValues": {
"attribValue": [                    {                                    "value": ""
}                        ]                    }                }                ]
}        }    ]}
```

Response:

HTTP/1.1 204 No Content

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json

EditActivityPage Class Reference

Detailed Description

Edit Activity

Overview

This API allows user to modify the dueDate, priority and the custom attributes of an activity. Only one activity can be modified at a time. This API is applicable for all activity types.

For this API to execute successfully:

- An activity with the ID specified in the request body must exist.
- The status of the specified activity must be 'assigned'.
- Activity must be assigned to the logged in user.
- At least one of the attributes apart from mandatory attributes must be provided.

Since:

11.6

APIs

Method	URL	Description
PUT	`/ws/v12/interaction/activity`	Modify an existing activity.

Authentication

Authentication is required. The client must be logged in to call this API. Each API request must contain X-egain-session request header returned by Login API.

Permissions

All of the following are required:

- User must have 'Edit Activity' action.
- The activity must either belong to the user's home department, or to a department in which the user is a foreign user.

Licenses

The logged in user must have the following licenses:

- ECE Mail license for an email activity.
- ECE Chat license for a chat activity.

Request

Request headers

Name	Description	Allowed values	Default value
X-egain-session	Session ID obtained from Login API response header	N/A	N/A
Accept	Content type accepted by client.	`application/xml` or `application/json`	N/A
Content-Type	Media type sent by the client	`application/xml` or `application/json`	N/A
Accept-Language	Language locale accepted by client (used for locale specific fields in resource representation and in error responses)	Supported 'Accept-Language' header codes	`default system language`

Request Body

The request body is mandatory. Request body can be in either XML or JSON format.

Elements required in the request body

Name	Description
id	ID of the Activity.
lastModified.date	Value of last Modified date of the activity.

Optional elements allowed in the request body

Name	Description
dueDate	If provided, must be a future date. Refer supported date format here.
priority	Must be a value between 1 and 7.
customAttributes	Name must match one of the custom attributes configured in application. If the custom attribute is configured as an enumeration, the value must be one of the predefined values.

NOTE: To remove value of any element of type "String", "integer" or "dateTime", set the value to an empty string (instead of setting the value to null).

Request body XML schemas:

- Activity Schema

Supported API specific query parameters

None

Supported common query parameters

None

Response

Response headers

Name	Description	Possible values
X-egain-session	ID of the current user session	N/A
Content-Type	Media type of response body	`application/xml` or `application/json`

Response body XML schemas:

- Error - used in case of error

HTTP status codes

Success Status codes

204 - No Content

- Successfully modified the activity.

Failure Status codes

400 - Bad Request

- Any query parameter is sent in the request.
- Request body does not contain the required elements.
- Unsupported element is present in the request body.
- Any criteria for successful execution mentioned in the Overview or Request Body sections are violated.
- Request body is empty.

401 - Unauthorized

- X-egain-session request header is missing.
- Session is invalid or expired.

403 - Forbidden

- If the user does not have the appropriate permissions for this operation. Refer the Permissions section.

406 - Not Acceptable

- Invalid 'Accept-Language' header value.

409 - Conflict

- The lastModified date of the activity in the request does not match its lastModified date on the server.

500 - Internal server error

Examples:

Example 1 - Modify all allowed attributes of an activity
Example 2 - Modify activity to remove attribute values

EditCaseExamples Class Reference

Detailed Description

Examples for Edit Case

Example 1 - Modify all allowed elements of a case

This example demonstrates the following:

- Editing all allowed elements of a case.

XML

Request

Method	URL
PUT	`ws/v12/interaction/case`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Content-Type	application/xml
Accept-Language	en-US

Request body

```
<case xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/case"
xmlns:ns2="http://bindings.egain.com/ws/model/v12/gen/common"       id="1013">     <lastModified
date="2015-07-02T10:45:01Z" />       <dueDate>2015-11-30T18:30:00.000Z</dueDate>  <owner>
       <user id="1002"/>     </owner>       <severity>            <ns2:value>urgent</ns2:value>
       </severity>    <subject>Issue with phone: </subject> <description>Phone
issue</description>   <solution>Replace phone :resolution dealing with designated entities and
individuals.</solution>       <customAttributes>           <ns2:customAttribute>
       <ns2:attribName>customer_rating</ns2:attribName>                  <ns2:attribValues>
                     <ns2:attribValue>
       <ns2:value>5</ns2:value>                           </ns2:attribValue>
       </ns2:attribValues>          </ns2:customAttribute> </customAttributes></case>
```

Response

HTTP/1.1 204 No Content

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml

JSON

Request

Method	URL
PUT	`ws/v12/interaction/case`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/json
Content-Type	application/json
Accept-Language	en-US

Request body

```
 {        "id": "1000",        "lastModified": {          "date": "2015-07-30T13:07:40.000Z"
},            "dueDate": "2015-11-30T18:30:00.000Z",              "owner": {            "user":
{              "id": "1002"           }        },              "severity": {
"value":  "urgent"        },        "subject": "Issue with phone: ",        "description": "Phone
issue",        "solution": "Replace phone :resolution dealing with designated entities and
individuals.",               "customAttributes": {           "customAttribute": [
{                   "attribName":  "customer_rating",                   "attribValues": {
"attribValue": [{                           "value": "5"                       }]
}               }            ]        }}
```

Response

HTTP/1.1 204 No Content

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json

Example 2 - Modify case to remove attribute values

This example demonstrates the following:

- Removing the existing value of description, due date, owner and a custom attribute of the case.

XML

Request

Method	URL
PUT	`ws/v12/interaction/case`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml

Content-Type	application/xml
Accept-Language	en-US

Request body

```
<case xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/case"
xmlns:ns2="http://bindings.egain.com/ws/model/v12/gen/common"       id="1000">     <lastModified
date="2015-07-30T13:24:02.000Z" />    <dueDate/>        <owner/>    <description/>
<customAttributes>    <ns2:customAttribute>
<ns2:attribName>customer_rating</ns2:attribName>       <ns2:attribValues>
<ns2:attribValue>                              <ns2:value></ns2:value>
</ns2:attribValue>                  </ns2:attribValues>     </ns2:customAttribute>
</customAttributes></case>
```

Response

HTTP/1.1 204 No Content

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml

JSON

Request

Method	URL
PUT	`ws/v12/interaction/case`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/json
Content-Type	application/json
Accept-Language	en-US

Request body

```
 {        "id": "1000",        "lastModified": {          "date": "2015-07-30T13:30:53.000Z"
},            "dueDate": "",               "owner":"",           "description": "",
       "customAttributes": {            "customAttribute": [               {
"attribName":  "customer_rating",                  "attribValues": {
"attribValue": [{                          "value": ""                        }]
}              }           ]        } }
```

Response

HTTP/1.1 204 No Content

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json

EditCasePage Class Reference

Detailed Description

Edit Case

Overview

This API allows user to modify an existing case. Only one case can be modified at a time.

For this API to execute successfully:

- A case with the ID specified in the request body must exist.
- The status of the specified case must be 'open'.
- At least one attribute of the case must be provided in the request body modification.
- If the case is being assigned to a user other than the logged in user:
  - The target user must not be disabled.
  - The target user must have the ECE CIH Platform license.

Since:

11.6

APIs

Method	URL	Description
PUT	`/ws/v12/interaction/case`	Modify an existing case

Authentication

Authentication is required. The client must be logged in to call this API. Each API request must contain X-egain-session request header returned by Login API.

Permissions

- User must have 'Edit Case' action.
- The case must either belong to the user's home department, or to a department in which the user is a foreign user.
- If the case is being assigned to a user other than the logged in user:
  - The logged in user must have 'Transfer Activities' permission on the target user.
  - Case must either belong to the home department of the target user, or to a department in which the target user is a foreign user.
-
- If the current case owner is different than the logged in user, logged in user must have "Pull Activities" permission on the case owner.

Licenses

The logged in user must have the following licenses:

- ECE CIH Platform

Request

Request headers

Name	Description	Allowed values	Default value
X-egain-session	Session ID obtained from Login API response header	N/A	N/A
Accept	Content type accepted by client.	`application/xml` or `application/json`	N/A
Content-Type	Media type sent by the client	`application/xml` or `application/json`	N/A
Accept-Language	Language locale accepted by client (used for locale specific fields in resource representation and in error responses)	Supported 'Accept-Language' header codes	`default system language`

Request Body

The request body is mandatory. Request body can be in either XML or JSON format.

Elements required in request body

Name	Description
id	ID of the Case.
lastModified.date	Value of last Modified date of the case.

Optional elements allowed in request body

Name	Description
dueDate	If provided, must be a future date. Refer supported date format here. If value is not provided, the due date for the case is removed.
owner.user.id	Must be an ID of a user in the application.
severity.value	Must be one of 'urgent', 'high', 'medium', or 'low'.

subject	Must not exceed 1024 characters.
description	Must not exceed 1024 characters.
solution	Must not exceed 1024 characters.
customAttributes	Name must match one of the custom attributes configured in application. If the custom attribute is configured as an enumeration, the value must be one of the predefined values.

NOTE: To remove value of any element of type "String", set the value to an empty string (instead of setting the value to null).

Request body XML schemas:

- Case Schema

Supported API specific query parameters

None

Supported common query parameters

None

Response

Response headers

Name	Description	Possible values
X-egain-session	ID of the current user session	N/A
Content-Type	Media type of response body	`application/xml` or `application/json`

Response body

The response body will be sent only in case of error. It can be in either XML or JSON format.

Response body XML schemas:

- Error - used in case of error

HTTP status codes

Success Status codes

204 - No Content

- Successfully modified the case.

Failure Status codes

400 - Bad Request

- Any query parameter is sent in the request.
- Request body does not contain the required elements.
- Unsupported element is present in the request body.
- Any criteria for successful execution mentioned in the Overview and Request Body sections are violated.
- Request body is empty.

401 - Unauthorized

- X-egain-session request header is missing.
- Session is invalid or expired.

403 - Forbidden

- If the user does not have the appropriate permissions for this operation. Refer the Permissions section.

406 - Not Acceptable

- Invalid 'Accept-Language' header value.

409 - Conflict

- The lastModified date of the case in the request does not match its lastModified date on the server.

500 - Internal server error

Examples:

Example 1 - Modify all allowed elements of a case
Example 2 - Modify case to remove attribute values

EditContactPage Class Reference

Detailed Description

Editable Attributes of a Contact

Overview

This section contains the optional attributes that the logged in contact person can edit. At least one of the below optional attributes must present in request body.

Optional elements allowed in request body

Name	Description
firstName	Must not exceed 124 characters.
salutation	Must be one of 'Mr.', 'Mrs.', 'Ms.', or 'Miss'.
middleName	Must not exceed 124 characters.
lastName	Must not exceed 124 characters
gender.value	Must be 'male' or 'female'.
suffix.value	Must be one of jr., sr., i, ii, and iii.
initials	Must not exceed 16 characters.
secretQuestion	Must not exceed 255 characters.
secretAnswer	Must not exceed 255 characters.
hasDirectMailingConsent	Must be true or false.
hasDirectCallingConsent	Must be true or false.
hasHoldingDataConsent	Must be true or false.
jobTitle	Must not exceed 255 characters.
employmentStatus.value	Must be one of part-time, full-time, temporary, contract,intern, or unemployed.
priority	Must not exceed 255 characters.
dateOfBirth	Must be a past date. Refer supported date format here.
maritalStatus.value	Must be one of married, single, separated, divorced, and widowed.
type.value	Must be one of the values configured in application.
firstNameFurigana	Must not exceed 124 characters.
middleNameFurigana	Must not exceed 124 characters.
lastNameFurigana	Must not exceed 124 characters.
spouseName	Must not exceed 512 characters.
emergencyContact	Must not exceed 50 characters.
occupation	Must not exceed 255 characters.
incomeLevel	Must not exceed 255 characters.
educationLevel.value	Must be one of high school, graduate, post graduate, or doctorate.
race	Must not exceed 255 characters.

dependents	Must not exceed 255 characters.
isSmoker	Must be true or false.
hobbies	Must not exceed 255 characters.
interests	Must not exceed 255 characters.
contactOrder	Numeric value less than 32768.
email	Can have multiple email Contact points. • For required and optional elements to create a new email contact point, refer Create Contact Point. • For required and optional elements to edit an existing email contact point, refer Edit Contact Point.
postal	Can have multiple postal Contact points. • For required and optional elements to create a new postal contact point, refer Create Contact Point. • For required and optional elements to edit an existing postal contact point, refer Edit Contact Point.
phone	Can have multiple phone Contact points. • For required and optional elements to create a new phone contact point, refer Create Contact Point. • For required and optional elements to edit an existing phone contact point, refer Edit Contact Point.
social	Can have multiple social Contact points. • For required and optional elements to create a new social contact point, refer Create Contact Point. • For required and optional elements to edit an existing social contact point, refer Edit Contact Point.
web	Can have multiple web Contact points. • For required and optional elements to create a new web contact point, refer Create Contact Point. • For required and optional elements to edit an existing web contact point, refer Edit Contact Point.

EditContactPersonPage Class Reference

Detailed Description

Edit Contact Person

Overview

This section contains the required and optional elements to edit an existing contact person. One contact person can contain multiple Contact Points.

Elements required in request body

Name	Description
id	ID of the existing contact person.

Optional elements allowed in request body

Name	Description
firstName	Must not exceed 124 characters.
salutation	Must be one of 'Mr.', 'Mrs.', 'Ms.', or 'Miss'.
middleName	Must not exceed 124 characters.
lastName	Must not exceed 124 characters
loginId	Must not exceed 255 characters.
gender.value	Must be 'male' or 'female'.
identification.type	Must be one of the values configured in application.
identification.value	Must not exceed 255 characters.
suffix.value	Must be one of jr., sr., i, ii, and iii.
initials	Must not exceed 16 characters.
secretQuestion	Must not exceed 255 characters.
secretAnswer	Must not exceed 255 characters.
hasDirectMailingConsent	Must be true or false.
hasDirectCallingConsent	Must be true or false.
hasHoldingDataConsent	Must be true or false.
jobTitle	Must not exceed 255 characters.
employmentStatus.value	Must be one of part-time, full-time, temporary, contract,intern, or unemployed.
priority	Must not exceed 255 characters.
dateOfBirth	Must be a past date. Refer supported date format here.
maritalStatus.value	Must be one of married, single, separated, divorced, and widowed.

type.value	Must be one of the values configured in application.
firstNameFurigana	Must not exceed 124 characters.
middleNameFurigana	Must not exceed 124 characters.
lastNameFurigana	Must not exceed 124 characters.
startGreeting	Must not exceed 255 characters.
endGreeting	Must not exceed 255 characters.
spouseName	Must not exceed 512 characters.
emergencyContact	Must not exceed 50 characters.
occupation	Must not exceed 255 characters.
incomeLevel	Must not exceed 255 characters.
educationLevel.value	Must be one of high school, graduate, post graduate, or doctorate.
race	Must not exceed 255 characters.
dependents	Must not exceed 255 characters.
isSmoker	Must be true or false.
hobbies	Must not exceed 255 characters.
interests	Must not exceed 255 characters.
contactOrder	Numeric value less than 32768.
contactPoints.contactPoint	Can have multiple contact points. • For required and optional elements to create a new contact point, refer Create Contact Point. • For required and optional elements to edit an existing contact point, refer Edit Contact Point.
customAttributes	Name must match one of the custom attributes configured in application. If the custom attribute is configured as an enumeration, the value must be one of the predefined values.

EditContactPointPage Class Reference

Detailed Description

Edit Contact Point

Overview

This section contains the required and optional elements to edit an existing contact point.

Email contact point

Elements required in request body

Name	Description
id	ID of the contact point.

Optional elements allowed in request body

Name	Description
type.email.emailAddress	Must be a valid email address or phone number. Refer Email Address definition for the valid email address format. "Customer departmentalization" setting is enabled in the application, the provided email address must not be associated with any existing contact points in the same department. "Customer departmentalization" setting is disabled in application, the provided email address must not be associated with any existing contact points in the application.
priority.value	Must be 'low', 'medium', or 'high'.
customAttributes	Name must match one of the custom attributes configured in application. If the custom attribute is configured as an enumeration, the value must be one of the predefined values.

Phone contact point

Elements required in request body

Name	Description
id	ID of the contact point.

Optional elements allowed in request body

Name	Description
type.phone.type.value	This can be one of 'home', 'office', 'mobile', 'fax', or 'pager'.
type.phone.phoneNo	This accepts any string representation. It is the client's responsibility to send in the correct number. Must not exceed 40 characters.
type.phone.countryCode	Must be a number not exceeding 9 digits.
type.phone.areaCode	Must not exceed 10 characters.
type.phone.extension	Must not exceed 10 characters.
type.phone.availability.days.value	Must be one of weekdays, weekends, and 'any_day'.
type.phone.availability.times.value	Must be one of 'mornings', 'afternoons', 'evenings', 'day', and 'anytime'.
priority.value	Must be 'low', 'medium', or 'high'.
customAttributes	Name must match one of the custom attributes configured in application. If the custom attribute is configured as an enumeration, the value must be one of the predefined values.

Postal contact point

Elements required in request body

Name	Description
id	ID of the contact point.

Optional elements allowed in request body

Name	Description
type.postal.type.value	Must be one of 'office', 'home', 'mailto', 'billto', or 'shipto'.
type.postal.address_1	Must not exceed 50 characters.
type.postal.address_2	Must not exceed 50 characters.
type.postal.city	Must not exceed 50 characters.
type.postal.state	Must not exceed 50 characters.
type.postal.zip	Must not exceed 50 characters.
type.postal.country	Must not exceed 50 characters.
type.postal.region	Must not exceed 50 characters.
priority.value	Must be 'low', 'medium', or 'high'.
customAttributes	Name must match one of the custom attributes configured in application. If the

	custom attribute is configured as an enumeration, the value must be one of the predefined values.

Web contact point

Elements required in request body

Name	Description
id	ID of the contact point.

Optional elements allowed in request body

Name	Description
type.website.url	Must not exceed 1024 characters.
priority.value	Must be 'low', 'medium', or 'high'.
customAttributes	Name must match one of the custom attributes configured in application. If the custom attribute is configured as an enumeration, the value must be one of the predefined values.

Social contact point

Elements required in request body

Name	Description
id	ID of the contact point.

Optional elements allowed in request body

Name	Description
type.social.type.value	Must be one of 'twitter, 'facebook', 'community', or 'other'.
type.socialId	Must not exceed 255 characters.
priority.value	Must be 'low', 'medium', or 'high'.
customAttributes	Name must match one of the custom attributes configured in application. If the custom attribute is configured as an enumeration, the value must be one of the predefined values.

EditContextContactPointPage Class Reference

Detailed Description

Edit Contact Point

Overview

This section contains the required and optional elements to edit an existing contact point.

NOTE: At least one optional element must be present with the 'id' element for the request to be successful.

Edit Email contact point

Elements required in request body

Name	Description
id	ID of the contact point.

Optional elements allowed in request body

Name	Description
email.emailAddress	Must be a valid email address or phone number. Refer Email Address definition for the valid email address format. "Customer departmentalization" setting is enabled in the application, the provided email address must not be associated with any existing contact points in the same department. "Customer departmentalization" setting is disabled in application, the provided email address must not be associated with any existing contact points in the application.

Edit Phone contact point

Elements required in request body

Name	Description
id	ID of the contact point.

Optional elements allowed in request body

Name	Description
phone.type.value	This can be one of 'home', 'office', 'mobile', 'fax', or 'pager'.
phone.phoneNo	This accepts any string representation. It is the client's responsibility to send in the correct number. Must not exceed 40 characters.
phone.countryCode	Must be a number not exceeding 9 digits.
phone.areaCode	Must not exceed 10 characters.
phone.extension	Must not exceed 10 characters.

Edit Postal contact point

Elements required in request body

Name	Description
id	ID of the contact point.

Optional elements allowed in request body

Name	Description
postal.type.value	Must be one of 'office', 'home', 'mailto', 'billto', or 'shipto'.
postal.address_1	Must not exceed 50 characters.
postal.address_2	Must not exceed 50 characters.
postal.city	Must not exceed 50 characters.
postal.state	Must not exceed 50 characters.
postal.zip	Must not exceed 50 characters.
postal.country	Must not exceed 50 characters.

Edit Web contact point

Elements required in request body

Name	Description
id	ID of the contact point.

Optional elements allowed in request body

Name	Description
website.url	Must not exceed 1024 characters.

Edit Social contact point

Elements required in request body

Name	Description
id	ID of the contact point.

Optional elements allowed in request body

Name	Description
social.type.value	Must be one of 'twitter, 'facebook', 'community', or 'other'.
socialId	Must not exceed 255 characters.

EditCorporateCustomerExamples Class Reference

Detailed Description

Examples for Edit Corporate Customer

Example 1 - Edit customer attributes of a corporate customer

This example demonstrates the following:

- Editing all allowed customer attributes of a corporate customer.

XML

Request

Method	URL
PUT	`/ws/v12/interaction/customer`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Content-Type	application/xml
Accept-Language	en-US

Request body

```
<customer    xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/customer"
xmlns:ns2="http://bindings.egain.com/ws/model/v12/gen/platform"
xmlns:ns3="http://bindings.egain.com/ws/model/v12/gen/common"
xmlns:ns4="http://bindings.egain.com/ws/model/v12/gen/interaction/contactperson"
xmlns:ns5="http://bindings.egain.com/ws/model/v12/gen/interaction/contactpoint" id='1004'>
<type>        <corporate>            <region>Europe</region>
<numberOfEmployees>30000</numberOfEmployees>            <revenues>12000000</revenues>
<currency>Dollar</currency>            <registrationNumber>EK123/234</registrationNumber>
<sector>Finance</sector>        </corporate>    </type>    <customerName>Finance Investor
</customerName>    <level>        <ns3:value></ns3:value>    </level>    <role>
<ns3:value>Partner</ns3:value>    </role>    <pin>123098</pin>    <howReferred>
<ns3:value>Customer</ns3:value>    </howReferred>    <industry>
<ns3:value>Telecom</ns3:value>    </industry>    <marketSegment>Medical Products</marketSegment>
<entitlements>Free service</entitlements>    <customAttributes>        <ns3:customAttribute>
<ns3:attribName>preferredlang</ns3:attribName>            <ns3:attribValues>
<ns3:attribValue>                    <ns3:value>English</ns3:value>
</ns3:attribValue>            </ns3:attribValues>        </ns3:customAttribute>
</customAttributes></customer>
```

Response

HTTP/1.1 204 No Content

Response headers

Name	Value

X-egain-session	current session ID
Content-Type	application/xml

JSON

Request

Method	URL
PUT	`/ws/v12/interaction/customer`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/json
Content-Type	application/json
Accept-Language	en-US

Request body

```
{    "id": "1004",    "type": {        "corporate": {            "region": "Europe",
"numberOfEmployees": "30000",           "revenues": "12000000",           "currency": "Dollar",
"registrationNumber": "EK123/234",           "sector": "Finance"        }    },
"customerName": "Finance Investor ",    "level": {        "value": ""    },    "role": {
"value": "Partner"    },    "pin": "123098",    "howReferred": {        "value": "Customer"    },
"industry": {        "value": "Telecom"    },    "marketSegment": "Medical Products",
"entitlements": "Free service",    "customAttributes": {        "customAttribute": [            {
"attribName": "preferredlang",                "attribValues": {                    "attribValue":
[                    {                            "value": "English"                        }
]                }            }        ]    }}
```

Response

HTTP/1.1 204 No Content

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json

Example 2 - Edit existing contact person for the customer

This example demonstrates the following:

- Editing all attributes of an existing contact person of a corporate customer.

XML

Request

Method	URL
PUT	`/ws/v12/interaction/customer`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Content-Type	application/xml
Accept-Language	en-US

Request body

```
<customer
xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/customer"xmlns:ns1="http://bindings
.egain.com/ws/model/v12/gen/interaction/contactperson"xmlns:ns2="http://bindings.egain.com/ws/mod
el/v12/gen/platform"xmlns:ns3="http://bindings.egain.com/ws/model/v12/gen/common"xmlns:ns4="http:
//bindings.egain.com/ws/model/v12/gen/interaction/contactpoint" id='1000'>   <contactPersons>
<ns1:contactPerson id='1000'>         <ns1:salutation>Mr.</ns1:salutation>
<ns1:firstName>John</ns1:firstName>         <ns1:middleName>Russel</ns1:middleName>
<ns1:lastName>Tierney</ns1:lastName>         <ns1:gender>            <ns3:value>male</ns3:value>
</ns1:gender>         <ns1:identification>            <ns1:type>Passport</ns1:type>
<ns1:value>AE0000005</ns1:value>         </ns1:identification>         <ns1:suffix>
<ns3:value>jr.</ns3:value>         </ns1:suffix>         <ns1:initials>A.</ns1:initials>
<ns1:secretQuestion>Place of Birth</ns1:secretQuestion>
<ns1:secretAnswer>Texas</ns1:secretAnswer>
<ns1:hasDirectMailingConsent>true</ns1:hasDirectMailingConsent>
<ns1:hasDirectCallingConsent>true</ns1:hasDirectCallingConsent>
<ns1:hasHoldingDataConsent>true</ns1:hasHoldingDataConsent>
<ns1:jobTitle>Manager</ns1:jobTitle>         <ns1:employmentStatus>
<ns3:value>intern</ns3:value>         </ns1:employmentStatus>
<ns1:priority>High</ns1:priority>
<ns1:dateOfBirth>1965-12-09T00:00:00.000Z</ns1:dateOfBirth>         <ns1:maritalStatus>
<ns3:value>married</ns3:value>         </ns1:maritalStatus>         <ns1:type>
<ns3:value>Billing</ns3:value>         </ns1:type>
<ns1:firstNameFurigana>John</ns1:firstNameFurigana>
<ns1:middleNameFurigana>Russel</ns1:middleNameFurigana>
<ns1:lastNameFurigana>Tierney</ns1:lastNameFurigana>
<ns1:startGreeting>Welcome</ns1:startGreeting>         <ns1:endGreeting>Thanks,
Byee</ns1:endGreeting>         <ns1:spouseName>Jenifer</ns1:spouseName>
<ns1:emergencyContact>0987654321</ns1:emergencyContact>         <ns1:occupation>Branch
Manager</ns1:occupation>         <ns1:incomeLevel>60000-70000</ns1:incomeLevel>
<ns1:educationLevel>            <ns3:value>post graduate</ns3:value>
</ns1:educationLevel>         <ns1:race>Asian</ns1:race>
<ns1:dependents>4</ns1:dependents>         <ns1:isSmoker>true</ns1:isSmoker>
<ns1:hobbies>Fishing</ns1:hobbies>         <ns1:interests>Reading</ns1:interests>
<ns1:contactOrder>1984</ns1:contactOrder>         <ns1:customAttributes>
<ns3:customAttribute>               <ns3:attribName>isprimary</ns3:attribName>
<ns3:attribValues>                  <ns3:attribValue>
<ns3:value>y</ns3:value>                  </ns3:attribValue>               </ns3:attribValues>
</ns3:customAttribute>         </ns1:customAttributes>      </ns1:contactPerson>
</contactPersons></customer>
```

Response

HTTP/1.1 204 No Content

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml

JSON

Request

Method	URL
PUT	/ws/v12/interaction/customer

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/json
Content-Type	application/json
Accept-Language	en-US

Request body

```
{    "id": "1000",       "contactPersons": {        "contactPerson": [            {
"id": "1000",               "salutation": "Mr.",               "firstName": "John",
"middleName": "Russel",               "lastName": "Tierney",               "gender": {
"value": "male"               },               "identification": {                   "type":
"Passport",                "value": "AE0000005"               },               "suffix": {
"value": "jr."               },               "initials": "A.",               "secretQuestion":
"Place of Birth",               "secretAnswer": "Texas",
"hasDirectMailingConsent": "true",               "hasDirectCallingConsent": "true",
"hasHoldingDataConsent": "true",               "jobTitle": "Manager",
"employmentStatus": {                   "value": "intern"               },
"priority": "High",               "dateOfBirth": "1965-12-09T00:00:00.000Z",
"maritalStatus": {                   "value": "married"               },               "type":
{                   "value": "Billing"               },               "firstNameFurigana":
"John",               "middleNameFurigana": "Russel",               "lastNameFurigana":
"Tierney",               "startGreeting": "Welcome",               "endGreeting": "Thanks,
Byee",               "spouseName": "Jenifer",               "emergencyContact": "0987654321",
"occupation": "Branch Manager",               "incomeLevel": "60000-70000",
"educationLevel": {                   "value": "post graduate"               },
"race": "Asian",               "dependents": "4",               "isSmoker": "true",
"hobbies": "Fishing",               "interests": "Reading",               "contactOrder":
"1984",               "customAttributes": {                   "customAttribute": [
{                   "attribName": "isprimary",
"attribValues": {                   "attribValue": [
{                   "value": "y"                   }
]                   }                   }                   ]               }
}        ]    }}
```

Response

HTTP/1.1 204 No Content

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json

Example 3 - Add new contact person for the customer

This example demonstrates the following:

- Adding a new contact person, with all contact person attributes, for a corporate customer.

XML

Request

Method	URL
PUT	/ws/v12/interaction/customer

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Content-Type	application/xml
Accept-Language	en-US

Request body

```
<customer xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/customer"
xmlns:ns1="http://bindings.egain.com/ws/model/v12/gen/interaction/contactperson"
xmlns:ns2="http://bindings.egain.com/ws/model/v12/gen/platform"
xmlns:ns3="http://bindings.egain.com/ws/model/v12/gen/common"
xmlns:ns4="http://bindings.egain.com/ws/model/v12/gen/interaction/contactpoint" id='1000'>
<contactPersons>      <ns1:contactPerson>         <ns1:salutation>Mr.</ns1:salutation>
<ns1:firstName>John</ns1:firstName>         <ns1:middleName>Russel</ns1:middleName>
<ns1:lastName>Tierney</ns1:lastName>        <ns1:preferredAgent id='1000'></ns1:preferredAgent>
<ns1:gender>            <ns3:value>Male</ns3:value>         </ns1:gender>
<ns1:identification>            <ns1:type>Passport</ns1:type>
<ns1:value>AE0000005</ns1:value>         </ns1:identification>         <ns1:suffix>
<ns3:value>Jr.</ns3:value>         </ns1:suffix>         <ns1:initials>A.</ns1:initials>
<ns1:secretQuestion>Place of Birth</ns1:secretQuestion>
<ns1:secretAnswer>Texas</ns1:secretAnswer>
<ns1:hasDirectMailingConsent>true</ns1:hasDirectMailingConsent>
<ns1:hasDirectCallingConsent>true</ns1:hasDirectCallingConsent>
<ns1:hasHoldingDataConsent>true</ns1:hasHoldingDataConsent>
<ns1:jobTitle>Manager</ns1:jobTitle>         <ns1:employmentStatus>
<ns3:value>Intern</ns3:value>         </ns1:employmentStatus>
<ns1:priority>High</ns1:priority>
<ns1:dateOfBirth>1965-12-09T00:00:00.000Z</ns1:dateOfBirth>         <ns1:maritalStatus>
<ns3:value>Married</ns3:value>         </ns1:maritalStatus>         <ns1:type>
<ns3:value>Billing</ns3:value>         </ns1:type>
<ns1:firstNameFurigana>John</ns1:firstNameFurigana>
<ns1:middleNameFurigana>Russel</ns1:middleNameFurigana>
<ns1:lastNameFurigana>Tierney</ns1:lastNameFurigana>
<ns1:startGreeting>Welcome</ns1:startGreeting>         <ns1:endGreeting>Thanks,
Byee</ns1:endGreeting>         <ns1:spouseName>Jenifer</ns1:spouseName>
<ns1:emergencyContact>0987654321</ns1:emergencyContact>         <ns1:occupation>Branch
Manager</ns1:occupation>         <ns1:incomeLevel>60000-70000</ns1:incomeLevel>
<ns1:educationLevel>            <ns3:value>Post graduate</ns3:value>
</ns1:educationLevel>         <ns1:race>Asian</ns1:race>
<ns1:dependents>4</ns1:dependents>         <ns1:isSmoker>true</ns1:isSmoker>
<ns1:hobbies>Fishing</ns1:hobbies>         <ns1:interests>Reading</ns1:interests>
<ns1:contactOrder>1984</ns1:contactOrder>         <ns1:customAttributes>
<ns3:customAttribute>               <ns3:attribName>isprimary</ns3:attribName>
<ns3:attribValues>                  <ns3:attribValue>
<ns3:value>y</ns3:value>                  </ns3:attribValue>               </ns3:attribValues>
</ns3:customAttribute>         </ns1:customAttributes>      </ns1:contactPerson>
</contactPersons></customer>
```

Response

HTTP/1.1 204 No Content

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml

JSON

Request

Method	URL
PUT	/ws/v12/interaction/customer

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/json
Content-Type	application/json
Accept-Language	en-US

Request body

```
{    "id": "1000",        "contactPersons": {        "contactPerson": [            {
"salutation": "Mr.",                "firstName": "John",                "middleName": "Russel",
"lastName": "Tierney",                "preferredAgent": {                    "id": "1000"
},                "gender": {                    "value": "Male"                },
"identification": {                    "type": "Passport",                    "value": "AE0000005"
},                "suffix": {                    "value": "Jr."                },
"initials": "A.",                "secretQuestion": "Place of Birth",                "secretAnswer":
"Texas",                "hasDirectMailingConsent": "true",
"hasDirectCallingConsent": "true",                "hasHoldingDataConsent": "true",
"jobTitle": "Manager",                "employmentStatus": {                    "value": "Intern"
},                "priority": "High",                "dateOfBirth": "1965-12-09T00:00:00.000Z",
"maritalStatus": {                    "value": "Married"                },                "type":
{                    "value": "Billing"                },                "firstNameFurigana":
"John",                "middleNameFurigana": "Russel",                "lastNameFurigana":
"Tierney",                "startGreeting": "Welcome",                "endGreeting": "Thanks,
Byee",                "spouseName": "Jenifer",                "emergencyContact": "0987654321",
"occupation": "Branch Manager",                "incomeLevel": "60000-70000",
"educationLevel": {                    "value": "Post graduate"                },
"race": "Asian",                "dependents": "4",                "isSmoker": "true",
"hobbies": "Fishing",                "interests": "Reading",                "contactOrder":
"1984",                "customAttributes": {                    "customAttribute": [
{                    "attribName": "isprimary",
"attribValues": {                    "attribValue": [
{                    "value": "y"                }
]                }                }                ]                }
}        ]    }}
```

Response

HTTP/1.1 204 No Content

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json

Example 4 - Add and edit contact points for the customer

This example demonstrates the following:

- Editing all attributes of existing phone, postal and email type contact points of the customer.
- Adding new social and web type contact points, with all contact point attributes, for the customer.

XML

Request

Method	URL
PUT	`/ws/v12/interaction/customer`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Content-Type	application/xml
Accept-Language	en-US

Request body

```
<customer
xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/customer"xmlns:ns1="http://bindings
.egain.com/ws/model/v12/gen/interaction/contactperson"xmlns:ns2="http://bindings.egain.com/ws/mod
el/v12/gen/platform"xmlns:ns3="http://bindings.egain.com/ws/model/v12/gen/common"xmlns:ns4="http:
//bindings.egain.com/ws/model/v12/gen/interaction/contactpoint" id='1000'>   <contactPersons>
<ns1:contactPerson id='1000'>         <ns1:contactPoints>            <ns4:contactPoint id='1000'>
<ns4:type>                  <ns4:phone>                    <ns4:type>
<ns3:value>home</ns3:value>                    </ns4:type>                    <ns4:phoneNo>234
3456</ns4:phoneNo>                  <ns4:countryCode>1</ns4:countryCode>
<ns4:areaCode>408</ns4:areaCode>                    <ns4:extension>102</ns4:extension>
<ns4:availability>                      <ns4:days>
<ns3:value>any_day</ns3:value>                      </ns4:days>
<ns4:times>                         <ns3:value>mornings</ns3:value>
</ns4:times>                    </ns4:availability>                  </ns4:phone>
</ns4:type>              <ns4:priority>                 <ns3:value>low</ns3:value>
</ns4:priority>              <ns4:customAttributes>                  <ns3:customAttribute>
<ns3:attribName>prioritysequence</ns3:attribName>                    <ns3:attribValues>
<ns3:attribValue>                         <ns3:value>1</ns3:value>
</ns3:attribValue>                    </ns3:attribValues>
</ns3:customAttribute>              </ns4:customAttributes>            </ns4:contactPoint>
<ns4:contactPoint id='1001'>              <ns4:type>                  <ns4:postal>
<ns4:type>                   <ns3:value>mailto</ns3:value>                    </ns4:type>
<ns4:address_1>345</ns4:address_1>                     <ns4:address_2>E Midfield
Rd</ns4:address_2>                    <ns4:city>Mountain View</ns4:city>
<ns4:state>CA</ns4:state>                     <ns4:zip>98704</ns4:zip>
<ns4:country>USA</ns4:country>                     <ns4:region>United States</ns4:region>
</ns4:postal>              </ns4:type>                <ns4:priority>
<ns3:value>low</ns3:value>               </ns4:priority>               <ns4:customAttributes>
<ns3:customAttribute>                    <ns3:attribName>prioritysequence</ns3:attribName>
<ns3:attribValues>                       <ns3:attribValue>
<ns3:value>2</ns3:value>                        </ns3:attribValue>
</ns3:attribValues>                 </ns3:customAttribute>               </ns4:customAttributes>
</ns4:contactPoint>           <ns4:contactPoint id='1002'>               <ns4:type>
<ns4:email>                   <ns4:emailAddress>john_russel@gmail.com</ns4:emailAddress>
</ns4:email>              </ns4:type>               <ns4:priority>
<ns3:value>low</ns3:value>               </ns4:priority>               <ns4:customAttributes>
<ns3:customAttribute>                    <ns3:attribName>prioritysequence</ns3:attribName>
<ns3:attribValues>                       <ns3:attribValue>
<ns3:value>3</ns3:value>                        </ns3:attribValue>
</ns3:attribValues>                 </ns3:customAttribute>               </ns4:customAttributes>
</ns4:contactPoint>           <ns4:contactPoint>              <ns4:type>
```

```
<ns4:value>social</ns4:value>                  <ns4:social>
<ns4:socialId>65341628</ns4:socialId>                    <ns4:type>
<ns3:value>twitter</ns3:value>                      </ns4:type>                  </ns4:social>
</ns4:type>               <ns4:priority>                  <ns3:value>low</ns3:value>
</ns4:priority>              <ns4:customAttributes>                  <ns3:customAttribute>
<ns3:attribName>prioritysequence</ns3:attribName>                    <ns3:attribValues>
<ns3:attribValue>                          <ns3:value>5</ns3:value>
</ns3:attribValue>                      </ns3:attribValues>
</ns3:customAttribute>               </ns4:customAttributes>           </ns4:contactPoint>
<ns4:contactPoint>              <ns4:type>                  <ns4:value>web</ns4:value>
<ns4:website>                    <ns4:url>www.egain.com</ns4:url>
</ns4:website>               </ns4:type>               <ns4:priority>
<ns3:value>low</ns3:value>               </ns4:priority>               <ns4:customAttributes>
<ns3:customAttribute>                    <ns3:attribName>prioritysequence</ns3:attribName>
<ns3:attribValues>                       <ns3:attribValue>
<ns3:value>4</ns3:value>                       </ns3:attribValue>
</ns3:attribValues>                  </ns3:customAttribute>              </ns4:customAttributes>
</ns4:contactPoint>         </ns1:contactPoints>      </ns1:contactPerson>
</contactPersons></customer>
```

Response

HTTP/1.1 204 No Content

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml

JSON

Request

Method	URL
PUT	`/ws/v12/interaction/customer`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/json
Content-Type	application/json
Accept-Language	en-US

Request body

```
{    "id": "1000",    "contactPersons": {        "contactPerson": [            {
"id": "1000",               "contactPoints": {                    "contactPoint": [
{                           "id": "1000",                            "type": {
"phone": {                                      "type": {
"value": "home"                                      },
"phoneNo": "234 3456",                                   "countryCode": "1",
"areaCode": "408",                                    "extension": "102",
"availability": {                                        "days": {
"value": "any_day"                                       },
"times": {                                            "value": "mornings"
}                                  }                                  }
},                              "priority": {                                   "value": "low"
},                              "customAttributes": {
"customAttribute": [                                     {
"attribName": "prioritysequence",                                   "attribValues": {
"attribValue": [                                              {
```

```
"value": "1"                                                    }
]                                          }                                        }
]                              }                          },                          {
"id": "1001",                              "type": {                                  "postal": {
"type": {                                          "value": "mailto"
},                                      "address_1": "345",
"address_2": "E Midfield Rd",                                        "city": "Mountain View",
"state": "CA",                                      "zip": "98704",
"country": "USA",                                      "region": "United States"
}                              },                              "priority": {
"value": "low"                              },                              "customAttributes": {
"customAttribute": [                                        {
"attribName": "prioritysequence",                                          "attribValues": {
"attribValue": [                                                    {
"value": "2"                                                    }
]                                          }                                        }
]                              }                          },                          {
"id": "1002",                              "type": {                                  "email": {
"emailAddress": "john_russel@gmail.com"                                    }
},                              "priority": {                                  "value": "low"
},                              "customAttributes": {
"customAttribute": [                                        {
"attribName": "prioritysequence",                                          "attribValues": {
"attribValue": [                                                    {
"value": "3"                                                    }
]                                          }                                        }
]                              }                          },                          {
"type": {                                  "value": "social",
"social": {                                      "socialId": "65341628",
"type": {                                          "value": "twitter"
}                                  }                                  },
"priority": {                                  "value": "low"                              },
"customAttributes": {                                  "customAttribute": [
{                                          "attribName": "prioritysequence",
"attribValues": {                                                  "attribValue": [
{                                                          "value": "5"
}                                                  ]                                        }
}                                  ]                                  }                          },
{                                                          "type": {
"value": "web",                                      "website": {
"url": "www.egain.com"                                      }                                  },
"priority": {                                  "value": "low"                              },
"customAttributes": {                                  "customAttribute": [
{                                          "attribName": "prioritysequence",
"attribValues": {                                                  "attribValue": [
{                                                          "value": "4"
}                                                  ]                                        }
}                                  ]                                  }                          }
]                }             }         ]    }}
```


Response

HTTP/1.1 204 No Content

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json

EditCorporateCustomerPage Class Reference

Detailed Description

Edit Corporate Customer

Overview

This API allows user to modify an existing corporate customer.

This API also allows user to:

- Modify the existing contact persons and contact points of the customer.
- Add new contact persons and contact points for the customer.

Since:

11.6

APIs

Method	URL	Description
PUT	`/ws/v12/interaction/customer`	Modify an existing corporate customer.

Authentication

Authentication is required. The client must be logged in to call this API. Each API request must contain X-egain-session request header returned by Login API.

Permissions

All of the following are required:

- User must have 'Edit Customer' action.
- If "Customer departmentalization" setting is enabled in the application, then the customer being modified must belong to either the user's home department, or to the department where the user is a foreign user.
- If preferred agent of the customer has to be modified:
  - User must have view permission on the target preferred agent.
  - If "Customer departmentalization" setting is enabled in the application, the department of the customer must either be the home department of the target preferred agent or the target preferred agent must be a foreign user in the customer's department.

Licenses

The logged in user must have the following licenses:

- ECE CIH Platform

Request

Request headers

Name	Description	Allowed values	Default value
X-egain-session	Session ID obtained from Login API response header	N/A	N/A
Accept	Content type accepted by client.	`application/xml` or `application/json`	N/A
Content-Type	Media type sent by the client	`application/xml` or `application/json`	N/A
Accept-Language	Language locale accepted by client (used for locale specific fields in resource representation and in error responses)	Supported 'Accept-Language' header codes	`default system language`

Request Body

The request body is mandatory. Request body can be in either XML or JSON format:

Elements required in request body

Name	Description
id	ID of the customer.

Optional elements allowed in request body

Name	Description
customerName	Must not exceed 124 characters.
type.group.type.value	Must be one of the values configured in application.
level.value	Must be one of the values configured in application.
role.value	Must be one of 'Partner', 'Reseller' or 'Customer'.
pin	Must not exceed 255 characters.
howReferred.value	Must be one of 'Website', 'Customer', 'Partner', 'Employee' or 'Reseller'.
industry.value	Must be one of the values configured in application.

marketSegment	Must not exceed 50 characters.
preferredAgent.id	Must match the ID of a user in application.
entitlements	Must not exceed 1024 characters.
type.corporate.region	Must be one of the values configured in application.
type.corporate.numberOfEmployees	Must not exceed 19 digits.
type.corporate.revenues	Must not exceed 20 characters.
type.corporate.currency	Must not exceed 255 characters.
type.corporate.registrationNumber	Must not exceed 255 characters.
type.corporate.sector	Must not exceed 50 characters.
contactPersons.contactPerson	Can have multiple contact persons. • For required and optional values to add a new contact person, refer Create Contact Person. • For required and optional elements to edit an existing contact person, refer Edit Contact Person.
customAttributes	Name must match one of the custom attributes configured in application. If the custom attribute is configured as an enumeration, the value must be one of the predefined values.

NOTE: To remove value of any element of type "String", set the value to an empty string.

Request body XML schemas:

- Customers Schema

Supported API specific query parameters

None

Supported common query parameters

None

Response

Response headers

Name	Description	Possible values
X-egain-session	ID of the current user session	N/A
Content-Type	Media type of response body	`application/xml` or `application/json`

Response body

The response body will be sent only in case of error. It can be in either XML or JSON format.

Response body XML schemas:

- Error - used in case of error

HTTP status codes

Success Status codes

204 - No Content

- Successfully modified the customer.

Failure Status codes

400 - Bad Request

- Any query parameter is sent in the request.
- Request body does not contain the required elements.
- Unsupported element is present in the request body.
- Any criteria for successful execution mentioned in the Request Body section is violated.

401 - Unauthorized

- X-egain-session request header is missing.
- Session is invalid or expired.

403 - Forbidden

- The user does not have sufficient permissions. Refer Permissions section for details.

406 - Not Acceptable

- Invalid 'Accept-Language' header value.

500 - Internal server error

Examples:

Example 1 - Edit customer attributes of a corporate customer
Example 2 - Edit existing contact person for the customer
Example 3 - Add new contact person for the customer

Example 4 - Add and edit contact points for the customer

EditCustomerProfileExamples Class Reference

Detailed Description

Examples for Edit Customer profile

Example 1 - Edit profile by changing a single attribute

This example demonstrates the following:

- Editing the customer profile by changing a single attribute. In this example, the last name of the customer is changed.

XML

Request

Method	URL
PUT	`/ws/v15/context/interaction/customer`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Content-Type	application/xml
Accept-Language	en-US

Request body

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?><customer
xmlns="http://bindings.egain.com/ws/model/v15/gen/interaction/customer"
xmlns:ns1="http://bindings.egain.com/ws/model/v15/gen/interaction/contactperson">    <contacts>
<ns1:contact>            <ns1:lastName>Tuffey</ns1:lastName>        </ns1:contact>
</contacts></customer>
```

Response

HTTP/1.1 204 No Content

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml

JSON

Request

Method	URL
PUT	`/ws/v15/context/interaction/customer`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/json
Content-Type	application/json
Accept-Language	en-US

Request body

```
{    "contacts": {        "contact": [            {                "lastName": "Tuffey"
}        ]    }}
```

Response

HTTP/1.1 204 No Content

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json

Example 2 - Edit profile by changing all supported attributes, adding new contact points and changing existing contact point values

This example demonstrates the following:

- Editing all supported attributes of the contact person.
- Creating new contact points. One of each type of contact point is created.
- Editing existing contact point values. One of each type of contact point is modified.

XML

Request

Method	URL
PUT	`/ws/v15/context/interaction/customer`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Content-Type	application/xml
Accept-Language	en-US

Request body

```
<?xml version="1.0" encoding="UTF-8" standalone="yes" ?><customer
xmlns="http://bindings.egain.com/ws/model/v15/gen/interaction/customer"xmlns:ns1="http://bindings
.egain.com/ws/model/v15/gen/common"xmlns:ns2="http://bindings.egain.com/ws/model/v15/gen/interact
ion/contactperson"xmlns:ns3="http://bindings.egain.com/ws/model/v15/gen/interaction/contactpoint"
>    <contacts>        <ns2:contact>            <ns2:salutation>Mr.</ns2:salutation>
<ns2:firstName>John</ns2:firstName>            <ns2:middleName>Russel</ns2:middleName>
<ns2:lastName>Tierney</ns2:lastName>            <ns2:jobTitle>Manager</ns2:jobTitle>
<ns2:employmentStatus>                <ns1:value>intern</ns1:value>
</ns2:employmentStatus>            <ns2:dateOfBirth>1965-12-09T00:00:00.000Z</ns2:dateOfBirth>
<ns2:gender>                <ns1:value>male</ns1:value>            </ns2:gender>
<ns2:maritalStatus>                <ns1:value>married</ns1:value>            </ns2:maritalStatus>
<ns2:type>                <ns1:value>Billing</ns1:value>            </ns2:type>
<ns2:firstNameFurigana>John</ns2:firstNameFurigana>
<ns2:middleNameFurigana>Russel</ns2:middleNameFurigana>
<ns2:lastNameFurigana>Tierney</ns2:lastNameFurigana>            <ns2:suffix>
<ns1:value>jr.</ns1:value>            </ns2:suffix>            <ns2:initials>A.</ns2:initials>
<ns2:spouseName>Jenifer</ns2:spouseName>
<ns2:emergencyContact>0987654321</ns2:emergencyContact>            <ns2:secretQuestion>Place of
Birth</ns2:secretQuestion>            <ns2:secretAnswer>Texas</ns2:secretAnswer>
<ns2:occupation>Branch Manager</ns2:occupation>
<ns2:incomeLevel>60000-70000</ns2:incomeLevel>            <ns2:educationLevel>
<ns1:value>post graduate</ns1:value>            </ns2:educationLevel>
<ns2:race>Asian</ns2:race>            <ns2:dependents>4</ns2:dependents>
<ns2:isSmoker>true</ns2:isSmoker>            <ns2:hobbies>Fishing</ns2:hobbies>
<ns2:interests>Reading</ns2:interests>            <ns2:contactOrder>1984</ns2:contactOrder>
<ns2:hasDirectMailingConsent>true</ns2:hasDirectMailingConsent>
<ns2:hasDirectCallingConsent>true</ns2:hasDirectCallingConsent>
<ns2:hasHoldingDataConsent>true</ns2:hasHoldingDataConsent>            <ns2:email id="1191">
<ns3:emailAddress>john2@customer.com</ns3:emailAddress>            </ns2:email>
<ns2:postal id="1190">                <ns3:type>                <ns1:value>office</ns1:value>
</ns3:type>                <ns3:address_1>345</ns3:address_1>                <ns3:address_2>E
Midfield Rd</ns3:address_2>                <ns3:city>Mountain View</ns3:city>
<ns3:state>Ca</ns3:state>                <ns3:zip>98704</ns3:zip>
<ns3:country>USA</ns3:country>                <ns3:region>United States</ns3:region>
</ns2:postal>            <ns2:phone id="1189">                <ns3:type>
<ns1:value>home</ns1:value>                </ns3:type>                <ns3:phoneNo>234
3456</ns3:phoneNo>                <ns3:countryCode>1</ns3:countryCode>
<ns3:areaCode>408</ns3:areaCode>                <ns3:extension>102</ns3:extension>
</ns2:phone>            <ns2:website id="1193">
<ns3:url>www.customer.com</ns3:url>            </ns2:website>            <ns2:social id="1192">
<ns3:type>                    <ns1:value>twitter</ns1:value>                </ns3:type>
<ns3:socialId>1234</ns3:socialId>            </ns2:social>            <ns2:email>
<ns3:emailAddress>john2000@customer.com</ns3:emailAddress>            </ns2:email>
<ns2:postal>                <ns3:type>                    <ns1:value>home</ns1:value>
</ns3:type>                <ns3:address_1>123</ns3:address_1>
<ns3:address_2>SommerWay</ns3:address_2>                <ns3:city>Mountain View</ns3:city>
<ns3:state>CA</ns3:state>                <ns3:zip>98704</ns3:zip>
<ns3:country>USA</ns3:country>                <ns3:region>United States</ns3:region>
</ns2:postal>            <ns2:phone>                <ns3:type>
<ns1:value>Office</ns1:value>                </ns3:type>                <ns3:phoneNo>234
3457</ns3:phoneNo>                <ns3:countryCode>1</ns3:countryCode>
<ns3:areaCode>408</ns3:areaCode>                <ns3:extension>102</ns3:extension>
</ns2:phone>            <ns2:website>                <ns3:url>www.customer.org</ns3:url>
</ns2:website>            <ns2:social>                <ns3:type>
<ns1:value>twitter</ns1:value>                </ns3:type>
<ns3:socialId>JHN1234</ns3:socialId>            </ns2:social>        </ns2:contact>
</contacts></customer>
```

Response

HTTP/1.1 204 No Content

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml

JSON

Request

Method	URL
PUT	/ws/v15/context/interaction/customer

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/json
Content-Type	application/json
Accept-Language	en-US

Request body


```
{  "contacts": {        "contact": [            {                "salutation": "Mr.",
"firstName": "John",                "middleName": "Russel",                "lastName": "Tierney",
"jobTitle": "Manager",                "employmentStatus": {                    "value": "intern"
},                "dateOfBirth": "1965-12-09T00:00:00.000Z",                "gender": {
"value": "male"                },                "maritalStatus": {                    "value":
"married"                },                "type": {                    "value": "Billing"
},                "firstNameFurigana": "John",                "middleNameFurigana": "Russel",
"lastNameFurigana": "Tierney",                "suffix": {                    "value": "jr."
},                "initials": "A.",                "spouseName": "Jenifer",
"emergencyContact": "0987654321",                "secretQuestion": "Place of Birth",
"secretAnswer": "Texas",                "occupation": "Branch Manager",
"incomeLevel": "60000-70000",                "educationLevel": {                    "value": "post
graduate"                },                "race": "Asian",                "dependents": "4",
"isSmoker": "true",                "hobbies": "Fishing",                "interests": "Reading",
"contactOrder": 1984,                "hasDirectMailingConsent": "true",
"hasDirectCallingConsent": "true",                "hasHoldingDataConsent": "true",
"customAttributes": {                    "customAttribute": [                        {
"attribName": "ext_id",                            "attribValues": {
"attribValue": [                                    {
"value": "TWER-345"                                    }                                ]
}                        }                    ]                },                "email": [
{                        "emailAddress": "john2@customer.com",                        "id": 1191
},                    {                        "emailAddress": "john2000@customer.com"
}                                ],                "postal": [                    {
"type": {                        "value": "office"                        },
"address_1": "345",                        "address_2": "E Midfield Rd",
"city": "Mountain View",                        "state": "Ca",                        "zip":
"98704",                        "country": "USA",                        "region": "United
States",                        "id": 1190                    },                    {
"type": {                        "value": "home"                        },
"address_1": "123",                        "address_2": "Sommerway",
"city": "Mountain View",                        "state": "CA",                        "zip":
"98704",                        "country": "USA",                        "region": "United States"
}                ],                "phone": [                    {                        "type":
{                        "value": "home"                        },
"phoneNo": "234 3456",                        "countryCode": "1",
"areaCode": "408",                        "extension": "102",                        "id": 1189
},                    {                        "type": {                        "value":
"office"                        },                        "phoneNo": "234 3457",
"countryCode": "1",                        "areaCode": "408",                        "extension":
"102"                    }                ],                "website": [                    {
"url": "www.customer.org"                    }                ],                "social": [
{                        "type": {                        "value": "twitter"
```

```
},                          "socialId": "JHN1234"                    }                  ]
}         ]     }}
```

Response

HTTP/1.1 204 No Content

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json

EditCustomerProfilePage Class Reference

Detailed Description

Edit customer profile

Overview

This API allows logged in customer to do the following:

- Edit profile for self.
- Add new contact points, like email, phone, etc for self.
- Modify the existing contact points for self.

Note: Deletion of existing contact points is not allowed.

Since:

11.6

APIs

Method	URL	Description
POST	`/ws/v15/context/interaction/customer`	Modify the profile of the logged in person.

Authentication

Authentication is required. The customer must be logged in to call this API. Each API request must contain X-egain-session request header returned by Login API.

Permissions

- All authenticated customers can access this API.

Request

Request headers

Name	Description	Allowed values	Default value
X-egain-session	Session ID obtained from Login API response header	N/A	N/A
Accept	Content type accepted by client	`application/xml` or `application/j`	N/A

		son	
Accept-Language	Language locale accepted by client (used for locale specific fields in resource representation and in error responses)	Supported 'Accept-Language' header codes	default system language

Request Body

The request body is mandatory. Request body can be in either XML or JSON format.

Elements required in request body

Name	Description
contacts.contact	This will have the details to be edited. At least one of the child attribute must be present. For required and optional elements of contact person, refer Editable Attributes of a Contact.

Supported API specific query parameters

None

Supported common query parameters

None

Response

Response headers

Name	Description	Possible values
X-egain-session	Session ID of the current user session	N/A
Content-Type	Media type of response body	application/xml or application/json

Response Body

The response body will be sent only in case of error. It can be in either XML or JSON format.

Response body xml schemas:

- Error - used in case of error

HTTP status codes

Success Status codes

204 - No Content

- The request was successfully executed.

Failure Status codes

400 - Bad Request

- Any query parameter is sent in the request.
- Request body does not contain the required elements.
- Unsupported element is present in the request body.
- Elements provided do not adhere to the rules stated in the Request Body section.

401 - Unauthorized

- X-egain-session request header is missing
- Session is invalid or expired

406 - Not Acceptable

- Invalid 'Accept-Language' header value

500 - Internal server error

Examples:

Example 1 - Edit profile by changing a single attribute
Example 2 - Edit profile by changing all supported attributes, adding new contact points and changing existing contact point values

EditGroupCustomerExamples Class Reference

Detailed Description

Examples for Edit Group Customer

Example 1 - Edit customer attributes of a group customer

This example demonstrates the following:

- Editing all the allowed customer attributes of a group customer.

XML

Request

Method	URL
PUT	/ws/v12/interaction/customer

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Content-Type	application/xml
Accept-Language	en-US

Request body

```
<customer    xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/customer"
xmlns:ns2="http://bindings.egain.com/ws/model/v12/gen/platform"
xmlns:ns3="http://bindings.egain.com/ws/model/v12/gen/common"
xmlns:ns4="http://bindings.egain.com/ws/model/v12/gen/interaction/contactperson"
xmlns:ns5="http://bindings.egain.com/ws/model/v12/gen/interaction/contactpoint" id='1003'>
<type>        <group>            <type>                <ns3:value>Association</ns3:value>
</type>            <region>Europe</region>            <numberOfMembers>30000</numberOfMembers>
<income>12000000</income>            <currency>Dollar</currency>
<registrationNumber>EK123/234</registrationNumber>            <affiliation></affiliation>
</group>    </type>    <customerName>Finance Investor </customerName>    <level>
<ns3:value></ns3:value>    </level>    <role>        <ns3:value>Partner</ns3:value>    </role>
<pin>123098</pin>    <howReferred>        <ns3:value>Customer</ns3:value>    </howReferred>
<industry>        <ns3:value>Telecom</ns3:value>    </industry>    <marketSegment>Medical
Products</marketSegment>    <entitlements>Free service</entitlements>    <customAttributes>
<ns3:customAttribute>            <ns3:attribName>preferredlang</ns3:attribName>
<ns3:attribValues>                <ns3:attribValue>
<ns3:value>English</ns3:value>                </ns3:attribValue>            </ns3:attribValues>
</ns3:customAttribute>    </customAttributes></customer>
```

Response

HTTP/1.1 204 No Content

Response headers

Name	Value

X-egain-session	current session ID
Content-Type	application/xml

JSON

Request

Method	URL
PUT	`/ws/v12/interaction/customer`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/json
Content-Type	application/json
Accept-Language	en-US

Request body

```
{              "id": "1003",        "type": {            "group": {                "type": {
"value": "Association"               },               "region": "Europe",
"numberOfMembers": "30000",               "income": "12000000",               "currency":
"Dollar",               "registrationNumber": "EK123/234",               "affiliation": ""
}        },        "customerName": "Finance Investor ",        "level": {            "value": ""
},        "role": {            "value": "Partner"        },        "pin": "123098",
"howReferred": {            "value": "Customer"        },        "industry": {            "value":
"Telecom"        },        "marketSegment": "Medical Products",        "entitlements": "Free
service",        "customAttributes": {            "customAttribute": [{
"attribName": "preferredlang",               "attribValues": {                   "attribValue":
[{                        "value": "English"                   }]               }            }]
}}
```

Response

HTTP/1.1 204 No Content

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json

Example 2 - Edit existing contact person for the customer

This example demonstrates the following:

- Editing all attributes of an existing contact person of a group customer.

XML

Request

Method	URL

PUT	/ws/v12/interaction/customer

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Content-Type	application/xml
Accept-Language	en-US

Request body

```
<customer
xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/customer"xmlns:ns1="http://bindings
.egain.com/ws/model/v12/gen/interaction/contactperson"xmlns:ns2="http://bindings.egain.com/ws/mod
el/v12/gen/platform"xmlns:ns3="http://bindings.egain.com/ws/model/v12/gen/common"xmlns:ns4="http:
//bindings.egain.com/ws/model/v12/gen/interaction/contactpoint" id='1000'>   <contactPersons>
<ns1:contactPerson id='1000'>         <ns1:salutation>Mr.</ns1:salutation>
<ns1:firstName>John</ns1:firstName>         <ns1:middleName>Russel</ns1:middleName>
<ns1:lastName>Tierney</ns1:lastName>         <ns1:gender>            <ns3:value>male</ns3:value>
</ns1:gender>         <ns1:identification>            <ns1:type>Passport</ns1:type>
<ns1:value>AE0000005</ns1:value>         </ns1:identification>         <ns1:suffix>
<ns3:value>jr.</ns3:value>         </ns1:suffix>         <ns1:initials>A.</ns1:initials>
<ns1:secretQuestion>Place of Birth</ns1:secretQuestion>
<ns1:secretAnswer>Texas</ns1:secretAnswer>
<ns1:hasDirectMailingConsent>true</ns1:hasDirectMailingConsent>
<ns1:hasDirectCallingConsent>true</ns1:hasDirectCallingConsent>
<ns1:hasHoldingDataConsent>true</ns1:hasHoldingDataConsent>
<ns1:jobTitle>Manager</ns1:jobTitle>         <ns1:employmentStatus>
<ns3:value>intern</ns3:value>         </ns1:employmentStatus>
<ns1:priority>High</ns1:priority>
<ns1:dateOfBirth>1965-12-09T00:00:00.000Z</ns1:dateOfBirth>         <ns1:maritalStatus>
<ns3:value>married</ns3:value>         </ns1:maritalStatus>         <ns1:type>
<ns3:value>Billing</ns3:value>         </ns1:type>
<ns1:firstNameFurigana>John</ns1:firstNameFurigana>
<ns1:middleNameFurigana>Russel</ns1:middleNameFurigana>
<ns1:lastNameFurigana>Tierney</ns1:lastNameFurigana>
<ns1:startGreeting>Welcome</ns1:startGreeting>         <ns1:endGreeting>Thanks,
Byee</ns1:endGreeting>         <ns1:spouseName>Jenifer</ns1:spouseName>
<ns1:emergencyContact>0987654321</ns1:emergencyContact>         <ns1:occupation>Branch
Manager</ns1:occupation>         <ns1:incomeLevel>60000-70000</ns1:incomeLevel>
<ns1:educationLevel>            <ns3:value>post graduate</ns3:value>
</ns1:educationLevel>         <ns1:race>Asian</ns1:race>
<ns1:dependents>4</ns1:dependents>         <ns1:isSmoker>true</ns1:isSmoker>
<ns1:hobbies>Fishing</ns1:hobbies>         <ns1:interests>Reading</ns1:interests>
<ns1:contactOrder>1984</ns1:contactOrder>         <ns1:customAttributes>
<ns3:customAttribute>               <ns3:attribName>isprimary</ns3:attribName>
<ns3:attribValues>                  <ns3:attribValue>
<ns3:value>y</ns3:value>                  </ns3:attribValue>               </ns3:attribValues>
</ns3:customAttribute>         </ns1:customAttributes>      </ns1:contactPerson>
</contactPersons></customer>
```

Response

HTTP/1.1 204 No Content

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml

JSON

Request

Method	URL
PUT	`/ws/v12/interaction/customer`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/json
Content-Type	application/json
Accept-Language	en-US

Request body


```
{    "id": "1000",       "contactPersons": {        "contactPerson": [            {
"id": "1000",                "salutation": "Mr.",                "firstName": "John",
"middleName": "Russel",                "lastName": "Tierney",                "gender": {
"value": "male"                },                "identification": {                    "type":
"Passport",                    "value": "AE0000005"                },                "suffix": {
"value": "jr."                },                "initials": "A.",                "secretQuestion":
"Place of Birth",                "secretAnswer": "Texas",
"hasDirectMailingConsent": "true",                "hasDirectCallingConsent": "true",
"hasHoldingDataConsent": "true",                "jobTitle": "Manager",
"employmentStatus": {                    "value": "intern"                },
"priority": "High",                "dateOfBirth": "1965-12-09T00:00:00.000Z",
"maritalStatus": {                    "value": "married"                },                "type":
{                    "value": "Billing"                },                "firstNameFurigana":
"John",                "middleNameFurigana": "Russel",                "lastNameFurigana":
"Tierney",                "startGreeting": "Welcome",                "endGreeting": "Thanks,
Byee",                "spouseName": "Jenifer",                "emergencyContact": "0987654321",
"occupation": "Branch Manager",                "incomeLevel": "60000-70000",
"educationLevel": {                    "value": "post graduate"                },
"race": "Asian",                "dependents": "4",                "isSmoker": "true",
"hobbies": "Fishing",                "interests": "Reading",                "contactOrder":
"1984",                "customAttributes": {                    "customAttribute": [
{                            "attribName": "isprimary",
"attribValues": {                                "attribValue": [
{                                        "value": "y"                                    }
]                            }                        }                    ]                }
}        ]    }}
```


Response

HTTP/1.1 204 No Content

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json

Example 3 - Add new contact person for the customer

This example demonstrates the following:

- Adding a new contact person, with all contact person attributes, for a group customer.

XML

Request

Method	URL
PUT	/ws/v12/interaction/customer

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Content-Type	application/xml
Accept-Language	en-US

Request body

```
<customer xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/customer"
xmlns:ns1="http://bindings.egain.com/ws/model/v12/gen/interaction/contactperson"
xmlns:ns2="http://bindings.egain.com/ws/model/v12/gen/platform"
xmlns:ns3="http://bindings.egain.com/ws/model/v12/gen/common"
xmlns:ns4="http://bindings.egain.com/ws/model/v12/gen/interaction/contactpoint" id='1000'>
<contactPersons>      <ns1:contactPerson>         <ns1:salutation>Mr.</ns1:salutation>
<ns1:firstName>John</ns1:firstName>         <ns1:middleName>Russel</ns1:middleName>
<ns1:lastName>Tierney</ns1:lastName>        <ns1:preferredAgent id='1000'></ns1:preferredAgent>
<ns1:gender>            <ns3:value>Male</ns3:value>         </ns1:gender>
<ns1:identification>            <ns1:type>Passport</ns1:type>
<ns1:value>AE0000005</ns1:value>         </ns1:identification>         <ns1:suffix>
<ns3:value>Jr.</ns3:value>         </ns1:suffix>         <ns1:initials>A.</ns1:initials>
<ns1:secretQuestion>Place of Birth</ns1:secretQuestion>
<ns1:secretAnswer>Texas</ns1:secretAnswer>
<ns1:hasDirectMailingConsent>true</ns1:hasDirectMailingConsent>
<ns1:hasDirectCallingConsent>true</ns1:hasDirectCallingConsent>
<ns1:hasHoldingDataConsent>true</ns1:hasHoldingDataConsent>
<ns1:jobTitle>Manager</ns1:jobTitle>         <ns1:employmentStatus>
<ns3:value>Intern</ns3:value>         </ns1:employmentStatus>
<ns1:priority>High</ns1:priority>
<ns1:dateOfBirth>1965-12-09T00:00:00.000Z</ns1:dateOfBirth>         <ns1:maritalStatus>
<ns3:value>Married</ns3:value>         </ns1:maritalStatus>         <ns1:type>
<ns3:value>Billing</ns3:value>         </ns1:type>
<ns1:firstNameFurigana>John</ns1:firstNameFurigana>
<ns1:middleNameFurigana>Russel</ns1:middleNameFurigana>
<ns1:lastNameFurigana>Tierney</ns1:lastNameFurigana>
<ns1:startGreeting>Welcome</ns1:startGreeting>         <ns1:endGreeting>Thanks,
Byee</ns1:endGreeting>         <ns1:spouseName>Jenifer</ns1:spouseName>
<ns1:emergencyContact>0987654321</ns1:emergencyContact>         <ns1:occupation>Branch
Manager</ns1:occupation>         <ns1:incomeLevel>60000-70000</ns1:incomeLevel>
<ns1:educationLevel>            <ns3:value>Post graduate</ns3:value>
</ns1:educationLevel>         <ns1:race>Asian</ns1:race>
<ns1:dependents>4</ns1:dependents>         <ns1:isSmoker>true</ns1:isSmoker>
<ns1:hobbies>Fishing</ns1:hobbies>         <ns1:interests>Reading</ns1:interests>
<ns1:contactOrder>1984</ns1:contactOrder>         <ns1:customAttributes>
<ns3:customAttribute>               <ns3:attribName>isprimary</ns3:attribName>
<ns3:attribValues>                  <ns3:attribValue>
<ns3:value>y</ns3:value>                  </ns3:attribValue>               </ns3:attribValues>
</ns3:customAttribute>         </ns1:customAttributes>      </ns1:contactPerson>
</contactPersons></customer>
```

Response

HTTP/1.1 204 No Content

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml

JSON

Request

Method	URL
PUT	`/ws/v12/interaction/customer`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/json
Content-Type	application/json
Accept-Language	en-US

Request body

```
{    "id": "1000",        "contactPersons": {        "contactPerson": [            {
"salutation": "Mr.",                "firstName": "John",                "middleName": "Russel",
"lastName": "Tierney",                "preferredAgent": {                    "id": "1000"
},                "gender": {                    "value": "Male"                },
"identification": {                    "type": "Passport",                    "value": "AE0000005"
},                "suffix": {                    "value": "Jr."                },
"initials": "A.",                "secretQuestion": "Place of Birth",                "secretAnswer":
"Texas",                "hasDirectMailingConsent": "true",
"hasDirectCallingConsent": "true",                "hasHoldingDataConsent": "true",
"jobTitle": "Manager",                "employmentStatus": {                    "value": "Intern"
},                "priority": "High",                "dateOfBirth": "1965-12-09T00:00:00.000Z",
"maritalStatus": {                    "value": "Married"                },                "type":
{                    "value": "Billing"                },                "firstNameFurigana":
"John",                "middleNameFurigana": "Russel",                "lastNameFurigana":
"Tierney",                "startGreeting": "Welcome",                "endGreeting": "Thanks,
Byee",                "spouseName": "Jenifer",                "emergencyContact": "0987654321",
"occupation": "Branch Manager",                "incomeLevel": "60000-70000",
"educationLevel": {                    "value": "Post graduate"                },
"race": "Asian",                "dependents": "4",                "isSmoker": "true",
"hobbies": "Fishing",                "interests": "Reading",                "contactOrder":
"1984",                "customAttributes": {                    "customAttribute": [
{                    "attribName": "isprimary",
"attribValues": {                    "attribValue": [
{                    "value": "y"                }
]                }                }                ]                }
}        ]    }}
```

Response

HTTP/1.1 204 No Content

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json

Example 4 - Add and edit contact points for the customer

This example demonstrates the following:

- Editing all attributes of existing phone, postal and email type contact points of the customer.
- Adding new social and web type contact points, with all contact point attributes, for the customer.

XML

Request

Method	URL
PUT	`/ws/v12/interaction/customer`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Content-Type	application/xml
Accept-Language	en-US

Request body

```
<customer
xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/customer"xmlns:ns1="http://bindings
.egain.com/ws/model/v12/gen/interaction/contactperson"xmlns:ns2="http://bindings.egain.com/ws/mod
el/v12/gen/platform"xmlns:ns3="http://bindings.egain.com/ws/model/v12/gen/common"xmlns:ns4="http:
//bindings.egain.com/ws/model/v12/gen/interaction/contactpoint" id='1000'>   <contactPersons>
<ns1:contactPerson id='1000'>         <ns1:contactPoints>            <ns4:contactPoint id='1000'>
<ns4:type>                  <ns4:phone>                    <ns4:type>
<ns3:value>home</ns3:value>                    </ns4:type>                    <ns4:phoneNo>234
3456</ns4:phoneNo>                  <ns4:countryCode>1</ns4:countryCode>
<ns4:areaCode>408</ns4:areaCode>                    <ns4:extension>102</ns4:extension>
<ns4:availability>                      <ns4:days>
<ns3:value>any_day</ns3:value>                      </ns4:days>
<ns4:times>                         <ns3:value>mornings</ns3:value>
</ns4:times>                    </ns4:availability>                  </ns4:phone>
</ns4:type>              <ns4:priority>                 <ns3:value>low</ns3:value>
</ns4:priority>              <ns4:customAttributes>                  <ns3:customAttribute>
<ns3:attribName>prioritysequence</ns3:attribName>                    <ns3:attribValues>
<ns3:attribValue>                         <ns3:value>1</ns3:value>
</ns3:attribValue>                    </ns3:attribValues>
</ns3:customAttribute>              </ns4:customAttributes>            </ns4:contactPoint>
<ns4:contactPoint id='1001'>              <ns4:type>                  <ns4:postal>
<ns4:type>                   <ns3:value>mailto</ns3:value>                    </ns4:type>
<ns4:address_1>345</ns4:address_1>                    <ns4:address_2>E Midfield
Rd</ns4:address_2>                    <ns4:city>Mountain View</ns4:city>
<ns4:state>CA</ns4:state>                    <ns4:zip>98704</ns4:zip>
<ns4:country>USA</ns4:country>                    <ns4:region>United States</ns4:region>
</ns4:postal>              </ns4:type>               <ns4:priority>
<ns3:value>low</ns3:value>              </ns4:priority>              <ns4:customAttributes>
<ns3:customAttribute>                   <ns3:attribName>prioritysequence</ns3:attribName>
<ns3:attribValues>                      <ns3:attribValue>
<ns3:value>2</ns3:value>                        </ns3:attribValue>
</ns3:attribValues>                 </ns3:customAttribute>              </ns4:customAttributes>
</ns4:contactPoint>           <ns4:contactPoint id='1002'>              <ns4:type>
<ns4:email>                  <ns4:emailAddress>john_russel@gmail.com</ns4:emailAddress>
</ns4:email>              </ns4:type>              <ns4:priority>
<ns3:value>low</ns3:value>              </ns4:priority>              <ns4:customAttributes>
<ns3:customAttribute>                   <ns3:attribName>prioritysequence</ns3:attribName>
<ns3:attribValues>                      <ns3:attribValue>
<ns3:value>3</ns3:value>                        </ns3:attribValue>
</ns3:attribValues>                 </ns3:customAttribute>              </ns4:customAttributes>
</ns4:contactPoint>           <ns4:contactPoint>              <ns4:type>
```

```
<ns4:value>social</ns4:value>                  <ns4:social>
<ns4:socialId>65341628</ns4:socialId>                     <ns4:type>
<ns3:value>twitter</ns3:value>                        </ns4:type>                  </ns4:social>
</ns4:type>               <ns4:priority>                  <ns3:value>low</ns3:value>
</ns4:priority>              <ns4:customAttributes>                  <ns3:customAttribute>
<ns3:attribName>prioritysequence</ns3:attribName>                     <ns3:attribValues>
<ns3:attribValue>                           <ns3:value>5</ns3:value>
</ns3:attribValue>                       </ns3:attribValues>
</ns3:customAttribute>               </ns4:customAttributes>            </ns4:contactPoint>
<ns4:contactPoint>              <ns4:type>                    <ns4:value>web</ns4:value>
<ns4:website>                    <ns4:url>www.egain.com</ns4:url>
</ns4:website>               </ns4:type>               <ns4:priority>
<ns3:value>low</ns3:value>               </ns4:priority>               <ns4:customAttributes>
<ns3:customAttribute>                    <ns3:attribName>prioritysequence</ns3:attribName>
<ns3:attribValues>                       <ns3:attribValue>
<ns3:value>4</ns3:value>                       </ns3:attribValue>
</ns3:attribValues>                  </ns3:customAttribute>              </ns4:customAttributes>
</ns4:contactPoint>         </ns1:contactPoints>      </ns1:contactPerson>
</contactPersons></customer>
```

Response

HTTP/1.1 204 No Content

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml

JSON

Request

Method	URL
PUT	`/ws/v12/interaction/customer`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/json
Content-Type	application/json
Accept-Language	en-US

Request body

```
{    "id": "1000",    "contactPersons": {        "contactPerson": [            {
"id": "1000",               "contactPoints": {                    "contactPoint": [
{                           "id": "1000",                            "type": {
"phone": {                                      "type": {
"value": "home"                                      },
"phoneNo": "234 3456",                                   "countryCode": "1",
"areaCode": "408",                                    "extension": "102",
"availability": {                                        "days": {
"value": "any_day"                                       },
"times": {                                            "value": "mornings"
}                                  }                                  }
},                              "priority": {                                   "value": "low"
},                              "customAttributes": {
"customAttribute": [                                     {
"attribName": "prioritysequence",                                   "attribValues": {
"attribValue": [                                              {
```

```
"value": "1"                                                    }
]                                         }                                        }
]                             }                         },                           {
"id": "1001",                             "type": {                                  "postal": {
"type": {                                         "value": "mailto"
},                                     "address_1": "345",
"address_2": "E Midfield Rd",                                      "city": "Mountain View",
"state": "CA",                                     "zip": "98704",
"country": "USA",                                     "region": "United States"
}                             },                             "priority": {
"value": "low"                             },                             "customAttributes": {
"customAttribute": [                                    {
"attribName": "prioritysequence",                                         "attribValues": {
"attribValue": [                                                  {
"value": "2"                                                    }
]                                         }                                        }
]                             }                         },                           {
"id": "1002",                             "type": {                                  "email": {
"emailAddress": "john_russel@gmail.com"                                  }
},                             "priority": {                                 "value": "low"
},                             "customAttributes": {
"customAttribute": [                                    {
"attribName": "prioritysequence",                                         "attribValues": {
"attribValue": [                                                  {
"value": "3"                                                    }
]                                         }                                        }
]                             }                         },                           {
"type": {                                 "value": "social",
"social": {                                     "socialId": "65341628",
"type": {                                         "value": "twitter"
}                                 }                                 },
"priority": {                                 "value": "low"                              },
"customAttributes": {                                 "customAttribute": [
{                                         "attribName": "prioritysequence",
"attribValues": {                                                 "attribValue": [
{                                                     "value": "5"
}                                             ]                                          }
}                                 ]                                 }                          },
{                                                      "type": {
"value": "web",                                 "website": {
"url": "www.egain.com"                                 }                              },
"priority": {                                 "value": "low"                              },
"customAttributes": {                                 "customAttribute": [
{                                         "attribName": "prioritysequence",
"attribValues": {                                                 "attribValue": [
{                                                     "value": "4"
}                                             ]                                          }
}                                 ]                                 }                          }
]                }             }         ]    }}
```


Response

HTTP/1.1 204 No Content

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json

EditGroupCustomerPage Class Reference

Detailed Description

Edit Group Customer

Overview

This API allows user to modify an existing group customer.

This API also allows user to:

- Modify the existing contact persons and contact points of the customer.
- Add new contact persons and contact points for the customer.

Since:

11.6

APIs

Method	URL	Description
PUT	`/ws/v12/interaction/customer`	Modify an existing group customer.

Authentication

Authentication is required. The client must be logged in to call this API. Each API request must contain X-egain-session request header returned by Login API.

Permissions

All of the following are required:

- User must have 'Edit Customer' action.
- If "Customer departmentalization" setting is enabled in the application, then the customer being modified must belong to either the user's home department, or to the department where the user is a foreign user.
- If preferred agent of the customer has to be modified:
  - User must have view permission on the target preferred agent.
  - If "Customer departmentalization" setting is enabled in the application, the department of the customer must either be the home department of the target preferred agent or the target preferred agent must be a foreign user in the customer's department.

Licenses

The logged in user must have the following licenses:

- ECE CIH Platform

Request

Request headers

Name	Description	Allowed values	Default value
X-egain-session	Session ID obtained from Login API response header	N/A	N/A
Accept	Content type accepted by client.	`application/xml` or `application/json`	N/A
Content-Type	Media type sent by the client	`application/xml` or `application/json`	N/A
Accept-Language	Language locale accepted by client (used for locale specific fields in resource representation and in error responses)	Supported 'Accept-Language' header codes	`default system language`

Request Body

The request body is mandatory. Request body can be in either XML or JSON format:

Elements required in request body

Name	Description
id	ID of the customer.

Optional elements allowed in request body

Name	Description
customerName	Must not exceed 124 characters.
type.group.type.value	Must be one of the values configured in application.
level.value	Must be one of the values configured in application.
role.value	Must be one of 'Partner', 'Reseller' or 'Customer'.
pin	Must not exceed 255 characters.
howReferred.value	Must be one of 'Website', 'Customer', 'Partner', 'Employee' or 'Reseller'.
industry.value	Must be one of the values configured in application.

marketSegment	Must not exceed 50 characters.
preferredAgent.id	Must match the ID of a user in application.
entitlements	Must not exceed 1024 characters.
type.group.region	Must be one of the values configured in application.
type.group.numberOfMembers	Must not exceed 19 digits.
type.group.income	Must not exceed 20 characters.
type.group.currency	Must not exceed 255 characters.
type.group.registrationNumber	Must not exceed 255 characters.
type.group.sector	Must not exceed 50 characters.
contactPersons.contactPerson	Can have multiple contact persons. • For required and optional values to add a new contact person, refer Create Contact Person. • For required and optional elements to edit an existing contact person, refer Edit Contact Person.
customAttributes	Name must match one of the custom attributes configured in application. If the custom attribute is configured as an enumeration, the value must be one of the predefined values.

NOTE: To remove value of any element of type "String", set the value to an empty string.

Request body XML schemas:

- Customers Schema

Supported API specific query parameters

None

Supported common query parameters

None

Response

Response headers

Name	Description	Possible values
X-egain-session	ID of the current user session	N/A
Content-Type	Media type of response body	`application/xml` or `application/json`

Response body

The response body will be sent only in case of error. It can be in either XML or JSON format.

Response body XML schemas:

- Error - used in case of error

HTTP status codes

Success Status codes

204 - No Content

- Successfully modified the customer.

Failure Status codes

400 - Bad Request

- Any query parameter is sent in the request.
- Request body does not contain the required elements.
- Unsupported element is present in the request body.
- Any criteria for successful execution mentioned in the Request Body section is violated.

401 - Unauthorized

- X-egain-session request header is missing.
- Session is invalid or expired.

403 - Forbidden

- The user does not have sufficient permissions. Refer Permissions section for details.

406 - Not Acceptable

- Invalid 'Accept-Language' header value.

500 - Internal server error

Examples:

Example 1 - Edit customer attributes of a group customer
Example 2 - Edit existing contact person for the customer
Example 3 - Add new contact person for the customer

Example 4 - Add and edit contact points for the customer

EditIndividualCustomerExamples Class Reference

Detailed Description

Examples for Edit Individual Customer

Example 1 - Edit customer attributes of an individual customer

This example demonstrates the following:

- Modifying all supported customer attributes (attributes outside the contactPerson node) of an individual customer.

XML

Request

Method	URL
PUT	`/ws/v12/interaction/customer`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Content-Type	application/xml
Accept-Language	en-US

Request body

```
<customer xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/customer"
xmlns:ns1="http://bindings.egain.com/ws/model/v12/gen/interaction/contactperson"
xmlns:ns2="http://bindings.egain.com/ws/model/v12/gen/platform"
xmlns:ns3="http://bindings.egain.com/ws/model/v12/gen/common"
xmlns:ns4="http://bindings.egain.com/ws/model/v12/gen/interaction/contactpoint" id='1000'>
<level>      <ns3:value>Premium</ns3:value>   </level>   <role>
<ns3:value>Partner</ns3:value>   </role>   <pin>0121</pin>   <howReferred>
<ns3:value></ns3:value>   </howReferred>   <industry>      <ns3:value></ns3:value>   </industry>
<marketSegment>Medical Products</marketSegment>   <entitlements></entitlements>
<customAttributes>      <ns3:customAttribute>
<ns3:attribName>preferredlang</ns3:attribName>         <ns3:attribValues>
<ns3:attribValue>               <ns3:value>English</ns3:value>            </ns3:attribValue>
</ns3:attribValues>      </ns3:customAttribute>   </customAttributes></customer>
```

Response

HTTP/1.1 204 No Content

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml

JSON

Request

Method	URL
PUT	/ws/v12/interaction/customer

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/json
Content-Type	application/json
Accept-Language	en-US

Request body

```
{    "id": "1000",    "level": {        "value": "Premium"    },    "role": {        "value":
"Partner"    },    "pin": "0121",    "howReferred": {        "value": ""    },    "industry": {
"value": ""    },    "marketSegment": "Medical Products",    "entitlements": "",
"customAttributes": {        "customAttribute": [            {                "attribName":
"preferredlang",                "attribValues": {                    "attribValue": [
{                            "value": "English"                        }                    ]
}            }        ]    }}
```

Response

HTTP/1.1 204 No Content

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json

Example 2 - Edit contact person attributes of the customer

This example demonstrates the following:

- Modifying all the contact person attributes of an individual customer.

XML

Request

Method	URL
PUT	/ws/v12/interaction/customer

Request headers

Name	Value
X-egain-session	Valid session ID

Accept	application/xml
Content-Type	application/xml
Accept-Language	en-US

Request body

```
<customer
xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/customer"xmlns:ns1="http://bindings
.egain.com/ws/model/v12/gen/interaction/contactperson"xmlns:ns2="http://bindings.egain.com/ws/mod
el/v12/gen/platform"xmlns:ns3="http://bindings.egain.com/ws/model/v12/gen/common"xmlns:ns4="http:
//bindings.egain.com/ws/model/v12/gen/interaction/contactpoint" id='1000'>   <contactPersons>
<ns1:contactPerson id='1000'>         <ns1:salutation>Mr.</ns1:salutation>
<ns1:firstName>John</ns1:firstName>         <ns1:middleName>Russel</ns1:middleName>
<ns1:lastName>Tierney</ns1:lastName>         <ns1:gender>            <ns3:value>male</ns3:value>
</ns1:gender>         <ns1:identification>            <ns1:type>Passport</ns1:type>
<ns1:value>AE0000005</ns1:value>         </ns1:identification>         <ns1:suffix>
<ns3:value>jr.</ns3:value>         </ns1:suffix>         <ns1:initials>A.</ns1:initials>
<ns1:secretQuestion>Place of Birth</ns1:secretQuestion>
<ns1:secretAnswer>Texas</ns1:secretAnswer>
<ns1:hasDirectMailingConsent>true</ns1:hasDirectMailingConsent>
<ns1:hasDirectCallingConsent>true</ns1:hasDirectCallingConsent>
<ns1:hasHoldingDataConsent>true</ns1:hasHoldingDataConsent>
<ns1:jobTitle>Manager</ns1:jobTitle>         <ns1:employmentStatus>
<ns3:value>intern</ns3:value>         </ns1:employmentStatus>
<ns1:priority>High</ns1:priority>
<ns1:dateOfBirth>1965-12-09T00:00:00.000Z</ns1:dateOfBirth>         <ns1:maritalStatus>
<ns3:value>married</ns3:value>         </ns1:maritalStatus>         <ns1:type>
<ns3:value>Billing</ns3:value>         </ns1:type>
<ns1:firstNameFurigana>John</ns1:firstNameFurigana>
<ns1:middleNameFurigana>Russel</ns1:middleNameFurigana>
<ns1:lastNameFurigana>Tierney</ns1:lastNameFurigana>
<ns1:startGreeting>Welcome</ns1:startGreeting>         <ns1:endGreeting>Thanks,
Byee</ns1:endGreeting>         <ns1:spouseName>Jenifer</ns1:spouseName>
<ns1:emergencyContact>0987654321</ns1:emergencyContact>         <ns1:occupation>Branch
Manager</ns1:occupation>         <ns1:incomeLevel>60000-70000</ns1:incomeLevel>
<ns1:educationLevel>            <ns3:value>post graduate</ns3:value>
</ns1:educationLevel>         <ns1:race>Asian</ns1:race>
<ns1:dependents>4</ns1:dependents>         <ns1:isSmoker>true</ns1:isSmoker>
<ns1:hobbies>Fishing</ns1:hobbies>         <ns1:interests>Reading</ns1:interests>
<ns1:contactOrder>1984</ns1:contactOrder>         <ns1:customAttributes>
<ns3:customAttribute>               <ns3:attribName>isprimary</ns3:attribName>
<ns3:attribValues>                  <ns3:attribValue>
<ns3:value>y</ns3:value>                  </ns3:attribValue>               </ns3:attribValues>
</ns3:customAttribute>         </ns1:customAttributes>      </ns1:contactPerson>
</contactPersons></customer>
```

Response

HTTP/1.1 204 No Content

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml

JSON

Request

Method	URL
PUT	/ws/v12/interaction/customer

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/json
Content-Type	application/json
Accept-Language	en-US

Request body


```
{    "id": "1000",       "contactPersons": {        "contactPerson": [            {
"id": "1000",                "salutation": "Mr.",                "firstName": "John",
"middleName": "Russel",                "lastName": "Tierney",                "gender": {
"value": "male"                },                "identification": {                    "type":
"Passport",                    "value": "AE0000005"                },                "suffix": {
"value": "jr."                },                "initials": "A.",                "secretQuestion":
"Place of Birth",                "secretAnswer": "Texas",
"hasDirectMailingConsent": "true",                "hasDirectCallingConsent": "true",
"hasHoldingDataConsent": "true",                "jobTitle": "Manager",
"employmentStatus": {                    "value": "intern"                },
"priority": "High",                "dateOfBirth": "1965-12-09T00:00:00.000Z",
"maritalStatus": {                    "value": "married"                },                "type":
{                    "value": "Billing"                },                "firstNameFurigana":
"John",                "middleNameFurigana": "Russel",                "lastNameFurigana":
"Tierney",                "startGreeting": "Welcome",                "endGreeting": "Thanks,
Byee",                "spouseName": "Jenifer",                "emergencyContact": "0987654321",
"occupation": "Branch Manager",                "incomeLevel": "60000-70000",
"educationLevel": {                    "value": "post graduate"                },
"race": "Asian",                "dependents": "4",                "isSmoker": "true",
"hobbies": "Fishing",                "interests": "Reading",                "contactOrder":
"1984",                "customAttributes": {                    "customAttribute": [
{                            "attribName": "isprimary",
"attribValues": {                                "attribValue": [
{                                        "value": "y"                                    }
]                            }                        }                    ]                }
}        ]    }}
```


Response

HTTP/1.1 204 No Content

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json

Example 3 - Add and edit contact points of the customer

This example demonstrates the following:

- Editing all attributes of existing phone, postal and email type contact points of the customer.
- Adding new social and web type contact points for the customer.

XML

Request

Method	URL
PUT	`/ws/v12/interaction/customer`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Content-Type	application/xml
Accept-Language	en-US

Request body

```
<customer
xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/customer"xmlns:ns1="http://bindings
.egain.com/ws/model/v12/gen/interaction/contactperson"xmlns:ns2="http://bindings.egain.com/ws/mod
el/v12/gen/platform"xmlns:ns3="http://bindings.egain.com/ws/model/v12/gen/common"xmlns:ns4="http:
//bindings.egain.com/ws/model/v12/gen/interaction/contactpoint" id='1000'>   <contactPersons>
<ns1:contactPerson id='1000'>         <ns1:contactPoints>           <ns4:contactPoint id='1000'>
<ns4:type>                  <ns4:phone>                     <ns4:type>
<ns3:value>home</ns3:value>                     </ns4:type>                     <ns4:phoneNo>234
3456</ns4:phoneNo>                    <ns4:countryCode>1</ns4:countryCode>
<ns4:areaCode>408</ns4:areaCode>                     <ns4:extension>102</ns4:extension>
<ns4:availability>                        <ns4:days>
<ns3:value>any_day</ns3:value>                          </ns4:days>
<ns4:times>                          <ns3:value>mornings</ns3:value>
</ns4:times>                     </ns4:availability>                  </ns4:phone>
</ns4:type>               <ns4:priority>                  <ns3:value>low</ns3:value>
</ns4:priority>               <ns4:customAttributes>                  <ns3:customAttribute>
<ns3:attribName>prioritysequence</ns3:attribName>                     <ns3:attribValues>
<ns3:attribValue>                          <ns3:value>1</ns3:value>
</ns3:attribValue>                        </ns3:attribValues>
</ns3:customAttribute>              </ns4:customAttributes>           </ns4:contactPoint>
<ns4:contactPoint id='1001'>              <ns4:type>                   <ns4:postal>
<ns4:type>                        <ns3:value>mailto</ns3:value>                     </ns4:type>
<ns4:address_1>345</ns4:address_1>                     <ns4:address_2>E Midfield
Rd</ns4:address_2>                    <ns4:city>Mountain View</ns4:city>
<ns4:state>CA</ns4:state>                    <ns4:zip>98704</ns4:zip>
<ns4:country>USA</ns4:country>                    <ns4:region>United States</ns4:region>
</ns4:postal>              </ns4:type>                 <ns4:priority>
<ns3:value>low</ns3:value>              </ns4:priority>               <ns4:customAttributes>
<ns3:customAttribute>                    <ns3:attribName>prioritysequence</ns3:attribName>
<ns3:attribValues>                       <ns3:attribValue>
<ns3:value>2</ns3:value>                          </ns3:attribValue>
</ns3:attribValues>                 </ns3:customAttribute>               </ns4:customAttributes>
</ns4:contactPoint>           <ns4:contactPoint id='1002'>               <ns4:type>
<ns4:email>                    <ns4:emailAddress>john_russel@gmail.com</ns4:emailAddress>
</ns4:email>              </ns4:type>                 <ns4:priority>
<ns3:value>low</ns3:value>              </ns4:priority>               <ns4:customAttributes>
<ns3:customAttribute>                    <ns3:attribName>prioritysequence</ns3:attribName>
<ns3:attribValues>                       <ns3:attribValue>
<ns3:value>3</ns3:value>                          </ns3:attribValue>
</ns3:attribValues>                 </ns3:customAttribute>               </ns4:customAttributes>
</ns4:contactPoint>           <ns4:contactPoint>              <ns4:type>
<ns4:value>social</ns4:value>                    <ns4:social>
<ns4:socialId>65341628</ns4:socialId>                         <ns4:type>
<ns3:value>twitter</ns3:value>                       </ns4:type>                   </ns4:social>
</ns4:type>               <ns4:priority>                  <ns3:value>low</ns3:value>
</ns4:priority>               <ns4:customAttributes>                  <ns3:customAttribute>
<ns3:attribName>prioritysequence</ns3:attribName>                     <ns3:attribValues>
<ns3:attribValue>                          <ns3:value>5</ns3:value>
</ns3:attribValue>                       </ns3:attribValues>
</ns3:customAttribute>              </ns4:customAttributes>           </ns4:contactPoint>
<ns4:contactPoint>              <ns4:type>                   <ns4:value>web</ns4:value>
<ns4:website>                    <ns4:url>www.egain.com</ns4:url>
</ns4:website>              </ns4:type>                 <ns4:priority>
<ns3:value>low</ns3:value>              </ns4:priority>               <ns4:customAttributes>
<ns3:customAttribute>                    <ns3:attribName>prioritysequence</ns3:attribName>
```

```
<ns3:attribValues>                        <ns3:attribValue>
<ns3:value>4</ns3:value>                        </ns3:attribValue>
</ns3:attribValues>                  </ns3:customAttribute>              </ns4:customAttributes>
</ns4:contactPoint>         </ns1:contactPoints>      </ns1:contactPerson>
</contactPersons></customer>
```

Response

HTTP/1.1 204 No Content

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml

JSON

Request

Method	URL
PUT	`/ws/v12/interaction/customer`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/json
Content-Type	application/json
Accept-Language	en-US

Request body

```
{    "id": "1000",    "contactPersons": {        "contactPerson": [            {
"id": "1000",                "contactPoints": {                    "contactPoint": [
{                            "id": "1000",                            "type": {
"phone": {                                    "type": {
"value": "home"                                    },
"phoneNo": "234 3456",                                  "countryCode": "1",
"areaCode": "408",                                  "extension": "102",
"availability": {                                      "days": {
"value": "any_day"                                      },
"times": {                                          "value": "mornings"
}                                   }                                }
},                            "priority": {                                "value": "low"
},                            "customAttributes": {
"customAttribute": [                                    {
"attribName": "prioritysequence",                                    "attribValues": {
"attribValue": [                                                {
"value": "1"                                                }
]                                       }                                    }
]                            }                        },                        {
"id": "1001",                           "type": {                                "postal": {
"type": {                                       "value": "mailto"
},                                   "address_1": "345",
"address_2": "E Midfield Rd",                                   "city": "Mountain View",
"state": "CA",                                  "zip": "98704",
"country": "USA",                                  "region": "United States"
}                            },                          "priority": {
"value": "low"                           },                            "customAttributes": {
"customAttribute": [                                    {
"attribName": "prioritysequence",                                    "attribValues": {
"attribValue": [                                                {
```

```
"value": "2"                                                    }
]                                         }                                    }
]                             }                         },                         {
"id": "1002",                             "type": {                                "email": {
"emailAddress": "john_russel@gmail.com"                                  }
},                             "priority": {                                 "value": "low"
},                             "customAttributes": {
"customAttribute": [                                      {
"attribName": "prioritysequence",                                        "attribValues": {
"attribValue": [                                                  {
"value": "3"                                                    }
]                                         }                                    }
]                             }                         },                         {
"type": {                                 "value": "social",
"social": {                                     "socialId": "65341628",
"type": {                                         "value": "twitter"
}                                 }                             },
"priority": {                                 "value": "low"                          },
"customAttributes": {                                 "customAttribute": [
{                                         "attribName": "prioritysequence",
"attribValues": {                                             "attribValue": [
{                                                     "value": "5"
}                                             ]                                       }
}                                 ]                             }                       },
{                                                      "type": {
"value": "web",                                 "website": {
"url": "www.egain.com"                                }                          },
"priority": {                                 "value": "low"                          },
"customAttributes": {                                 "customAttribute": [
{                                         "attribName": "prioritysequence",
"attribValues": {                                             "attribValue": [
{                                                     "value": "4"
}                                             ]                                       }
}                                 ]                             }                       }
]                }            }        ]    }}
```

Response

HTTP/1.1 204 No Content

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json

Example 4 - Edit the customer by removing the values

This example demonstrates the following:

- Changing values for a few attributes of the customer.
- Removing the values for a few attributes of the customer.

XML

Request

Method	URL
PUT	/ws/v12/interaction/customer

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Content-Type	application/xml
Accept-Language	en-US

Request body

```
<customer
xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/customer"xmlns:ns1="http://bindings
.egain.com/ws/model/v12/gen/interaction/contactperson"xmlns:ns2="http://bindings.egain.com/ws/mod
el/v12/gen/platform"xmlns:ns3="http://bindings.egain.com/ws/model/v12/gen/common"xmlns:ns4="http:
//bindings.egain.com/ws/model/v12/gen/interaction/contactpoint" id='1000'>   <contactPersons>
<ns1:contactPerson id='1000'>         <ns1:salutation>Mr.</ns1:salutation>
<ns1:firstName>John</ns1:firstName>         <ns1:middleName>Russel</ns1:middleName>
<ns1:lastName>Tierney</ns1:lastName>         <ns1:gender>            <ns3:value>male</ns3:value>
</ns1:gender>         <ns1:identification>            <ns1:type>Passport</ns1:type>
<ns1:value>AE0000005</ns1:value>         </ns1:identification>         <ns1:suffix>
<ns3:value></ns3:value>         </ns1:suffix>         <ns1:initials>A.</ns1:initials>
<ns1:secretQuestion>Place of Birth</ns1:secretQuestion>
<ns1:secretAnswer>Texas</ns1:secretAnswer>
<ns1:hasDirectMailingConsent></ns1:hasDirectMailingConsent>
<ns1:hasDirectCallingConsent></ns1:hasDirectCallingConsent>
<ns1:hasHoldingDataConsent></ns1:hasHoldingDataConsent>         <ns1:jobTitle></ns1:jobTitle>
<ns1:employmentStatus>            <ns3:value>unemployed</ns3:value>
</ns1:employmentStatus>         <ns1:priority></ns1:priority>
<ns1:dateOfBirth>1965-12-09T00:00:00.000Z</ns1:dateOfBirth>         <ns1:maritalStatus>
<ns3:value></ns3:value>         </ns1:maritalStatus>         <ns1:type>
<ns3:value>Billing</ns3:value>         </ns1:type>
<ns1:firstNameFurigana>John</ns1:firstNameFurigana>
<ns1:middleNameFurigana>Russel</ns1:middleNameFurigana>
<ns1:lastNameFurigana>Tierney</ns1:lastNameFurigana>
<ns1:startGreeting>Welcome</ns1:startGreeting>         <ns1:endGreeting>Thanks,
Byee</ns1:endGreeting>         <ns1:spouseName>Jenifer</ns1:spouseName>
<ns1:emergencyContact>0987654322</ns1:emergencyContact>         <ns1:occupation></ns1:occupation>
<ns1:incomeLevel>70000-80000</ns1:incomeLevel>         <ns1:educationLevel>
<ns3:value>post graduate</ns3:value>         </ns1:educationLevel>
<ns1:race>Asian</ns1:race>         <ns1:dependents>4</ns1:dependents>
<ns1:isSmoker></ns1:isSmoker>         <ns1:hobbies></ns1:hobbies>
<ns1:interests>Reading</ns1:interests>         <ns1:contactOrder></ns1:contactOrder>
<ns1:customAttributes>            <ns3:customAttribute>
<ns3:attribName>isprimary</ns3:attribName>               <ns3:attribValues>
<ns3:attribValue>                     <ns3:value></ns3:value>                  </ns3:attribValue>
</ns3:attribValues>           </ns3:customAttribute>         </ns1:customAttributes>
</ns1:contactPerson>   </contactPersons></customer>
```

Response

HTTP/1.1 204 No Content

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml

JSON

Request

Method	URL
PUT	`/ws/v12/interaction/customer`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/json
Content-Type	application/json
Accept-Language	en-US

Request body


```
{    "id": "1000",    "contactPersons": {        "contactPerson": [            {
"id": "1000",                "contactPoints": {                    "contactPoint": [
{                            "id": "1000",                            "type": {
"phone": {                                    "type": {
"value": "home"                                    },
"phoneNo": "234 3456",                                    "countryCode": "1",
"areaCode": "408",                                    "extension": "102",
"availability": {                                        "days": {
"value": "any_day"                                        },
"times": {                                            "value": "mornings"
}                                    }                                    }
},                            "priority": {                                "value": "low"
},                            "customAttributes": {
"customAttribute": [                                    {
"attribName": "prioritysequence",                                    "attribValues": {
"attribValue": [                                                    {
"value": "1"                                                    }
]                                    }                                    }
]                            }                        },                        {
"id": "1001",                            "type": {                                "postal": {
"type": {                                        "value": "mailto"
},                                    "address_1": "345",
"address 2": "E Midfield Rd",                                    "city": "Mountain View",
"state": "CA",                                    "zip": "98704",
"country": "USA",                                    "region": "United States"
}                            },                            "priority": {
"value": "low"                            },                            "customAttributes": {
"customAttribute": [                                    {
"attribName": "prioritysequence",                                    "attribValues": {
"attribValue": [                                                    {
"value": "2"                                                    }
]                                    }                                    }
]                            }                        },                        {
"id": "1002",                            "type": {                                "email": {
"emailAddress": "john_russel@gmail.com"                                    }
},                            "priority": {                                "value": "low"
},                            "customAttributes": {
"customAttribute": [                                    {
"attribName": "prioritysequence",                                    "attribValues": {
"attribValue": [                                                    {
"value": "3"                                                    }
]                                    }                                    }
]                            }                        },                        {
"type": {                                "value": "social",
"social": {                                    "socialId": "65341628",
"type": {                                        "value": "twitter"
}                                }                                    },
"priority": {                                "value": "low"                                    },
"customAttributes": {                                    "customAttribute": [
```

```
{                                        "attribName": "prioritysequence",
"attribValues": {                                          "attribValue": [
{                                                    "value": "5"
}                                            ]                                    }
}                                ]                           }                     },
{                                                     "type": {
"value": "web",                                 "website": {
"url": "www.egain.com"                                }                        },
"priority": {                                "value": "low"                        },
"customAttributes": {                                "customAttribute": [
{                                        "attribName": "prioritysequence",
"attribValues": {                                          "attribValue": [
{                                                    "value": "4"
}                                            ]                                    }
}                                ]                           }                     }
]                }            }        ]    }}
```

Response

HTTP/1.1 204 No Content

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json

EditIndividualCustomerPage Class Reference

Detailed Description

Edit Individual Customer

Overview

This API allows user to modify an existing individual customer.

This API also allows user to:

- Modify the existing contact person and contact points of the customer.
- Add new contact point for the customer.

Since:

11.6

APIs

Method	URL	Description
PUT	`/ws/v12/interaction/customer`	Modify an existing individual customer.

Authentication

Authentication is required. The client must be logged in to call this API. Each API request must contain X-egain-session request header returned by Login API.

Permissions

All of the following are required:

- User must have 'Edit Customer' action.
- If "Customer departmentalization" setting is enabled in the application, then the customer being modified must belong to either the user's home department, or to the department where the user is a foreign user.
- If preferred agent of the customer has to be modified:
  - User must have view permission on the target preferred agent.
  - If "Customer departmentalization" setting is enabled in the application, the department of the customer must either be the home department of the target preferred agent or the target preferred agent must be a foreign user in the customer's department.

Licenses

The logged in user must have the following licenses:

- ECE CIH Platform

Request

Request headers

Name	Description	Allowed values	Default value
X-egain-session	Session ID obtained from Login API response header	N/A	N/A
Accept	Content type accepted by client.	`application/xml` or `application/json`	N/A
Content-Type	Media type sent by the client	`application/xml` or `application/json`	N/A
Accept-Language	Language locale accepted by client (used for locale specific fields in resource representation and in error responses)	Supported 'Accept-Language' header codes	`default system language`

Request Body

The request body is mandatory. Request body can be in either XML or JSON format:

Elements required in request body

Name	Description
id	ID of the customer.

Optional elements allowed in request body

Name	Description
level.value	Must be one of the values configured in application.
role.value	Must be one of 'Partner', 'Reseller', or 'Customer'.
pin	Must not exceed 255 characters.
howReferred.value	Must be one of 'Website', 'Customer', 'Partner', 'Employee', or 'Reseller'.
industry.value	Must be one of the values configured in application.
marketSegment	Must not exceed 50 characters.
preferredAgent.id	Must match the ID of a user in application.
entitlements	Must not exceed 1024 characters.

contactPersons.contactPerson	Can have a single contact person. • For required and optional elements to edit an existing contact person, refer Edit Contact Person.
customAttributes	Name must match one of the custom attributes configured in application. If the custom attribute is configured as an enumeration, the value must be one of the predefined values.

NOTE: To remove value of any element of type "String", set the value to an empty string.

Request body XML schemas:

- Customers Schema

Supported API specific query parameters

None

Supported common query parameters

None

Response

Response headers

Name	Description	Possible values
X-egain-session	ID of the current user session	N/A
Content-Type	Media type of response body	`application/xml` or `application/json`

Response body

The response body will be sent only in case of error. It can be in either XML or JSON format.

Response body XML schemas:

- Error - used in case of error

HTTP status codes

Success Status codes

204 - No Content

- Successfully modified the customer.

Failure Status codes

400 - Bad Request

- Any query parameter is sent in the request.
- Request body does not contain the required elements.
- Unsupported element is present in the request body.
- Any criteria for successful execution mentioned in the Request Body section is violated.

401 - Unauthorized

- X-egain-session request header is missing.
- Session is invalid or expired.

403 - Forbidden

- The user does not have sufficient permissions. Refer Permissions section for details.

406 - Not Acceptable

- Invalid 'Accept-Language' header value.

500 - Internal server error

Examples:

Example 1 - Edit customer attributes of an individual customer
Example 2 - Edit contact person attributes of the customer
Example 3 - Add and edit contact points of the customer

Example 4 - Edit the customer by removing the values

Edition Class Reference

Public Member Functions

- java.lang.String getAlternateId ()
- long getId ()
- Link getLink ()
- java.lang.String getName ()
- Profile getPublishProfile ()
- Boolean isIsContentEdition ()
- void setAlternateId (java.lang.String value)
- void setId (long value)
- void setIsContentEdition (Boolean value)
- void setLink (Link value)
- void setName (java.lang.String value)
- void setPublishProfile (Profile value)

Detailed Description

Edition Schema

This schema contains information about article edition.

XML Schema File

`model/v15/xsd/kb/edition.xsd`

Name	Description	Type
`id` *	ID of the edition.	Long
`alternateId` *	Readable Id of the edition.	String
`link`	Link to this edition.	Link
`name`	Name of the edition.	String
`publishProfile`	Publish View associated with this edition.	Profile
`isContentEdition`	• This element indicates that its edition is the one corresponding to the returned content. • This element can only appear under at most one <edition> element in the list of editions. • It must only be returned if article content is returned as well. • The only allowed value is 'true'.	Boolean

Note : In XML response, items marked with * are returned as XML attributes while others

are returned as XML elements.

Member Function Documentation

java.lang.String getAlternateId ()

Gets the value of the alternateId property.

Returns:

possible object is java.lang.String

long getId ()

Gets the value of the id property.

Returns:

possible object is Long

Link getLink ()

Gets the value of the link property.

Returns:

possible object is Link

java.lang.String getName ()

Gets the value of the name property.

Returns:

possible object is java.lang.String

Profile getPublishProfile ()

Gets the value of the publishProfile property.

Returns:

possible object is Profile

Boolean isIsContentEdition ()

Gets the value of the isContentEdition property.

Returns:

possible object is Boolean

void setAlternateId (java.lang.String *value*)

Sets the value of the alternateId property.

Parameters:

value	allowed object is java.lang.String

void setId (long *value*)

Sets the value of the id property.

Parameters:

value	allowed object is Long

void setIsContentEdition (Boolean *value*)

Sets the value of the isContentEdition property.

Parameters:

value	allowed object is Boolean

void setLink (Link *value*)

Sets the value of the link property.

Parameters:

value	allowed object is Link

void setName (java.lang.String *value*)

Sets the value of the name property.

Parameters:

value	allowed object is java.lang.String

void setPublishProfile (Profile *value*)

Sets the value of the publishProfile property.

Parameters:

value	allowed object is Profile

Editions Class Reference

Public Member Functions

- java.util.List< Edition > getEdition ()

Detailed Description

Editions Schema

This schema contains information about article editions.

XML Schema File

`model/v15/xsd/kb/edition.xsd`

Name	Description	Type
`edition`	One or more instances of Edition.	Edition

Member Function Documentation

java.util.List<Edition> getEdition ()

Gets the value of the edition property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the edition property.

For example, to add a new item, do as follows:

```
getEdition().add(newItem);
```

Objects of the following type(s) are allowed in the list Edition

Email Class Reference

Public Member Functions

- java.lang.String getEmailAddress ()
- long getId ()
- DateAndUser getLastModified ()
- void setEmailAddress (java.lang.String value)
- void setId (long value)
- void setLastModified (DateAndUser value)

Detailed Description

Email Schema

Definition of Email contact point schema.

XML Schema File

`model/v12/xsd/interaction/contact_point.xsd`

Name	Description	Type
`id`	ID of the requested contact point	Long
`emailAddress`	Email address of the contact point	String
`lastModified`	Last modification details of the contact point	DateAndUser

---

Member Function Documentation

java.lang.String getEmailAddress ()

Gets the value of the emailAddress property.

Returns:

possible object is java.lang.String

long getId ()

Gets the value of the id property.

Returns:

possible object is Long

DateAndUser getLastModified ()

Gets the value of the lastModified property.

Returns:

possible object is DateAndUser

void setEmailAddress (java.lang.String *value*)

Sets the value of the emailAddress property.

Parameters:

value	allowed object is java.lang.String

void setId (long *value*)

Sets the value of the id property.

Parameters:

value	allowed object is Long

void setLastModified (DateAndUser *value*)

Sets the value of the lastModified property.

Parameters:

value	allowed object is DateAndUser

Email Class Reference

Public Member Functions

- java.lang.String getEmailAddress ()
- long getId ()
- DateAndUser getLastModified ()
- void setEmailAddress (java.lang.String value)
- void setId (long value)
- void setLastModified (DateAndUser value)

Detailed Description

Email Schema

Definition of Email contact point schema.

XML Schema File

`model/v15/xsd/interaction/contact_point.xsd`

Name	Description	Type
`id`	ID of the requested contact point	Long
`emailAddress`	Email address of the contact point	String
`lastModified`	Last modification details of the contact point	DateAndUser

---

Member Function Documentation

java.lang.String getEmailAddress ()

Gets the value of the emailAddress property.

Returns:

possible object is java.lang.String

long getId ()

Gets the value of the id property.

Returns:

possible object is Long

DateAndUser getLastModified ()

Gets the value of the lastModified property.

Returns:

possible object is DateAndUser

void setEmailAddress (java.lang.String *value*)

Sets the value of the emailAddress property.

Parameters:

value	allowed object is java.lang.String

void setId (long *value*)

Sets the value of the id property.

Parameters:

value	allowed object is Long

void setLastModified (DateAndUser *value*)

Sets the value of the lastModified property.

Parameters:

value	allowed object is DateAndUser

EmailAddressDefinitionPage Class Reference

Detailed Description

Email Address

Email Address

Following must be true for any email address sent in API requests:

- Only one @ character must be present.
- At least one character must be present between @ and dot(.).
- At least one dot(.) must present after @ character.
- Dot(.) must not be the last character.
- Must not exceed 255 characters.
- Following characters must not be present:
    1. Round bracket ()
    2. Square bracket []
    3. More than one consecutive backward slash
    4. colon :
    5. semi-colon ;
    6. Space ( )
    7. Angular bracket <>
    8. double quote "
-

EmailAttributes Class Reference

Public Member Functions

- Alias getAlias ()
- Contents getContents ()
- DateAndTime getDate ()
- AllEmailAddresses getEmailAddresses ()
- java.lang.String getHeader ()
- long getId ()
- LastAction getLastAction ()
- SentBy getSentBy ()
- Boolean isHasDraft ()
- Boolean isIsEscalated ()
- Boolean isIsOutboundFailed ()
- Boolean isLeaveOpen ()
- void setAlias (Alias value)
- void setContents (Contents value)
- void setDate (DateAndTime value)
- void setEmailAddresses (AllEmailAddresses value)
- void setHasDraft (Boolean value)
- void setHeader (java.lang.String value)
- void setId (long value)
- void setIsEscalated (Boolean value)
- void setIsOutboundFailed (Boolean value)
- void setLastAction (LastAction value)
- void setLeaveOpen (Boolean value)
- void setSentBy (SentBy value)

Detailed Description

EmailAttributes Schema

This schema contains the definition of all email specific attributes of an email activity.

XML Schema File

`model/v12/xsd/interaction/activity.xsd`

Name	Description	Type
`id`	ID of the email.	Long
`lastAction`	A string specifying the last action that was performed on this activity.	LastAction
`hasDraft`	Boolean value specifying whether this activity has a draft.	Boolean
`leaveOpen`	Boolean value specifying whether this activity has to be completed or not, after sending it out of the system.	Boolean

	This is applicable only to composed activities of type email.	
isEscalated	Boolean value specifying whether this activity was created as an escalation from the selfcervice portal.	Boolean
isOutboundFailed	Boolean value specifying whether this email activity was attempted to be sent out, which failed.	Boolean
alias	Alias used in this email activity.	Alias
date	The date when this email was sent to the mail server.	DateTime
sentBy	Information about the customer who sent this activitiy. This will be provided when a customer sent an email on behalf of another customer from the message center	SentBy
contents	This has the contents of the email. This can have multiple 'Content' elements.	Contents
emailAddresses	This has the email addresses of this email activity.	String
header	This contains the email header.	String

Member Function Documentation

Alias getAlias ()

Gets the value of the alias property.

Returns:

possible object is Alias

Contents getContents ()

Gets the value of the contents property.

Returns:

possible object is Contents

DateAndTime getDate ()

Gets the value of the date property.

Returns:
possible object is DateAndTime

AllEmailAddresses getEmailAddresses ()

Gets the value of the emailAddresses property.

Returns:
possible object is AllEmailAddresses

java.lang.String getHeader ()

Gets the value of the header property.

Returns:
possible object is java.lang.String

long getId ()

Gets the value of the id property.

Returns:
possible object is Long

LastAction getLastAction ()

Gets the value of the lastAction property.

Returns:
possible object is LastAction

SentBy getSentBy ()

Gets the value of the sentBy property.

Returns:
possible object is SentBy

Boolean isHasDraft ()

Gets the value of the hasDraft property.

Returns:
possible object is Boolean

Boolean isIsEscalated ()

Gets the value of the isEscalated property.

Returns:
possible object is Boolean

Boolean isIsOutboundFailed ()

Gets the value of the isOutboundFailed property.

Returns:
possible object is Boolean

Boolean isLeaveOpen ()

Gets the value of the leaveOpen property.

Returns:

possible object is Boolean

void setAlias (Alias *value*)

Sets the value of the alias property.

Parameters:

value	allowed object is Alias

void setContents (Contents *value*)

Sets the value of the contents property.

Parameters:

value	allowed object is Contents

void setDate (DateAndTime *value*)

Sets the value of the date property.

Parameters:

value	allowed object is DateAndTime

void setEmailAddresses (AllEmailAddresses *value*)

Sets the value of the emailAddresses property.

Parameters:

value	allowed object is AllEmailAddresses

void setHasDraft (Boolean *value*)

Sets the value of the hasDraft property.

Parameters:

value	allowed object is Boolean

void setHeader (java.lang.String *value*)

Sets the value of the header property.

Parameters:

value	allowed object is java.lang.String

void setId (long *value*)

Sets the value of the id property.

Parameters:

value	allowed object is Long

void setIsEscalated (Boolean *value*)

Sets the value of the isEscalated property.

Parameters:

value	allowed object is Boolean

void setIsOutboundFailed (Boolean *value*)

Sets the value of the isOutboundFailed property.

Parameters:

value	allowed object is Boolean

void setLastAction (LastAction *value*)

Sets the value of the lastAction property.

Parameters:

value	allowed object is LastAction

void setLeaveOpen (Boolean *value*)

Sets the value of the leaveOpen property.

Parameters:

value	allowed object is Boolean

void setSentBy (SentBy *value*)

Sets the value of the sentBy property.

Parameters:

value	allowed object is SentBy

EmailAttributes Class Reference

Public Member Functions

- Alias getAlias ()
- Contents getContents ()
- DateAndTime getDate ()
- AllEmailAddresses getEmailAddresses ()
- java.lang.String getHeader ()
- long getId ()
- LastAction getLastAction ()
- MessageCenter getMessageCenter ()
- SentBy getSentBy ()
- User getSentTo ()
- Boolean isHasDraft ()
- Boolean isIsEscalated ()
- Boolean isIsOutboundFailed ()
- Boolean isLeaveOpen ()
- void setAlias (Alias value)
- void setContents (Contents value)
- void setDate (DateAndTime value)
- void setEmailAddresses (AllEmailAddresses value)
- void setHasDraft (Boolean value)
- void setHeader (java.lang.String value)
- void setId (long value)
- void setIsEscalated (Boolean value)
- void setIsOutboundFailed (Boolean value)
- void setLastAction (LastAction value)
- void setLeaveOpen (Boolean value)
- void setMessageCenter (MessageCenter value)
- void setSentBy (SentBy value)
- void setSentTo (User value)

Detailed Description

EmailAttributes Schema

This schema contains the definition of all email specific attributes of an email activity.

XML Schema File

`model/v15/xsd/interaction/activity.xsd`

Name	Description	Type
`id`	ID of the email.	Long
`lastAction`	A string specifying the last action that was performed on this activity.	LastAction
`hasDraft`	Boolean value specifying whether this activity has a draft.	Boolean

leaveOpen	Boolean value specifying whether this activity has to be completed or not, after sending it out of the system. This is applicable only to composed activities of type email.	Boolean
isEscalated	Boolean value specifying whether this activity was created as an escalation from the selfcervice portal.	Boolean
isOutboundFailed	Boolean value specifying whether this email activity was attempted to be sent out, which failed.	Boolean
alias	Alias used in this email activity.	Alias
date	The date when this email was sent to the mail server.	DateTime
sentBy	Information about the customer who sent this activitiy. This will be provided when a customer sent an email on behalf of another customer from the message center	SentBy
contents	This has the contents of the email. This can have multiple 'Content' elements.	Contents
messageCenter	This has the message center information for the email.	Message Center
emailAddresses	This has the email addresses of this email activity.	String
header	This contains the email header.	String

Member Function Documentation

Alias getAlias ()

Gets the value of the alias property.

Returns:

possible object is Alias

Contents getContents ()

Gets the value of the contents property.

Returns:
possible object is Contents

DateAndTime getDate ()

Gets the value of the date property.

Returns:
possible object is DateAndTime

AllEmailAddresses getEmailAddresses ()

Gets the value of the emailAddresses property.

Returns:
possible object is AllEmailAddresses

java.lang.String getHeader ()

Gets the value of the header property.

Returns:
possible object is java.lang.String

long getId ()

Gets the value of the id property.

Returns:
possible object is Long

LastAction getLastAction ()

Gets the value of the lastAction property.

Returns:
possible object is LastAction

MessageCenter getMessageCenter ()

Gets the value of the messageCenter property.

Returns:
possible object is MessageCenter

SentBy getSentBy ()

Gets the value of the sentBy property.

Returns:
possible object is SentBy

User getSentTo ()

Gets the value of the sentTo property.

Returns:
possible object is User

Boolean isHasDraft ()

Gets the value of the hasDraft property.

Returns:

possible object is Boolean

Boolean isIsEscalated ()

Gets the value of the isEscalated property.

Returns:

possible object is Boolean

Boolean isIsOutboundFailed ()

Gets the value of the isOutboundFailed property.

Returns:

possible object is Boolean

Boolean isLeaveOpen ()

Gets the value of the leaveOpen property.

Returns:

possible object is Boolean

void setAlias (Alias *value*)

Sets the value of the alias property.

Parameters:

value	allowed object is Alias

void setContents (Contents *value*)

Sets the value of the contents property.

Parameters:

value	allowed object is Contents

void setDate (DateAndTime *value*)

Sets the value of the date property.

Parameters:

value	allowed object is DateAndTime

void setEmailAddresses (AllEmailAddresses *value*)

Sets the value of the emailAddresses property.

Parameters:

value	allowed object is AllEmailAddresses

void setHasDraft (Boolean *value*)

Sets the value of the hasDraft property.

Parameters:

value	allowed object is Boolean

void setHeader (java.lang.String *value*)

Sets the value of the header property.

Parameters:

value	allowed object is java.lang.String

void setId (long *value*)

Sets the value of the id property.

Parameters:

value	allowed object is Long

void setIsEscalated (Boolean *value*)

Sets the value of the isEscalated property.

Parameters:

value	allowed object is Boolean

void setIsOutboundFailed (Boolean *value*)

Sets the value of the isOutboundFailed property.

Parameters:

value	allowed object is Boolean

void setLastAction (LastAction *value*)

Sets the value of the lastAction property.

Parameters:

value	allowed object is LastAction

void setLeaveOpen (Boolean *value*)

Sets the value of the leaveOpen property.

Parameters:

value	allowed object is Boolean

void setMessageCenter (MessageCenter *value*)

Sets the value of the messageCenter property.

Parameters:

value	allowed object is MessageCenter

void setSentBy (SentBy *value*)

Sets the value of the sentBy property.

Parameters:

value	allowed object is SentBy

void setSentTo (User *value*)

Sets the value of the sentTo property.

Parameters:

value	allowed object is User

EntryPoint Class Reference

Public Member Functions

- long getId ()
- Link getLink ()
- java.lang.String getName ()
- void setId (long value)
- void setLink (Link value)
- void setName (java.lang.String value)

Detailed Description

EntryPoint Schema

This schema has the definition of a chat EntryPoint.

XML Schema File

`model/v15/xsd/live/entrypoint.xsd`

Name	Description	Type
`id`	ID of the entry point.	Long
`name`	Name of the entry point.	String
`link`	Link to the entry point.	Link

Member Function Documentation

long getId ()

Gets the value of the id property.

Returns:

possible object is Long

Link getLink ()

Gets the value of the link property.

Returns:

possible object is Link

java.lang.String getName ()

Gets the value of the name property.

Returns:

possible object is java.lang.String

void setId (long *value*)

Sets the value of the id property.

Parameters:

value	allowed object is Long

void setLink (Link *value*)

Sets the value of the link property.

Parameters:

value	allowed object is Link

void setName (java.lang.String *value*)

Sets the value of the name property.

Parameters:

value	allowed object is java.lang.String

EntryPoint Class Reference

Public Member Functions

- long getId ()
- Link getLink ()
- java.lang.String getName ()
- void setId (long value)
- void setLink (Link value)
- void setName (java.lang.String value)

Detailed Description

EntryPoint Schema

This schema has the definition of a chat EntryPoint.

XML Schema File

`model/v12/xsd/live/entrypoint.xsd`

Name	Description	Type
`id`	ID of the entry point.	Long
`name`	Name of the entry point.	String
`link`	Link to the entry point.	Link

Member Function Documentation

long getId ()

Gets the value of the id property.

Returns:

possible object is Long

Link getLink ()

Gets the value of the link property.

Returns:

possible object is Link

java.lang.String getName ()

Gets the value of the name property.

Returns:

possible object is java.lang.String

void setId (long *value*)

Sets the value of the id property.

Parameters:

value	allowed object is Long

void setLink (Link *value*)

Sets the value of the link property.

Parameters:

value	allowed object is Link

void setName (java.lang.String *value*)

Sets the value of the name property.

Parameters:

value	allowed object is java.lang.String

EntryPoints Class Reference

Public Member Functions

- int getCount ()
- java.util.List< EntryPoint > getEntryPoint ()
- Link getLink ()
- PaginationInfo getPaginationInfo ()
- void setCount (int value)
- void setLink (Link value)
- void setPaginationInfo (PaginationInfo value)

Detailed Description

Java class for EntryPoints complex type.

The following schema fragment specifies the expected content contained within this class.

```
<complexType name="EntryPoints">  <complexContent>    <restriction
base="{http://www.w3.org/2001/XMLSchema}anyType">      <sequence>        <element name="link"
type="{http://bindings.egain.com/ws/model/v15/gen/common}Link" minOccurs="0"/>        <element
name="entryPoint" type="{http://bindings.egain.com/ws/model/v15/gen/live/entrypoint}EntryPoint"
maxOccurs="unbounded" minOccurs="0"/>        <element name="paginationInfo"
type="{http://bindings.egain.com/ws/model/v15/gen/common}PaginationInfo" minOccurs="0"/>
</sequence>      <attribute name="count" type="{http://www.w3.org/2001/XMLSchema}int" />
</restriction>  </complexContent></complexType>
```

Member Function Documentation

int getCount ()

Gets the value of the count property.

Returns:

possible object is Integer

java.util.List<EntryPoint> getEntryPoint ()

Gets the value of the entryPoint property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the entryPoint property.

For example, to add a new item, do as follows:

```
   getEntryPoint().add(newItem);
```

Objects of the following type(s) are allowed in the list EntryPoint

Link getLink ()

Gets the value of the link property.

Returns:

possible object is Link

PaginationInfo getPaginationInfo ()

Gets the value of the paginationInfo property.

Returns:

possible object is PaginationInfo

void setCount (int *value*)

Sets the value of the count property.

Parameters:

value	allowed object is Integer

void setLink (Link *value*)

Sets the value of the link property.

Parameters:

value	allowed object is Link

void setPaginationInfo (PaginationInfo *value*)

Sets the value of the paginationInfo property.

Parameters:

value	allowed object is PaginationInfo

EntryPoints Class Reference

Public Member Functions

- int getCount ()
- java.util.List< EntryPoint > getEntryPoint ()
- Link getLink ()
- PaginationInfo getPaginationInfo ()
- void setCount (int value)
- void setLink (Link value)
- void setPaginationInfo (PaginationInfo value)

Detailed Description

Java class for EntryPoints complex type.

The following schema fragment specifies the expected content contained within this class.

```
<complexType name="EntryPoints">  <complexContent>    <restriction
base="{http://www.w3.org/2001/XMLSchema}anyType">      <sequence>        <element name="link"
type="{http://bindings.egain.com/ws/model/v12/gen/common}Link" minOccurs="0"/>        <element
name="entryPoint" type="{http://bindings.egain.com/ws/model/v12/gen/live/entrypoint}EntryPoint"
maxOccurs="unbounded" minOccurs="0"/>        <element name="paginationInfo"
type="{http://bindings.egain.com/ws/model/v12/gen/common}PaginationInfo" minOccurs="0"/>
</sequence>      <attribute name="count" type="{http://www.w3.org/2001/XMLSchema}int" />
</restriction>  </complexContent></complexType>
```

Member Function Documentation

int getCount ()

Gets the value of the count property.

Returns:

possible object is Integer

java.util.List<EntryPoint> getEntryPoint ()

Gets the value of the entryPoint property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the entryPoint property.

For example, to add a new item, do as follows:

```
   getEntryPoint().add(newItem);
```

Objects of the following type(s) are allowed in the list EntryPoint

Link getLink ()

Gets the value of the link property.

Returns:

possible object is Link

PaginationInfo getPaginationInfo ()

Gets the value of the paginationInfo property.

Returns:

possible object is PaginationInfo

void setCount (int *value*)

Sets the value of the count property.

Parameters:

value	allowed object is Integer

void setLink (Link *value*)

Sets the value of the link property.

Parameters:

value	allowed object is Link

void setPaginationInfo (PaginationInfo *value*)

Sets the value of the paginationInfo property.

Parameters:

value	allowed object is PaginationInfo

Error Class Reference

Public Member Functions

- java.lang.String getMessage ()
- void setMessage (java.lang.String value)

Detailed Description

Error Response Schema

Description of the elements used in error response schema

XML Schema File

`model/v15/xsd/platform/error.xsd`

Name	Description	Type
message	Error message, describing the details of the error occurred while serving the user request.	String

---

Member Function Documentation

java.lang.String getMessage ()

Gets the value of the message property.

Returns:

possible object is java.lang.String

void setMessage (java.lang.String *value*)

Sets the value of the message property.

Parameters:

value	allowed object is java.lang.String

Error Class Reference

Public Member Functions

- java.lang.String getMessage ()
- void setMessage (java.lang.String value)

Detailed Description

Error Response Schema

Description of the elements used in error response schema

XML Schema File

`model/v12/xsd/platform/error.xsd`

Name	Description	Type
message	Error message, describing the details of the error occurred while serving the user request.	String

---

Member Function Documentation

java.lang.String getMessage ()

Gets the value of the message property.

Returns:

possible object is java.lang.String

void setMessage (java.lang.String *value*)

Sets the value of the message property.

Parameters:

value	allowed object is java.lang.String

EventContext Class Reference

Public Member Functions

- java.lang.String getCallId ()
- java.lang.String getTenantId ()
- void setCallId (java.lang.String value)
- void setTenantId (java.lang.String value)

Detailed Description

Event Context

This schema contains information about the Event Context.

XML Schema File

`model/v15/xsd/kb/event_context.xsd`

Name	Description	Type
`callId`	The Call Identifier	String
`tenantId`	The Tenant Identifier	String

Member Function Documentation

java.lang.String getCallId ()

Gets the value of the callId property.

Returns:

possible object is java.lang.String

java.lang.String getTenantId ()

Gets the value of the tenantId property.

Returns:

possible object is java.lang.String

void setCallId (java.lang.String *value*)

Sets the value of the callId property.

Parameters:

value	allowed object is java.lang.String

void setTenantId (java.lang.String *value*)

Sets the value of the tenantId property.

Parameters:

value	allowed object is java.lang.String

EventData Class Reference

Public Member Functions

- java.lang.String getApplicationId ()
- java.lang.String getData ()
- java.lang.String getOperation ()
- java.lang.String getTenantId ()
- void setApplicationId (java.lang.String value)
- void setData (java.lang.String value)
- void setOperation (java.lang.String value)
- void setTenantId (java.lang.String value)

Detailed Description

Java class for EventData complex type.

The following schema fragment specifies the expected content contained within this class.

```
<complexType name="EventData">  <complexContent>    <restriction
base="{http://www.w3.org/2001/XMLSchema}anyType">      <sequence>        <element
name="applicationId">          <simpleType>            <restriction
base="{http://www.w3.org/2001/XMLSchema}string">              <enumeration value="phone"/>
</restriction>          </simpleType>        </element>        <element name="operation">
<simpleType>            <restriction base="{http://www.w3.org/2001/XMLSchema}string">
<enumeration value="call_received"/>              <enumeration value="call_transferred"/>
<enumeration value="call_terminated"/>            </restriction>          </simpleType>
</element>        <element name="tenantId">          <simpleType>            <restriction
base="{http://www.w3.org/2001/XMLSchema}string">              <maxLength value="64"/>
<whiteSpace value="collapse"/>              <minLength value="1"/>            </restriction>
</simpleType>        </element>        <element name="data"
type="{http://www.w3.org/2001/XMLSchema}string"/>      </sequence>    </restriction>
</complexContent></complexType>
```

Member Function Documentation

java.lang.String getApplicationId ()

Gets the value of the applicationId property.

Returns:

possible object is java.lang.String

java.lang.String getData ()

Gets the value of the data property.

Returns:

possible object is java.lang.String

java.lang.String getOperation ()

Gets the value of the operation property.

Returns:

possible object is java.lang.String

java.lang.String getTenantId ()

Gets the value of the tenantId property.

Returns:

possible object is java.lang.String

void setApplicationId (java.lang.String *value*)

Sets the value of the applicationId property.

Parameters:

value	allowed object is java.lang.String

void setData (java.lang.String *value*)

Sets the value of the data property.

Parameters:

value	allowed object is java.lang.String

void setOperation (java.lang.String *value*)

Sets the value of the operation property.

Parameters:

value	allowed object is java.lang.String

void setTenantId (java.lang.String *value*)

Sets the value of the tenantId property.

Parameters:

value	allowed object is java.lang.String

ExternalLocation Class Reference

Public Member Functions

- Language getContentLanguage ()
- Credentials getCredentials ()
- java.lang.String getPath ()
- ReImport getReimport ()
- void setContentLanguage (Language value)
- void setCredentials (Credentials value)
- void setPath (java.lang.String value)
- void setReimport (ReImport value)

Detailed Description

External Location Schema

This schema contains ExternalLocation type details.

XML Schema File

`model/v12/xsd/kb/folder.xsd`

Name	Description	Type
path	Path to the folder's external location	String
credentials	Credentials to connect to the machine of external location	Credentials
contentLanguage	Language of the Articles contained within this folder	Language
reimport	Re-import attributes	ReImport

Member Function Documentation

Language getContentLanguage ()

Gets the value of the contentLanguage property.

Returns:

possible object is Language

Credentials getCredentials ()

Gets the value of the credentials property.

Returns:

possible object is Credentials

java.lang.String getPath ()

Gets the value of the path property.

Returns:

possible object is java.lang.String

ReImport getReimport ()

Gets the value of the reimport property.

Returns:

possible object is ReImport

void setContentLanguage (Language *value*)

Sets the value of the contentLanguage property.

Parameters:

value	allowed object is Language

void setCredentials (Credentials *value*)

Sets the value of the credentials property.

Parameters:

value	allowed object is Credentials

void setPath (java.lang.String *value*)

Sets the value of the path property.

Parameters:

value	allowed object is java.lang.String

void setReimport (ReImport *value*)

Sets the value of the reimport property.

Parameters:

value	allowed object is ReImport

Folder Class Reference

Public Member Functions

- long getId ()
- Link getLink ()
- L10NString getName ()
- void setId (long value)
- void setLink (Link value)
- void setName (L10NString value)

Detailed Description

Folder Schema

This schema contains Inbox Folder details.

XML Schema File

`model/v15/xsd/interaction/folder.xsd`

Name	Description	Type
`id`	ID of the folder	Long
`name`	Name of the folder	String
`link`	`self` link	Link

Member Function Documentation

long getId ()

Gets the value of the id property.

Returns:

possible object is Long

Link getLink ()

Gets the value of the link property.

Returns:

possible object is Link

L10NString getName ()

Gets the value of the name property.

Returns:

possible object is L10NString

void setId (long *value*)

Sets the value of the id property.

Parameters:

value	allowed object is Long

void setLink (Link *value*)

Sets the value of the link property.

Parameters:

value	allowed object is Link

void setName (L10NString *value*)

Sets the value of the name property.

Parameters:

value	allowed object is L10NString

Folder Class Reference

Public Member Functions

- long getId ()
- Link getLink ()
- L10NString getName ()
- void setId (long value)
- void setLink (Link value)
- void setName (L10NString value)

Detailed Description

Folder Schema

This schema contains Inbox Folder details.

XML Schema File

`model/v12/xsd/interaction/folder.xsd`

Name	Description	Type
`id`	ID of the folder	Long
`name`	Name of the folder	String
`link`	`self` link	Link

Member Function Documentation

long getId ()

Gets the value of the id property.

Returns:

possible object is Long

Link getLink ()

Gets the value of the link property.

Returns:

possible object is Link

L10NString getName ()

Gets the value of the name property.

Returns:

possible object is L10NString

void setId (long *value*)

Sets the value of the id property.

Parameters:

value	allowed object is Long

void setLink (Link *value*)

Sets the value of the link property.

Parameters:

value	allowed object is Link

void setName (L10NString *value*)

Sets the value of the name property.

Parameters:

value	allowed object is L10NString

Folder Class Reference

Public Member Functions

- java.lang.String getAccess ()
- ACL getAcl ()
- Articles getArticles ()
- DateAndTime getCreated ()
- Department getDepartment ()
- java.lang.String getDescription ()
- Folders getFolders ()
- long getId ()
- Language getLanguage ()
- DateAndTime getLastModified ()
- Link getLink ()
- ExternalLocation getLocation ()
- java.lang.String getName ()
- java.util.List< User > getOwner ()
- Folder getParent ()
- Integer getTranslate ()
- void setAccess (java.lang.String value)
- void setAcl (ACL value)
- void setArticles (Articles value)
- void setCreated (DateAndTime value)
- void setDepartment (Department value)
- void setDescription (java.lang.String value)
- void setFolders (Folders value)
- void setId (long value)
- void setLanguage (Language value)
- void setLastModified (DateAndTime value)
- void setLink (Link value)
- void setLocation (ExternalLocation value)
- void setName (java.lang.String value)
- void setParent (Folder value)
- void setTranslate (Integer value)

Detailed Description

Folder Schema

This schema contains Folder type details.

XML Schema File

`model/v12/xsd/kb/folder.xsd`

Name	Description	Type
id	Folder ID	Long
link	Self link to the folder	Link
name	Name of the folder	String
description	Description of the folder	String

lastModified	Date and user details when the folder was last modified	Created
created	Date and user details when the folder was created	Created
folders	Colllection of folders within the folder	Folders
parent	Parent folder for the folder	Folder
articles	Collection of articles within the folder	Articles
department	Department of the folder	Department
access	Denotes, whether, the folder is 'public' or 'private'	String
owner	Details of User who own this folder	User
translate	Specifies, whether, the articles in this folder to be considered for translation when the content is exported for translation. Allowed values are : • 0 - No translation • 1 - Do translate	Int
acl	Access Control List for this folder	ACL
language	Language of folder	Language
location	External location (file path) of the folder, if the folder is created from an external location	ExternalLocation

---

Member Function Documentation

java.lang.String getAccess ()

Gets the value of the access property.

Returns:

possible object is java.lang.String

ACL getAcl ()

Gets the value of the acl property.

Returns:

possible object is ACL

Articles getArticles ()

Gets the value of the articles property.

Returns:

possible object is Articles

DateAndTime getCreated ()

Gets the value of the created property.

Returns:

possible object is DateAndTime

Department getDepartment ()

Gets the value of the department property.

Returns:

possible object is Department

java.lang.String getDescription ()

Gets the value of the description property.

Returns:

possible object is java.lang.String

Folders getFolders ()

Gets the value of the folders property.

Returns:

possible object is Folders

long getId ()

Gets the value of the id property.

Returns:

possible object is Long

Language getLanguage ()

Gets the value of the language property.

Returns:

possible object is Language

DateAndTime getLastModified ()

Gets the value of the lastModified property.

Returns:

possible object is DateAndTime

Link getLink ()

Gets the value of the link property.

Returns:

possible object is Link

ExternalLocation getLocation ()

Gets the value of the location property.

Returns:

possible object is ExternalLocation

java.lang.String getName ()

Gets the value of the name property.

Returns:

possible object is java.lang.String

java.util.List<User> getOwner ()

Gets the value of the owner property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the owner property.

For example, to add a new item, do as follows:

```
getOwner().add(newItem);
```

Objects of the following type(s) are allowed in the list User

Folder getParent ()

Gets the value of the parent property.

Returns:

possible object is Folder

Integer getTranslate ()

Gets the value of the translate property.

Returns:

possible object is Integer

void setAccess (java.lang.String *value*)

Sets the value of the access property.

Parameters:

value	allowed object is java.lang.String

void setAcl (ACL *value*)

Sets the value of the acl property.

Parameters:

value	allowed object is ACL

void setArticles (Articles *value*)

Sets the value of the articles property.

Parameters:

value	allowed object is Articles

void setCreated (DateAndTime *value*)

Sets the value of the created property.

Parameters:

value	allowed object is DateAndTime

void setDepartment (Department *value*)

Sets the value of the department property.

Parameters:

value	allowed object is Department

void setDescription (java.lang.String *value*)

Sets the value of the description property.

Parameters:

value	allowed object is java.lang.String

void setFolders (Folders *value*)

Sets the value of the folders property.

Parameters:

value	allowed object is Folders

void setId (long *value*)

Sets the value of the id property.

Parameters:

value	allowed object is Long

void setLanguage (Language *value*)

Sets the value of the language property.

Parameters:

value	allowed object is Language

void setLastModified (DateAndTime *value*)

Sets the value of the lastModified property.

Parameters:

value	allowed object is DateAndTime

void setLink (Link *value*)

Sets the value of the link property.

Parameters:

value	allowed object is Link

void setLocation (ExternalLocation *value*)

Sets the value of the location property.

Parameters:

value	allowed object is ExternalLocation

void setName (java.lang.String *value*)

Sets the value of the name property.

Parameters:

value	allowed object is java.lang.String

void setParent (Folder *value*)

Sets the value of the parent property.

Parameters:

value	allowed object is Folder

void setTranslate (Integer *value*)

Sets the value of the translate property.

Parameters:

value	allowed object is Integer

Folders Class Reference

Public Member Functions

- int getCount ()
- java.util.List< Folder > getFolder ()
- Link getLink ()
- PaginationInfo getPaginationInfo ()
- void setCount (int value)
- void setLink (Link value)
- void setPaginationInfo (PaginationInfo value)

Detailed Description

Folders Schema

This schema contains Folders type details.

XML Schema File

`model/v15/xsd/interaction/folder.xsd`

Name	Description	Type
link	`self' link	Link
folder	Details of each folder	Folder
paginationInfo	Pagination details of folders	PaginationInfo
count	Total number of folders within this collection of folders	Int

---

Member Function Documentation

int getCount ()

Gets the value of the count property.

Returns:

possible object is Integer

java.util.List<Folder> getFolder ()

Gets the value of the folder property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the folder property.

For example, to add a new item, do as follows:

```
getFolder().add(newItem);
```

Objects of the following type(s) are allowed in the list Folder

Link getLink ()

Gets the value of the link property.

Returns:

possible object is Link

PaginationInfo getPaginationInfo ()

Gets the value of the paginationInfo property.

Returns:

possible object is PaginationInfo

void setCount (int *value*)

Sets the value of the count property.

Parameters:

value	allowed object is Integer

void setLink (Link *value*)

Sets the value of the link property.

Parameters:

value	allowed object is Link

void setPaginationInfo (PaginationInfo *value*)

Sets the value of the paginationInfo property.

Parameters:

value	allowed object is PaginationInfo

Folders Class Reference

Public Member Functions

- int getCount ()
- java.util.List< Folder > getFolder ()
- Link getLink ()
- PaginationInfo getPaginationInfo ()
- void setCount (int value)
- void setLink (Link value)
- void setPaginationInfo (PaginationInfo value)

Detailed Description

Folders Schema

This schema contains Folders type details.

XML Schema File

`model/v12/xsd/interaction/folder.xsd`

Name	Description	Type
link	`self' link	Link
folder	Details of each folder	Folder
paginationInfo	Pagination details of folders	PaginationInfo
count	Total number of folders within this collection of folders	Int

---

Member Function Documentation

int getCount ()

Gets the value of the count property.

Returns:

possible object is Integer

java.util.List<Folder> getFolder ()

Gets the value of the folder property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the folder property.

For example, to add a new item, do as follows:

```
getFolder().add(newItem);
```

Objects of the following type(s) are allowed in the list Folder

Link getLink ()

Gets the value of the link property.

Returns:

possible object is Link

PaginationInfo getPaginationInfo ()

Gets the value of the paginationInfo property.

Returns:

possible object is PaginationInfo

void setCount (int *value*)

Sets the value of the count property.

Parameters:

value	allowed object is Integer

void setLink (Link *value*)

Sets the value of the link property.

Parameters:

value	allowed object is Link

void setPaginationInfo (PaginationInfo *value*)

Sets the value of the paginationInfo property.

Parameters:

value	allowed object is PaginationInfo

Folders Class Reference

Public Member Functions

- int getCount ()
- java.util.List< Folder > getFolder ()
- Link getLink ()
- PaginationInfo getPaginationInfo ()
- void setCount (int value)
- void setLink (Link value)
- void setPaginationInfo (PaginationInfo value)

Detailed Description

Folders Schema

This schema contains Folders type details.

XML Schema File

`model/v12/xsd/kb/folder.xsd`

Name	Description	Type
link	`self' link	Link
paginationInfo	Pagination details of folders	PaginationInfo
folder	Details of each folder	Folder
count	Total number of folders within this collection of folders	Int

---

Member Function Documentation

int getCount ()

Gets the value of the count property.

java.util.List<Folder> getFolder ()

Gets the value of the folder property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the folder property.

For example, to add a new item, do as follows:

```
getFolder().add(newItem);
```

Objects of the following type(s) are allowed in the list Folder

Link getLink ()

Gets the value of the link property.

Returns:

possible object is Link

PaginationInfo getPaginationInfo ()

Gets the value of the paginationInfo property.

Returns:

possible object is PaginationInfo

void setCount (int *value*)

Sets the value of the count property.

void setLink (Link *value*)

Sets the value of the link property.

Parameters:

value	allowed object is Link

void setPaginationInfo (PaginationInfo *value*)

Sets the value of the paginationInfo property.

Parameters:

value	allowed object is PaginationInfo

GenericActivityAttributes Class Reference

Public Member Functions

- Contents getContents ()
- void setContents (Contents value)

Detailed Description

GenericActivityAttributes Schema

This schema has the definition of GenericActivityAttributes.

XML Schema File

`model/v12/xsd/interaction/activity.xsd`

Name	Description	Type
`contents`	This represents the differnet contents. This can have multiple 'Content' elements.	Contents

---

Member Function Documentation

Contents getContents ()

Gets the value of the contents property.

Returns:

possible object is Contents

void setContents (Contents *value*)

Sets the value of the contents property.

Parameters:

value	allowed object is Contents

GenericActivityAttributes Class Reference

Public Member Functions

- Contents getContents ()
- void setContents (Contents value)

Detailed Description

GenericActivityAttributes Schema

This schema has the definition of GenericActivityAttributes.

XML Schema File

`model/v15/xsd/interaction/activity.xsd`

Name	Description	Type
`contents`	This represents the differnet contents. This can have multiple 'Content' elements.	Contents

---

Member Function Documentation

Contents getContents ()

Gets the value of the contents property.

Returns:

possible object is Contents

void setContents (Contents *value*)

Sets the value of the contents property.

Parameters:

value	allowed object is Contents

GetActivitiesByIdsPage Class Reference

Detailed Description

Get Activities by IDs

Overview

This API allows a user to retrieve one or more activities identified by activity IDs. To provide multiple IDs, a comma separated string must be passed in the request URI. A maximum of 75 IDs are allowed per request. Neither pagination nor range query parameters are supported by this API.

Since:

11.6

APIs

Method	URL	Description
GET	`/ws/v12/interaction/activity/{IDs}`	Retrieve activities by their IDs. {IDs}: a comma separated string of activity IDs.

Authentication

Authentication is required. The client must be logged in to call this API. Each API request must contain X-egain-session request header returned by Login API.

Permissions

All of the following are required:

- 'View Agent Console' action.
- All requested activities must satisfy one of the following:
  - activity belongs to user's home department
  - activity belongs to a department where the user is a foreign user
  - the department of the activity is shared with the department of the user, and as part of this sharing, activity sharing is enabled as well

Licenses

The logged in user must have the following licenses:

- ECE CIH Platform

Request

Request headers

Name	Description	Allowed values	Default value
X-egain-session	Session ID obtained from Login API response header	N/A	N/A
Accept	Content type accepted by client	`application/xml` or `application/json`	N/A
Accept-Language	Language locale accepted by client (used for locale specific fields in resource representation and in error responses)	Supported 'Accept-Language' header codes	`default system language`

Supported API specific query parameters

None

Supported common query parameters

Refer to Supported Common Query Parameters in ECE REST API page for detailed description of each common parameter listed below.

- $attribute - Values of $attribute common parameter supported by Activity Resource
- $sort - Values of $sort common parameter supported by Activity Resource
- $order

Response

Response headers

Name	Description	Possible values
X-egain-session	Session ID of the current user session	N/A
Content-Type	Media type of response body	`application/xml` or `application/json`

Response body xml schemas:

- Activities Schema - used in case of success
- Error - used in case of error

Summary attributes always returned in server response

Summary attributes of Activity Resource

Additional attributes returned in server response if explicitly requested by client

Server can be prompted to return additional attributes of resource representation using `$attribute` common query parameter. Values of $attribute common parameter supported by Activity Resource for the list of allowed attribute names.

HTTP status codes

Success Status codes

200 - OK

- The request was successfully executed

Failure Status codes

400 - Bad Request

- Unsupported query or common parameter in request URL
- Invalid value of common parameter in request URL (e.g., unallowed value of `$order` , unsupported `$attribute` value etc.)
- `$order` provided without `$sort`
- More than 75 IDs are supplied in request URL

401 - Unauthorized

- X-egain-session request header is missing
- Session is invalid or expired

403 - Forbidden

- The user does not have sufficient permissions to view one or more of the requested resources

404 - Not Found

- One or more of the requested resource IDs does not exist

406 - Not Acceptable

- Invalid 'Accept-Language' header value

500 - Internal server error

Examples:

Example 1 - Get all attributes for an email activity
Example 2 - Get all attributes for a chat activity
v12-interaction-activity-getbyid-example3
v12-interaction-activity-getbyid-example4
Example 5 - Get all attributes for a web activity
Example 6 - Get an additional attribute for multiple activities sorted on department name
Example 7 - Get an additional custom attribute for a single activity
Example 8 - Get summary attributes and payload for activities of all types

---

GetActivityAttachmentsExamples Class Reference

Detailed Description

Examples for Get activity attachments

Example 1 - Get attachment of an activity

This example demonstrates the following:

- Get the list of attachments for an activity
- Representation of the response having a single attachment.

XML

Request

Method	URL
GET	`/ws/v15/context/interaction/activity/1047/attachment`

Request headers

Name	Values
X-egain-session	valid session ID
Accept	`application/xml`
Accept-Language	`en-US`

Response:

HTTP/1.1 200 OK

Response headers

Name	Values
X-egain-session	current session ID
Content-Type	`application/xml`

Response body

```
<?xml version="1.0" encoding="UTF-8" standalone="yes" ?><attachments
xmlns="http://bindings.egain.com/ws/model/v15/gen/interaction/attachment">    <attachment
id="1000">        <link rel="self"
href="/system/ws/v15/context/interaction/activity/1047/attachment/1000"/>        <fileName>Gift
Coupon.jpg</fileName>        <contentType>image/pjpeg</contentType>        <size>172276</size>
<encodingType>Base 64</encodingType>        <isBlocked>false</isBlocked>
</attachment></attachments>
```

JSON

Request

Method	URL
GET	/ws/v15/context/interaction/activity/1047/attachment

Request headers

Name	Values
X-egain-session	valid session ID
Accept	application/json
Accept-Language	en-US

Response:

HTTP/1.1 200 OK

Response headers

Name	Values
X-egain-session	current session ID
Content-Type	application/json

Response body


```
{    "attachment": [        {            "link": {                "rel": "self",
"href": "/system/ws/v15/context/interaction/activity/1047/attachment/1000"            },
"fileName": "Gift Coupon.jpg",            "contentType": "image/pjpeg",            "size": 172276,
"encodingType": "Base 64",            "isBlocked": false,            "id": 1000        }    ]}
```

Example 2 - Get attachments of an activity having multiple attachments

This example demonstrates the following:

- Get the list of attachments for an activity
- Representation of the response having a multiple attachments. This example has 2 attachments in the response.

XML

Request

Method	URL
GET	/ws/v15/context/interaction/activity/1059/attachment

Request headers

Name	Values
X-egain-session	valid session ID

Accept	application/xml
Accept-Language	en-US

Response:

HTTP/1.1 200 OK

Response headers

Name	Values
X-egain-session	current session ID
Content-Type	application/xml

Response body

```
<?xml version="1.0" encoding="UTF-8" standalone="yes" ?><attachments
xmlns="http://bindings.egain.com/ws/model/v15/gen/interaction/attachment">    <attachment
id="1006">        <link rel="self"
href="/system/ws/v15/context/interaction/activity/1059/attachment/1006"/>
<fileName>tv.jpeg</fileName>        <contentType>image/jpeg</contentType>
<size>3111</size>        <encodingType>Base 64</encodingType>        <isBlocked>false</isBlocked>
</attachment>    <attachment id="1007">        <link rel="self"
href="/system/ws/v15/context/interaction/activity/1059/attachment/1007"/>
<fileName>requirements.txt</fileName>        <contentType>text/plain</contentType>
<size>1201</size>        <encodingType>Base 64</encodingType>        <isBlocked>false</isBlocked>
</attachment></attachments>
```

JSON

Request

Method	URL
GET	/ws/v15/context/interaction/activity/1059/attachment

Request headers

Name	Values
X-egain-session	valid session ID
Accept	application/json
Accept-Language	en-US

Response:

HTTP/1.1 200 OK

Response headers

Name	Values
X-egain-session	current session ID
Content-Type	application/json

Response body

```
{    "attachment": [        {            "link": {                "rel": "self",
"href": "/system/ws/v15/context/interaction/activity/1059/attachment/1006"            },
"fileName": "tv.jpeg",            "contentType": "image/jpeg",            "size": 3111,
```

```
"encodingType": "Base 64",            "isBlocked": false,            "id": 1006        },        {
"link": {               "rel": "self",               "href":
"/system/ws/v15/context/interaction/activity/1059/attachment/1007"           },
"fileName": "requirements.txt",           "contentType": "text/plain",           "size": 1201,
"encodingType": "Base 64",            "isBlocked": false,            "id": 1007        }    ]}
```

Example 3 - Get attachment of an activity of another customer

This example demonstrates the following:

- Get the attachments of an activity of another customer.
- Get the list of attachments for an activity
- URLs in the links when activity belongs to another customer.

XML

Request

Method	URL
GET	`ws/v15/context/interaction/activity/1013/attachment?customer=1001`

Request headers

Name	Values
X-egain-session	valid session ID
Accept	`application/xml`
Accept-Language	`en-US`

Response:

HTTP/1.1 200 OK

Response headers

Name	Values
X-egain-session	current session ID
Content-Type	`application/xml`

Response body


```
<?xml version="1.0" encoding="UTF-8" standalone="yes" ?><attachments
xmlns="http://bindings.egain.com/ws/model/v15/gen/interaction/attachment">    <attachment
id="1024">        <link rel="self"
href="/system/ws/v15/context/interaction/activity/1013/attachment/1024?customer=1001"/>
<fileName>session_test.html</fileName>        <contentType>text/html</contentType>
<size>6074</size>        <encodingType>Base 64</encodingType>        <isBlocked>false</isBlocked>
</attachment></attachments>
```

JSON

Request

Method	URL
GET	`ws/v15/context/interaction/activity/1013/attachment?customer=1001`

Request headers

Name	Values
X-egain-session	valid session ID
Accept	`application/json`
Accept-Language	`en-US`

Response:

HTTP/1.1 200 OK

Response headers

Name	Values
X-egain-session	current session ID
Content-Type	`application/json`

Response body

```
{    "attachment": [        {            "link": {                "rel": "self",
"href": "/system/ws/v15/context/interaction/activity/1013/attachment/1024?customer=1001"
},            "fileName": "session_test.html",            "contentType": "text/html",
"size": 6074,            "encodingType": "Base 64",            "isBlocked": false,            "id":
1024        }    ]}
```

GetActivityAttachmentsPage Class Reference

Detailed Description

Get activity attachments

Overview

This API allows the customer to get the list of attachments of a specific activity.

Since:

11.6

APIs

Method	URL	Description
GET	`/ws/v15/context/interaction/activity/{ID}/attachment`	Retrieve attachments of an activity with ID: {ID}

Authentication

Authentication is required. The customer must be logged in to call this API. Each API request must contain X-egain-session request header returned by Login API.

Permissions

- All authenticated customers can access this API.
- Only attachments of the activities that are visible to the customer (self, or customer sent in as query parameter) will be returned. Refer the page Activities visible to a customer for more information about the activities visible to the customer.
- If the query parameter customer={ID} is provided, the logged in customer must be authorized to perform this action on behalf of the customer specified through the 'customer' parameter. Otherwise, the application will return a 400 (bad request) response code. Refer Customer grants for more information about authorization.

Request

Request headers

Name	Description	Allowed values	Default value
X-egain-session	Session ID obtained from Login API response header	N/A	N/A
Accept	Content type accepted by client	`application/xml` or `application/j`	N/A

		son	
Accept-Language	Language locale accepted by client (used for locale specific fields in resource representation and in error responses)	Supported 'Accept-Language' header codes	default system language

Supported API specific query parameters

The below API specific parameters are supported:

- customer={ID}: ID of the customer to whom the activity belongs to. For this API to be successful, the logged in customer must be authorized to perform this action on behalf of the customer specified through "customer" query parameter. Refer Customer grants for more information about authorization.

Supported common query parameters

None

Response

Response headers

Name	Description	Possible values
X-egain-session	Session ID of the current user session	N/A
Content-Type	Media type of response body	application/xml or application/json

Response body xml schemas:

- Attachments Schema - used in case of success
- Error - used in case of error

Summary attributes always returned in server response

Summary attributes of Attachment Resource

HTTP status codes

Success Status codes

200 - OK

- The request was successfully executed

204 - No Content

- No attachments exist for the activity

Failure Status codes

400 - Bad Request

- Any unsupported query parameter is sent in the request
- The logged in customer does not have grants on the customer provided through the query parameter "customer".

401 - Unauthorized

- X-egain-session request header is missing
- Session is invalid or expired

404 - Not Found

- Activity ID supplied in the URI doesn't exist.
- Activity ID supplied in the URI is not visible to the logged in customer.

406 - Not Acceptable

- Invalid 'Accept-Language' header value

500 - Internal server error

Examples:

Example 1 - Get attachment of an activity
Example 2 - Get attachments of an activity having multiple attachments
Example 3 - Get attachment of an activity of another customer

GetActivityAttributesExamples Class Reference

Detailed Description

Examples for Retrieve Activity Attribute Metadata

Example 1 - Get activity type attributes

This example demonstrates the following:

- Getting metadata for a single attribute. This example retrieves the details of the "type" attribute of the activity resource.

XML

Request

Method	URL
GET	`/ws/v12/interaction/activity/attributes?$attribute=type`

Request headers

Name	Values
X-egain-session	valid session ID
Accept	`application/xml`
Accept-Language	`en-US`

Response headers

Name	Values
X-egain-session	current session ID
Content-Type	`application/xml`

Response body

Response:
HTTP/1.1 200 OK

JSON

Request

Method	URL
GET	`/ws/v12/interaction/activity`

	`/attributes?$attribute=type`

Request headers

Name	Values
X-egain-session	valid session ID
Accept	`application/json`
Accept-Language	`en-US`

Response headers

Name	Values
X-egain-session	current session ID
Content-Type	`application/json`

Response body

Response:
HTTP/1.1 200 OK

Example 2 - Get activity custom attributes

This example demonstrates the following:

- Getting the metadata for custom attributes of the activity resource.

XML

Request

Method	URL
GET	`/ws/v12/interaction/activity/attributes?$attribute=custom`

Request headers

Name	Values
X-egain-session	valid session ID
Accept	`application/xml`
Accept-Language	`en-US`

Response headers

Name	Values
X-egain-session	current session ID
Content-Type	`application/xml`

Response body

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?><attributes
xmlns="http://bindings.egain.com/ws/model/v12/gen/common/attribute"
resource="activity"><attribute name="EnquiryID" custom="true">    <dataSize>9</dataSize>
<dataType>integer</dataType>    <defaultValue/></attribute><attribute name="PassengerCapacity"
custom="true">    <dataSize>9</dataSize>    <dataType>integer</dataType>
<defaultValue>5</defaultValue></attribute><attribute name="EnquirySummary" custom="true">
<dataSize>8</dataSize>    <dataType>string</dataType>    <defaultValue/></attribute><attribute
name="TradeInModel" custom="true">    <dataSize>8</dataSize>    <dataType>string</dataType>
<defaultValue>None</defaultValue></attribute><attribute name="PurchaseTimeframe" custom="true">
<dataSize>8</dataSize>    <dataType>stringList</dataType>    <options isMultiSelect="false">
<option>            <value>0</value>            <displayValue>Today</displayValue>
</option>        <option>            <value>7</value>
<displayValue>ThisWeek</displayValue>        </option>        <option>
<value>14</value>            <displayValue>NextWeek</displayValue>        </option>
<option>            <value>30</value>            <displayValue>ThisMonth</displayValue>
</option>        <option>            <value>90</value>
<displayValue>ThisQuarter</displayValue>        </option>        <option>
<value>999</value>            <displayValue>Unsure</displayValue>        </option>
</options></attribute><attribute name="Customized" custom="true">    <dataSize>8</dataSize>
<dataType>stringList</dataType>    <options isMultiSelect="false">        <option
isDefault="true">            <value>0</value>            <displayValue>No</displayValue>
</option>        <option>            <value>1</value>            <displayValue>Yes</displayValue>
</option>    </options></attribute><attribute name="OptionalFeatures" custom="true">
<dataSize>255</dataSize>    <dataType>stringList</dataType>    <options isMultiSelect="true">
<option>            <value>gps</value>            <displayValue>GPS</displayValue>
</option>        <option>            <value>bsm</value>
<displayValue>BSM</displayValue>        </option>        <option>
<value>backupcamera</value>            <displayValue>BackupCamera</displayValue>        </option>
<option>            <value>foglights</value>            <displayValue>FogLights</displayValue>
</option>        <option>            <value>sunroof</value>
<displayValue>Sunroof</displayValue>        </option>    </options></attribute><attribute
name="FinanceUpsells" custom="true">    <dataSize>255</dataSize>
<dataType>stringList</dataType>    <options isMultiSelect="true">        <option isDefault="true">
<value>silverwarranty</value>            <displayValue>SilverWarranty</displayValue>
</option>        <option>            <value>goldwarranty</value>
<displayValue>GoldWarranty</displayValue>        </option>        <option>
<value>platinumwarranty</value>            <displayValue>PlatinumWarranty</displayValue>
</option>        <option>            <value>prepaidmaintenance</value>
<displayValue>PrepaidMaintenance</displayValue>        </option>        <option>
<value>touchofclass</value>            <displayValue>TouchOfClass</displayValue>        </option>
<option>            <value>keylessentry</value>
<displayValue>KeylessEntry</displayValue>        </option>        <option>
<value>lojack</value>            <displayValue>LoJack</displayValue>        </option>
</options></attribute><attribute name="CustomizationFeatures" custom="true">
<dataSize>255</dataSize>    <dataType>stringList</dataType>    <options isMultiSelect="true">
<option isDefault="true">            <value>frontairbags</value>
<displayValue>FrontAirbags</displayValue>        </option>        <option isDefault="true">
<value>sideairbags</value>            <displayValue>SideAirbags</displayValue>        </option>
<option>            <value>passengerairbags</value>
<displayValue>PassengerAirbags</displayValue>        </option>        <option>
<value>heatedseats</value>            <displayValue>HeatedSeats</displayValue>        </option>
<option isDefault="true">            <value>premiumsound</value>
<displayValue>PremiumSound</displayValue>        </option>        <option>
<value>moonroof</value>            <displayValue>Moonroof</displayValue>        </option>
</options></attribute></attributes>
```


Response:

HTTP/1.1 200 OK

JSON

Request

Method	URL
GET	/ws/v12/interaction/activity

	`/attributes?$attribute=custom`

Request headers

Name	Values
X-egain-session	valid session ID
Accept	`application/json`
Accept-Language	`en-US`

Response headers

Name	Values
X-egain-session	current session ID
Content-Type	`application/json`

Response body


```
{  "attribute": [    {      "dataSize": 9,      "dataType": "integer",      "defaultValue": "",
"name": "EnquiryID",      "custom": true    },    {      "dataSize": 9,      "dataType": "integer",
"defaultValue": "5",      "name": "PassengerCapacity",      "custom": true    },    {
"dataSize": 8,      "dataType": "string",      "defaultValue": "",      "name": "EnquirySummary",
"custom": true    },    {      "dataSize": 8,      "dataType": "string",      "defaultValue":
"None",      "name": "TradeInModel",      "custom": true    },    {      "dataSize": 8,
"dataType": "stringList",      "options": {        "option": [          {            "value": "0",
"displayValue": "Today"          },          {            "value": "7",            "displayValue":
"ThisWeek"          },          {            "value": "14",            "displayValue": "NextWeek"
},          {            "value": "30",            "displayValue": "ThisMonth"          },
{            "value": "90",            "displayValue": "ThisQuarter"          },          {
"value": "999",            "displayValue": "Unsure"          }        ],        "isMultiSelect":
false      },      "name": "PurchaseTimeframe",      "custom": true    },    {      "dataSize": 8,
"dataType": "stringList",      "options": {        "option": [          {            "value": "0",
"displayValue": "No",            "isDefault": true          },          {            "value": "1",
"displayValue": "Yes"          }        ],        "isMultiSelect": false      },      "name":
"Customized",      "custom": true    },    {      "dataSize": 255,      "dataType": "stringList",
"options": {        "option": [          {            "value": "gps",            "displayValue":
"GPS"          },          {            "value": "bsm",            "displayValue": "BSM"
},          {            "value": "backupcamera",            "displayValue": "BackupCamera"
},          {            "value": "foglights",            "displayValue": "FogLights"          },
{            "value": "sunroof",            "displayValue": "Sunroof"          }        ],
"isMultiSelect": true      },      "name": "OptionalFeatures",      "custom": true    },    {
"dataSize": 255,      "dataType": "stringList",      "options": {        "option": [          {
"value": "silverwarranty",            "displayValue": "SilverWarranty",            "isDefault":
true          },          {            "value": "goldwarranty",            "displayValue":
"GoldWarranty"          },          {            "value": "platinumwarranty",
"displayValue": "PlatinumWarranty"          },          {            "value":
"prepaidmaintenance",            "displayValue": "PrepaidMaintenance"          },          {
"value": "touchofclass",            "displayValue": "TouchOfClass"          },          {
"value": "keylessentry",            "displayValue": "KeylessEntry"          },          {
"value": "lojack",            "displayValue": "LoJack"          }        ],
"isMultiSelect": true      },      "name": "FinanceUpsells",      "custom": true    },    {
"dataSize": 255,      "dataType": "stringList",      "options": {        "option": [          {
"value": "frontairbags",            "displayValue": "FrontAirbags",            "isDefault": true
},          {            "value": "sideairbags",            "displayValue": "SideAirbags",
"isDefault": true          },          {            "value": "passengerairbags",
"displayValue": "PassengerAirbags"          },          {            "value": "heatedseats",
"displayValue": "HeatedSeats"          },          {            "value": "premiumsound",
"displayValue": "PremiumSound",            "isDefault": true          },          {
"value": "moonroof",            "displayValue": "Moonroof"          }        ],
"isMultiSelect": true      },      "name": "CustomizationFeatures",      "custom": true    }  ],
"resource": "activity"}
```


Response:

HTTP/1.1 200 OK

Example 3 - Get all activity attributes

This example demonstrates the following:

- Getting the metadata for all the attributes of the activity resource. This includes metadata for "type" attribute and custom attributes.

XML

Request

Method	URL
GET	`/ws/v12/interaction/activity/attributes?$attribute=all`

Request headers

Name	Values
X-egain-session	valid session ID
Accept	`application/xml`
Accept-Language	`en-US`

Response headers

Name	Values
X-egain-session	current session ID
Content-Type	`application/xml`

Response body

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?><attributes
xmlns="http://bindings.egain.com/ws/model/v12/gen/common/attribute"
resource="activity"><attribute name="EnquiryID" custom="true">    <dataSize>9</dataSize>
<dataType>integer</dataType>    <defaultValue/></attribute><attribute name="PassengerCapacity"
custom="true">    <dataSize>9</dataSize>    <dataType>integer</dataType>
<defaultValue>5</defaultValue></attribute><attribute name="EnquirySummary" custom="true">
<dataSize>8</dataSize>    <dataType>string</dataType>    <defaultValue/></attribute><attribute
name="TradeInModel" custom="true">    <dataSize>8</dataSize>    <dataType>string</dataType>
<defaultValue>None</defaultValue></attribute><attribute name="PurchaseTimeframe" custom="true">
<dataSize>8</dataSize>    <dataType>stringList</dataType>    <options isMultiSelect="false">
<option>            <value>0</value>            <displayValue>Today</displayValue>
</option>        <option>            <value>7</value>
<displayValue>ThisWeek</displayValue>        </option>        <option>
<value>14</value>            <displayValue>NextWeek</displayValue>        </option>
<option>            <value>30</value>            <displayValue>ThisMonth</displayValue>
</option>        <option>            <value>90</value>
<displayValue>ThisQuarter</displayValue>        </option>        <option>
<value>999</value>            <displayValue>Unsure</displayValue>        </option>
</options></attribute><attribute name="Customized" custom="true">    <dataSize>8</dataSize>
<dataType>stringList</dataType>    <options isMultiSelect="false">        <option
isDefault="true">            <value>0</value>            <displayValue>No</displayValue>
</option>        <option>            <value>1</value>            <displayValue>Yes</displayValue>
</option>    </options></attribute><attribute name="OptionalFeatures" custom="true">
<dataSize>255</dataSize>    <dataType>stringList</dataType>    <options isMultiSelect="true">
<option>            <value>gps</value>            <displayValue>GPS</displayValue>
</option>        <option>            <value>bsm</value>
```

```
<displayValue>BSM</displayValue>        </option>        <option>
<value>backupcamera</value>            <displayValue>BackupCamera</displayValue>        </option>
<option>            <value>foglights</value>            <displayValue>FogLights</displayValue>
</option>        <option>            <value>sunroof</value>
<displayValue>Sunroof</displayValue>        </option>    </options></attribute><attribute
name="FinanceUpsells" custom="true">    <dataSize>255</dataSize>
<dataType>stringList</dataType>    <options isMultiSelect="true">        <option isDefault="true">
<value>silverwarranty</value>            <displayValue>SilverWarranty</displayValue>
</option>        <option>            <value>goldwarranty</value>
<displayValue>GoldWarranty</displayValue>        </option>        <option>
<value>platinumwarranty</value>            <displayValue>PlatinumWarranty</displayValue>
</option>        <option>            <value>prepaidmaintenance</value>
<displayValue>PrepaidMaintenance</displayValue>        </option>        <option>
<value>touchofclass</value>            <displayValue>TouchOfClass</displayValue>        </option>
<option>            <value>keylessentry</value>
<displayValue>KeylessEntry</displayValue>        </option>        <option>
<value>lojack</value>            <displayValue>LoJack</displayValue>        </option>
</options></attribute><attribute name="CustomizationFeatures" custom="true">
<dataSize>255</dataSize>    <dataType>stringList</dataType>    <options isMultiSelect="true">
<option isDefault="true">            <value>frontairbags</value>
<displayValue>FrontAirbags</displayValue>        </option>        <option isDefault="true">
<value>sideairbags</value>            <displayValue>SideAirbags</displayValue>        </option>
<option>            <value>passengerairbags</value>
<displayValue>PassengerAirbags</displayValue>        </option>        <option>
<value>heatedseats</value>            <displayValue>HeatedSeats</displayValue>        </option>
<option isDefault="true">            <value>premiumsound</value>
<displayValue>PremiumSound</displayValue>        </option>        <option>
<value>moonroof</value>            <displayValue>Moonroof</displayValue>        </option>
</options></attribute></attributes>
```

Response:

HTTP/1.1 200 OK

JSON

Request

Method	URL
GET	`/ws/v12/interaction/activity/attributes?$attribute=all`

Request headers

Name	Values
X-egain-session	valid session ID
Accept	`application/json`
Accept-Language	`en-US`

Response headers

Name	Values
X-egain-session	current session ID
Content-Type	`application/json`

Response body

```
{  "attribute": [    {      "dataSize": 9,      "dataType": "integer",      "defaultValue": "",
"name": "EnquiryID",      "custom": true    },    {      "dataSize": 9,      "dataType": "integer",
"defaultValue": "5",      "name": "PassengerCapacity",      "custom": true    },    {
"dataSize": 8,      "dataType": "string",      "defaultValue": "",      "name": "EnquirySummary",
```

```
"custom": true    },    {      "dataSize": 8,      "dataType": "string",      "defaultValue":
"None",      "name": "TradeInModel",      "custom": true    },    {      "dataSize": 8,
"dataType": "stringList",      "options": {        "option": [          {            "value": "0",
"displayValue": "Today"          },          {            "value": "7",            "displayValue":
"ThisWeek"          },          {            "value": "14",            "displayValue": "NextWeek"
},          {            "value": "30",            "displayValue": "ThisMonth"          },
{            "value": "90",            "displayValue": "ThisQuarter"          },          {
"value": "999",            "displayValue": "Unsure"          }        ],        "isMultiSelect":
false      },      "name": "PurchaseTimeframe",      "custom": true    },    {      "dataSize": 8,
"dataType": "stringList",      "options": {        "option": [          {            "value": "0",
"displayValue": "No",            "isDefault": true          },          {            "value": "1",
"displayValue": "Yes"          }        ],        "isMultiSelect": false      },      "name":
"Customized",      "custom": true    },    {      "dataSize": 255,      "dataType": "stringList",
"options": {        "option": [          {            "value": "gps",            "displayValue":
"GPS"          },          {            "value": "bsm",            "displayValue": "BSM"
},          {            "value": "backupcamera",            "displayValue": "BackupCamera"
},          {            "value": "foglights",            "displayValue": "FogLights"          },
{            "value": "sunroof",            "displayValue": "Sunroof"          }        ],
"isMultiSelect": true      },      "name": "OptionalFeatures",      "custom": true    },    {
"dataSize": 255,      "dataType": "stringList",      "options": {        "option": [          {
"value": "silverwarranty",            "displayValue": "SilverWarranty",            "isDefault":
true          },          {            "value": "goldwarranty",            "displayValue":
"GoldWarranty"          },          {            "value": "platinumwarranty",
"displayValue": "PlatinumWarranty"          },          {            "value":
"prepaidmaintenance",            "displayValue": "PrepaidMaintenance"          },          {
"value": "touchofclass",            "displayValue": "TouchOfClass"          },          {
"value": "keylessentry",            "displayValue": "KeylessEntry"          },          {
"value": "lojack",            "displayValue": "LoJack"          }        ],
"isMultiSelect": true      },      "name": "FinanceUpsells",      "custom": true    },    {
"dataSize": 255,      "dataType": "stringList",      "options": {        "option": [          {
"value": "frontairbags",            "displayValue": "FrontAirbags",            "isDefault": true
},          {            "value": "sideairbags",            "displayValue": "SideAirbags",
"isDefault": true          },          {            "value": "passengerairbags",
"displayValue": "PassengerAirbags"          },          {            "value": "heatedseats",
"displayValue": "HeatedSeats"          },          {            "value": "premiumsound",
"displayValue": "PremiumSound",            "isDefault": true          },          {
"value": "moonroof",            "displayValue": "Moonroof"          }        ],
"isMultiSelect": true      },      "name": "CustomizationFeatures",      "custom": true    }  ],
"resource": "activity"}
```


Response:

HTTP/1.1 200 OK

GetActivityByIdExamples Class Reference

Detailed Description

Examples for Get Activity by ID

Example 1 - Get all attributes of an email activity

This example demonstrates the following:

- Getting all attributes of an email activity based on activity ID.
- Representation of the email payload, including content
- Representation of custom attributes in the response.

XML

Request

Method	URL
GET	`/ws/v15/context/interaction/activity/1011?$attribute=all`

Request headers

Name	Values
X-egain-session	valid session ID
Accept	`application/xml`
Accept-Language	`en-US`

Response:

HTTP/1.1 200 OK

Response headers

Name	Values
X-egain-session	current session ID
Content-Type	`application/xml`

Response body

```
<?xml version="1.0" encoding="UTF-8" standalone="yes" ?><activities
xmlns="http://bindings.egain.com/ws/model/v15/gen/interaction/activity"
xmlns:ns2="http://bindings.egain.com/ws/model/v15/gen/interaction/case"
xmlns:ns3="http://bindings.egain.com/ws/model/v15/gen/platform"
xmlns:ns4="http://bindings.egain.com/ws/model/v15/gen/common"
xmlns:ns5="http://bindings.egain.com/ws/model/v15/gen/interaction/folder"
xmlns:ns6="http://bindings.egain.com/ws/model/v15/gen/interaction/customer"
xmlns:ns7="http://bindings.egain.com/ws/model/v15/gen/interaction/contactperson"
xmlns:ns8="http://bindings.egain.com/ws/model/v15/gen/interaction/contactpoint"
xmlns:ns9="http://bindings.egain.com/ws/model/v15/gen/interaction/attachment"
xmlns:ns10="http://bindings.egain.com/ws/model/v15/gen/mail/alias"
```

```
xmlns:ns11="http://bindings.egain.com/ws/model/v15/gen/live/entrypoint">    <activity id="1011">
<link rel="self" href="/system/ws/v15/context/interaction/activity/1011"/>        <case id="1002">
<ns2:link rel="case" href="/system/ws/v15/context/interaction/case/1002"/>        </case>
<mode>            <ns4:value>inbound</ns4:value>
<ns4:displayValue>Inbound</ns4:displayValue>        </mode>        <type>
<value>email</value>            <displayValue>Email</displayValue>            <subtype>
<ns4:value>general</ns4:value>                <ns4:displayValue>General</ns4:displayValue>
</subtype>        </type>        <isSecure>true</isSecure>        <status>
<value>open</value>            <displayValue>Open</displayValue>        </status>
<isRead>true</isRead>        <created date="2016-03-29T18:18:10.000Z">
       <ns4:contact>                          <ns7:firstName>John</ns7:firstName>
       <ns7:lastName>Davis</ns7:lastName>                  </ns4:contact>        </created>
<lastModified>            <ns4:user>                <ns3:firstName>Jenny</ns3:firstName>
<ns3:lastName>Anthony</ns3:lastName>            </ns4:user>        </lastModified>
<subject>Issue with laptop configuration</subject>        <customer id="1002">            <ns6:link
rel="customer" href="/system/ws/v15/context/interaction/customer"/>
<ns6:customerName>John Davis</ns6:customerName>            <ns6:contacts>
<ns7:contact id="1002">                    <ns7:firstName>John</ns7:firstName>
<ns7:lastName>Davis</ns7:lastName>                      <ns7:email id="1004">
<ns8:emailAddress>johndavis@example.com</ns8:emailAddress>                      </ns7:email>
</ns7:contact>            </ns6:contacts>        </customer>        <attachments>
<ns9:count>0</ns9:count>            <ns9:link rel="attachment"
href="/system/ws/v15/context/interaction/activity/1011/attachment"/>        </attachments>
<payload>            <email>                <date date="2016-03-29T18:18:10.000Z"/>
<contents>                    <content>                        <ns4:type>text</ns4:type>
<ns4:value>                        Hi,&#xD;                                &#xD;
I bought a new XYZ laptop from your website. The laptop was delivered on the promised date. But the
configuration that I had ordered and the configuration of the laptop that is delivered are different.
My order no is 293028320. Please look into this issue, and resend the correct laptop. Also arrange
to take the incorrect one from me.&#xD;                                &#xD;
Thanks,&#xD;                            John&#xD;
</ns4:value>                    </content>                    <content>
<ns4:type>html</ns4:type>                        <ns4:value>                                &lt;html
xmlns:v="urn:schemas-microsoft-com:vml" xmlns:o="urn:schemas-microsoft-com:office:office"
xmlns:w="urn:schemas-microsoft-com:office:word"
xmlns:m="http://schemas.microsoft.com/office/2004/12/omml"
xmlns="http://www.w3.org/TR/REC-html40"&gt;&#xD;                                &lt;head&gt;&#xD;
&lt;meta http-equiv="Content-Type" content="text/html; charset=us-ascii"&gt;&#xD;
&lt;meta name="Generator" content="Microsoft Word 15 (filtered medium)"&gt;&#xD;
&lt;style&gt;&lt;!--&#xD;                                /* Font Definitions */&#xD;
@font-face&#xD;                            {font-family:"Cambria Math";&#xD;
panose-1:2 4 5 3 5 4 6 3 2 4;}&#xD;                                @font-face&#xD;
{font-family:Calibri;&#xD;                                panose-1:2 15 5 2 2 2 4 3 2 4;}&#xD;
/* Style Definitions */&#xD;                                  p.MsoNormal, li.MsoNormal,
div.MsoNormal&#xD;                               {margin:0in;&#xD;
margin-bottom:.0001pt;&#xD;                                font-size:11.0pt;&#xD;
font-family:"Calibri",sans-serif;}&#xD;                                    a:link, span.MsoHyperlink&#xD;
{mso-style-priority:99;&#xD;                                 color:#0563C1;&#xD;
text-decoration:underline;}&#xD;                                    a:visited,
span.MsoHyperlinkFollowed&#xD;                                   {mso-style-priority:99;&#xD;
color:#954F72;&#xD;                                text-decoration:underline;}&#xD;
span.EmailStyle17&#xD;                                   {mso-style-type:personal-compose;&#xD;
font-family:"Calibri",sans-serif;&#xD;                                color:windowtext;}&#xD;
.MsoChpDefault&#xD;                                {mso-style-type:export-only;}&#xD;
@page WordSection1&#xD;                                {size:8.5in 11.0in;&#xD;
margin:1.0in 1.0in 1.0in 1.0in;}&#xD;                                  div.WordSection1&#xD;
{page:WordSection1;}&#xD;                                --&gt;&lt;/style&gt;&lt;!--[if gte mso
9]&gt;&lt;xml&gt;&#xD;                               &lt;o:shapedefaults v:ext="edit" spidmax="1026"
/&gt;&#xD;                           &lt;/xml&gt;&lt;![endif]--&gt;&lt;!--[if gte mso
9]&gt;&lt;xml&gt;&#xD;                               &lt;o:shapelayout v:ext="edit"&gt;&#xD;
&lt;o:idmap v:ext="edit" data="1" /&gt;&#xD;
&lt;/o:shapelayout&gt;&lt;/xml&gt;&lt;![endif]--&gt;&#xD;
&lt;/head&gt;&#xD;                                &lt;body lang="EN-US" link="#0563C1"
vlink="#954F72"&gt;&#xD;                                  &lt;div class="WordSection1"&gt;&#xD;
&lt;p class="MsoNormal"&gt;Hi,&lt;o:p&gt;&lt;/o:p&gt;&lt;/p&gt;&#xD;
&lt;p class="MsoNormal"&gt;&lt;o:p&gt;&amp;nbsp;&lt;/o:p&gt;&lt;/p&gt;&#xD;
&lt;p class="MsoNormal"&gt;I bought a new XYZ laptop from your website. The laptop was delivered on
the promised date. But the configuration that I had ordered and the configuration of the laptop that
is delivered are different. My order no is 293028320. Please look&#xD;                                into
this issue, and resend the correct laptop. Also arrange to take the incorrect one from
me.&lt;o:p&gt;&lt;/o:p&gt;&lt;/p&gt;&#xD;                                  &lt;p
```

```
class="MsoNormal"&gt;&lt;o:p&gt;&amp;nbsp;&lt;/o:p&gt;&lt;/p&gt;&#xD;
&lt;p class="MsoNormal"&gt;Thanks,&lt;o:p&gt;&lt;/o:p&gt;&lt;/p&gt;&#xD;
&lt;p class="MsoNormal"&gt;John&lt;o:p&gt;&lt;/o:p&gt;&lt;/p&gt;&#xD;
&lt;/div&gt;&#xD;                                                    </ns4:value>
</content>                </contents>                <sentTo>
       <ns3:firstName>Frank</ns3:firstName>
       <ns3:lastName>Bright</ns3:lastName>                          </sentTo>
<emailAddresses>                    <from>johndavis@example.com</from>                    <to>
<address>support@business.com</address>                    </to>                </emailAddresses>
</email>        </payload>        <customAttributes>            <ns4:customAttribute>
<ns4:attribName>complainttype</ns4:attribName>                <ns4:attribValues>
<ns4:attribValue>                        <ns4:value>incorrect_order</ns4:value>
<ns4:displayValue>Incorrect Order</ns4:displayValue>                    </ns4:attribValue>
</ns4:attribValues>            </ns4:customAttribute>            <ns4:customAttribute>
<ns4:attribName>issuetype</ns4:attribName>                <ns4:attribValues>
<ns4:attribValue>                        <ns4:value>complaint</ns4:value>
<ns4:displayValue>Complaint</ns4:displayValue>                    </ns4:attribValue>
</ns4:attribValues>            </ns4:customAttribute>        </customAttributes>
</activity></activities>
```

JSON

Request

Method	URL
GET	`/ws/v15/context/interaction/activity/1011?$attribute=all`

Request headers

Name	Values
X-egain-session	valid session ID
Accept	`application/json`
Accept-Language	`en-US`

Response:

HTTP/1.1 200 OK

Response headers

Name	Values
X-egain-session	current session ID
Content-Type	`application/json`

Response body

```
{    "activity": [        {            "link": {                "rel": "self",
"href": "/system/ws/v15/context/interaction/activity/1011"            },            "case": {
"link": {                    "rel": "case",                    "href":
"/system/ws/v15/context/interaction/case/1002"                },                "id": 1002
},            "mode": {                "value": "inbound",                "displayValue":
"Inbound"            },            "type": {                "value": "email",
"displayValue": "Email",                "subtype": {                    "value": "general",
"displayValue": "General"                }            },            "isSecure": false,
"status": {                "value": "open",                "displayValue": "Open"            },
"isRead": true,            "created": {                            "contact": {
               "firstName": "John",                                "lastName": "Davis"
               },                                "date": "2016-03-29T18:18:10.000Z"
       },            "lastModified": {                "user": {                    "firstName":
"Jenny",                    "lastName": "Anthony"                }            },
```

```
"subject": "Issue with laptop configuration",            "customer": {                "link": {
"rel": "customer",                    "href": "/system/ws/v15/context/interaction/customer"
},                "customerName": "John Davis",                "contacts": {
"contact": [                        {                            "firstName": "John",
"lastName": "Davis",                            "email": [                                {
"emailAddress": "johndavis@example.com",                                    "id": 1004
}                            ],                            "id": 1002                        }
]                },                "id": 1002            },            "attachments": {
"count": 0,                "link": {                    "rel": "attachment",
"href": "/system/ws/v15/context/interaction/activity/1011/attachment"                }
},            "payload": {                "email": {                    "date": {
"date": "2016-03-29T18:18:10.000Z"                    },                    "contents": {
"content": [                            {                                "type": "text",
"value": "Hi,\r\n\r\nI bought a new XYZ laptop from your website. The laptop was delivered on the
promised date. But the configuration that I had ordered and the configuration of the laptop that is
delivered are different. My order no is 293028320. Please look into this issue, and resend the correct
laptop. Also arrange to take the incorrect one from me.\r\n\r\nThanks,\r\nJohn\r\n"
},                            {                                "type": "html",
"value": "<html xmlns:v=\"urn:schemas-microsoft-com:vml\"
xmlns:o=\"urn:schemas-microsoft-com:office:office\"
xmlns:w=\"urn:schemas-microsoft-com:office:word\"
xmlns:m=\"http://schemas.microsoft.com/office/2004/12/omml\"
xmlns=\"http://www.w3.org/TR/REC-html40\">\r\n<head>\r\n<meta http-equiv=\"Content-Type\"
content=\"text/html; charset=us-ascii\">\r\n<meta name=\"Generator\" content=\"Microsoft Word 15
(filtered medium)\">\r\n<style><!--\r\n/* Font Definitions
*/\r\n@font-face\r\n\t{font-family:\"Cambria Math\";\r\n\tpanose-1:2 4 5 3 5 4 6 3 2
4;}\r\n@font-face\r\n\t{font-family:Calibri;\r\n\tpanose-1:2 15 5 2 2 2 4 3 2 4;}\r\n/* Style
Definitions */\r\np.MsoNormal, li.MsoNormal,
div.MsoNormal\r\n\t{margin:0in;\r\n\tmargin-bottom:.0001pt;\r\n\tfont-size:11.0pt;\r\n\tfont-fami
ly:\"Calibri\",sans-serif;}\r\na:link,
span.MsoHyperlink\r\n\t{mso-style-priority:99;\r\n\tcolor:#0563C1;\r\n\ttext-decoration:underline
;}\r\na:visited,
span.MsoHyperlinkFollowed\r\n\t{mso-style-priority:99;\r\n\tcolor:#954F72;\r\n\ttext-decoration:u
nderline;}\r\nspan.EmailStyle17\r\n\t{mso-style-type:personal-compose;\r\n\tfont-family:\"Calibri
\",sans-serif;\r\n\tcolor:windowtext;}\r\n.MsoChpDefault\r\n\t{mso-style-type:export-only;}\r\n@p
age WordSection1\r\n\t{size:8.5in 11.0in;\r\n\tmargin:1.0in 1.0in 1.0in
1.0in;}\r\ndiv.WordSection1\r\n\t{page:WordSection1;}\r\n--></style><!--[if gte mso
9]><xml>\r\n<o:shapedefaults v:ext=\"edit\" spidmax=\"1026\" />\r\n</xml><![endif]--><!--[if gte
mso 9]><xml>\r\n<o:shapelayout v:ext=\"edit\">\r\n<o:idmap v:ext=\"edit\" data=\"1\"
/>\r\n</o:shapelayout></xml><![endif]-->\r\n</head>\r\n<body lang=\"EN-US\" link=\"#0563C1\"
vlink=\"#954F72\">\r\n<div class=\"WordSection1\">\r\n<p
class=\"MsoNormal\">Hi,<o:p></o:p></p>\r\n<p class=\"MsoNormal\"><o:p> </o:p></p>\r\n<p
class=\"MsoNormal\">I bought a new XYZ laptop from your website. The laptop was delivered on the
promised date. But the configuration that I had ordered and the configuration of the laptop that is
delivered are different. My order no is 293028320. Please look\r\n into this issue, and resend the
correct laptop. Also arrange to take the incorrect one from me.<o:p></o:p></p>\r\n<p
class=\"MsoNormal\"><o:p> </o:p></p>\r\n<p class=\"MsoNormal\">Thanks,<o:p></o:p></p>\r\n<p
class=\"MsoNormal\">John<o:p></o:p></p>\r\n</body>\r\n</html>"                            }
]                    },                    "sentTo": {
        "firstName": "Frank",                                        "lastName": "Bright"
                        },                    "emailAddresses": {                        "from":
"johndavis@example.com",                        "to": {                            "address": [
"support@business.com"                            ]                        }                    }
}            },            "customAttributes": {                "customAttribute": [
{                        "attribName": "complainttype",                        "attribValues": {
"attribValue": [                                {                                    "value":
"incorrect_order",                                    "displayValue": "Incorrect Order"
}                            ]                        }                    },
{                        "attribName": "issuetype",                        "attribValues": {
"attribValue": [                                {                                    "value":
"complaint",                                    "displayValue": "Complaint"
}                            ]                        }                    }                ]
},            "id": 1011        }    ]}
```

Example 3 - Get all attributes of a chat activity

This example demonstrates the following:

- Getting all attributes of a chat activity based on activity ID.
- Representation of the chat activity payload
- Representation of a custom attribute in the activity representation.

XML

Request

Method	URL
GET	`/ws/v15/context/interaction/activity/1017?$attribute=all`

Request headers

Name	Values
X-egain-session	valid session ID
Accept	`application/xml`
Accept-Language	`en-US`

Response:

HTTP/1.1 200 OK

Response headers

Name	Values
X-egain-session	current session ID
Content-Type	`application/xml`

Response body

```
<?xml version="1.0" encoding="UTF-8" standalone="yes" ?><activities
xmlns="http://bindings.egain.com/ws/model/v15/gen/interaction/activity"
xmlns:ns2="http://bindings.egain.com/ws/model/v15/gen/interaction/case"
xmlns:ns3="http://bindings.egain.com/ws/model/v15/gen/platform"
xmlns:ns4="http://bindings.egain.com/ws/model/v15/gen/common"
xmlns:ns5="http://bindings.egain.com/ws/model/v15/gen/interaction/folder"
xmlns:ns6="http://bindings.egain.com/ws/model/v15/gen/interaction/customer"
xmlns:ns7="http://bindings.egain.com/ws/model/v15/gen/interaction/contactperson"
xmlns:ns8="http://bindings.egain.com/ws/model/v15/gen/interaction/contactpoint"
xmlns:ns9="http://bindings.egain.com/ws/model/v15/gen/interaction/attachment"
xmlns:ns10="http://bindings.egain.com/ws/model/v15/gen/mail/alias"
xmlns:ns11="http://bindings.egain.com/ws/model/v15/gen/live/entrypoint">    <activity id="1017">
<link rel="self" href="/system/ws/v15/context/interaction/activity/1017"/>        <case id="1003">
<ns2:link rel="case" href="/system/ws/v15/context/interaction/case/1003"/>        </case>
<mode>            <ns4:value>inbound</ns4:value>
<ns4:displayValue>Inbound</ns4:displayValue>        </mode>        <type>
<value>chat</value>            <displayValue>Chat</displayValue>            <subtype>
<ns4:value>text</ns4:value>                <ns4:displayValue>Text</ns4:displayValue>
</subtype>        </type>        <isSecure>false</isSecure>        <status>
<value>completed</value>            <displayValue>Completed</displayValue>        </status>
<isRead>true</isRead>        <created date="2016-04-01T21:42:41.000Z"/>        <lastModified>
<ns4:user>                <ns3:firstName>Jenny</ns3:firstName>
<ns3:lastName>Anthony</ns3:lastName>            </ns4:user>        </lastModified>
<subject>I am looking for a new laptop.</subject>        <customer id="1002">            <ns6:link
rel="customer" href="/system/ws/v15/context/interaction/customer"/>
<ns6:customerName>John Davis</ns6:customerName>            <ns6:contacts>
```

```
<ns7:contact id="1002">                    <ns7:firstName>John</ns7:firstName>
<ns7:lastName>Davis</ns7:lastName>                    <ns7:email id="1004">
<ns8:emailAddress>johndavis@example.com</ns8:emailAddress>                    </ns7:email>
</ns7:contact>            </ns6:contacts>        </customer>        <attachments>
<ns9:count>0</ns9:count>            <ns9:link rel="attachment"
href="/system/ws/v15/context/interaction/activity/1017/attachment"/>        </attachments>
<payload>            <chat>                <custDisplayName>john</custDisplayName>
<transcript>                    <content>                        <ns4:type>text</ns4:type>
<ns4:value>                        &lt;b&gt;CHAT STARTED AT&lt;/b&gt; 21:42 01 Apr 2016&#xD;
&#xD;                         amy 9:42 PM : I am looking for a new laptop.&#xD;
system 9:42 PM : You are now chatting with agent&#xD;                            agent 9:43 PM : Please
visit our retail outlet for a better experience.&#xD;                            system 9:43 PM :
agent has ended the chat&#xD;                        &#xD;
&lt;b&gt;CHAT ENDED AT&lt;/b&gt; 21:43 01 Apr 2016                    </ns4:value>
</content>                    <content>                        <ns4:type>html</ns4:type>
<ns4:value>&lt;HTML&gt;&lt;style type="text/css"&gt;&lt;/style&gt;&lt;BODY&gt;&lt;div&gt;&lt;font
class="eGainLvSystemMailTranscript"&gt;&lt;b&gt;CHAT STARTED AT&lt;/b&gt; 21:42 01 Apr
2016&amp;nbsp;&lt;/font&gt;&lt;br&gt;&lt;/div&gt;&lt;div&gt;&lt;font
class="eGainLvCustomerMailTranscript"&gt;&lt;b&gt;amy&amp;nbsp;9:42 PM:&lt;/b&gt;&amp;nbsp;I am
looking for a new laptop.&lt;/font&gt;&lt;/div&gt;&lt;div&gt;&lt;font
class="eGainLvSystemMailTranscript"&gt;You are now chatting with
agent&lt;/font&gt;&lt;/div&gt;&lt;div&gt;&lt;font
class="eGainLvAgentMailTranscript"&gt;&lt;b&gt;agent&amp;nbsp;9:43 PM:&lt;/b&gt;&amp;nbsp;Please
visit our retail outlet for a better experience.&lt;/font&gt;&lt;/div&gt;&lt;div&gt;&lt;font
class="eGainLvSystemMailTranscript"&gt;agent has ended the
chat&lt;/font&gt;&lt;/div&gt;&lt;div&gt;&lt;br&gt;&lt;font
class="eGainLvSystemMailTranscript"&gt;&lt;b&gt;CHAT ENDED AT&lt;/b&gt; 21:43 01 Apr
2016&amp;nbsp;&lt;/font&gt;&lt;/div&gt;&lt;/BODY&gt;&lt;/HTML&gt;</ns4:value>
</content>                </transcript>            </chat>        </payload>
<customAttributes>            <ns4:customAttribute>
<ns4:attribName>issuetype</ns4:attribName>                <ns4:attribValues>
<ns4:attribValue>                    <ns4:value>enquiry</ns4:value>
<ns4:displayValue>Enquiry</ns4:displayValue>                    </ns4:attribValue>
</ns4:attribValues>            </ns4:customAttribute>        </customAttributes>
</activity></activities>
```

JSON

Request

Method	URL
GET	`/ws/v15/context/interaction/activity/1017?$attribute=all`

Request headers

Name	Values
X-egain-session	valid session ID
Accept	`application/json`
Accept-Language	`en-US`

Response:

HTTP/1.1 200 OK

Response headers

Name	Values
X-egain-session	current session ID
Content-Type	`application/json`

Response body


```
{    "activity": [        {            "link": {                "rel": "self",
"href": "/system/ws/v15/context/interaction/activity/1017"            },            "case": {
"link": {                    "rel": "case",                    "href":
"/system/ws/v15/context/interaction/case/1003"                },                "id": 1003
},            "mode": {                "value": "inbound",                "displayValue":
"Inbound"            },            "type": {                "value": "chat",
"displayValue": "Chat",                "subtype": {                    "value": "text",
"displayValue": "Text"                }            },            "isSecure": false,
"status": {                "value": "completed",                "displayValue": "Completed"
},            "isRead": true,            "created": {                "date":
"2016-04-01T21:42:41.000Z"            },            "lastModified": {                "user": {
"firstName": "Jenny",                    "lastName": "Anthony"                }            },
"subject": "I am looking for a new laptop.",            "customer": {                "link": {
"rel": "customer",                    "href": "/system/ws/v15/context/interaction/customer"
},                "customerName": "John Davis",                "contacts": {
"contact": [                    {                        "firstName": "John",
"lastName": "Davis",                        "email": [                            {
"emailAddress": "johndavis@example.com",                                "id": 1004
}                        ],                        "id": 1002                    }
]                },                "id": 1002            },            "attachments": {
"count": 0,                "link": {                    "rel": "attachment",
"href": "/system/ws/v15/context/interaction/activity/1017/attachment"                }
},            "payload": {                "chat": {                    "custDisplayName": "john",
"transcript": {                        "content": [                            {
"type": "text",                            "value": "<b>CHAT STARTED AT</b> 21:42 01 Apr
2016\r\n\r\namy 9:42 PM : I am looking for a new laptop.\r\nsystem 9:42 PM : You are now chatting with
agent\r\nagent 9:43 PM : Please visit our retail outlet for a better experience.\r\nsystem 9:43 PM
: agent has ended the chat\r\n\r\n<b>CHAT ENDED AT</b> 21:43 01 Apr 2016"
},                        {                            "type": "html",
"value": "<HTML><style type=\"text/css\"></style><BODY><div><font
class=\"eGainLvSystemMailTranscript\"><b>CHAT STARTED AT</b> 21:42 01 Apr
2016 </font><br></div><div><font class=\"eGainLvCustomerMailTranscript\"><b>amy 9:42
PM:</b> I am looking for a new laptop.</font></div><div><font
class=\"eGainLvSystemMailTranscript\">You are now chatting with agent</font></div><div><font
class=\"eGainLvAgentMailTranscript\"><b>agent 9:43 PM:</b> Please visit our retail outlet
for a better experience.</font></div><div><font class=\"eGainLvSystemMailTranscript\">agent has
ended the chat</font></div><div><br><font class=\"eGainLvSystemMailTranscript\"><b>CHAT ENDED
AT</b> 21:43 01 Apr 2016 </font></div></BODY></HTML>"                            }
]                    }                }            },            "customAttributes": {
"customAttribute": [                    {                        "attribName": "ordertype",
"attribValues": {                            "attribValue": [                                {
"value": "enquiry",                                "displayValue": "Enquiry"
}                            ]                        }                    }                ]
},            "id": 1017        }    ]}
```

Example 5 - Get summary attributes and an additional custom attribute of an email activity

This example demonstrates the following:

- Getting summary attributes and an additional custom attribute of an email activity based on activity ID.

XML

Request

Method	URL
GET	/ws/v15/context/interaction/act

	ivity/1011?$attribute=custom.complainttype

Request headers

Name	Values
X-egain-session	valid session ID
Accept	application/xml
Accept-Language	en-US

Response:

HTTP/1.1 200 OK

Response headers

Name	Values
X-egain-session	current session ID
Content-Type	application/xml

Response body

```
<?xml version="1.0" encoding="UTF-8" standalone="yes" ?><activities
xmlns="http://bindings.egain.com/ws/model/v15/gen/interaction/activity"
xmlns:ns2="http://bindings.egain.com/ws/model/v15/gen/interaction/case"
xmlns:ns3="http://bindings.egain.com/ws/model/v15/gen/platform"
xmlns:ns4="http://bindings.egain.com/ws/model/v15/gen/common"
xmlns:ns5="http://bindings.egain.com/ws/model/v15/gen/interaction/folder"
xmlns:ns6="http://bindings.egain.com/ws/model/v15/gen/interaction/customer"
xmlns:ns7="http://bindings.egain.com/ws/model/v15/gen/interaction/contactperson"
xmlns:ns8="http://bindings.egain.com/ws/model/v15/gen/interaction/contactpoint"
xmlns:ns9="http://bindings.egain.com/ws/model/v15/gen/interaction/attachment"
xmlns:ns10="http://bindings.egain.com/ws/model/v15/gen/mail/alias"
xmlns:ns11="http://bindings.egain.com/ws/model/v15/gen/live/entrypoint">    <activity id="1011">
<link rel="self" href="/system/ws/v15/context/interaction/activity/1011"/>        <case id="1002">
<ns2:link rel="case" href="/system/ws/v15/context/interaction/case/1002"/>        </case>
<mode>            <ns4:value>inbound</ns4:value>
<ns4:displayValue>Inbound</ns4:displayValue>        </mode>        <type>
<value>email</value>            <displayValue>Email</displayValue>            <subtype>
<ns4:value>general</ns4:value>                <ns4:displayValue>General</ns4:displayValue>
</subtype>        </type>        <isSecure>false</isSecure>        <status>
<value>open</value>            <displayValue>Open</displayValue>        </status>
<isRead>true</isRead>        <lastModified>            <ns4:user>
<ns3:firstName>Jenny</ns3:firstName>                <ns3:lastName>Anthony</ns3:lastName>
</ns4:user>        </lastModified>        <subject>Issue with laptop configuration</subject>
<customer id="1002">            <ns6:link rel="customer"
href="/system/ws/v15/context/interaction/customer"/>            <ns6:customerName>John
Davis</ns6:customerName>            <ns6:contacts>                <ns7:contact id="1002">
<ns7:firstName>John</ns7:firstName>                    <ns7:lastName>Davis</ns7:lastName>
<ns7:email id="1004">
<ns8:emailAddress>johndavis@example.com</ns8:emailAddress>                    </ns7:email>
</ns7:contact>            </ns6:contacts>        </customer>        <attachments>
<ns9:count>0</ns9:count>            <ns9:link rel="attachment"
href="/system/ws/v15/context/interaction/activity/1011/attachment"/>        </attachments>
<customAttributes>            <ns4:customAttribute>
<ns4:attribName>complainttype</ns4:attribName>                <ns4:attribValues>
<ns4:attribValue>                        <ns4:value>incorrect_order</ns4:value>
<ns4:displayValue>Incorrect Order</ns4:displayValue>                    </ns4:attribValue>
</ns4:attribValues>            </ns4:customAttribute>        </customAttributes>
</activity></activities>
```

JSON

Request

Method	URL
GET	`/ws/v15/context/interaction/activity/1011?$attribute=custom.complainttype`

Request headers

Name	Values
X-egain-session	valid session ID
Accept	`application/json`
Accept-Language	`en-US`

Response:

HTTP/1.1 200 OK

Response headers

Name	Values
X-egain-session	current session ID
Content-Type	`application/json`

Response body


```
{    "activity": [        {            "link": {                "rel": "self",
"href": "/system/ws/v15/context/interaction/activity/1011"            },            "case": {
"link": {                    "rel": "case",                    "href":
"/system/ws/v15/context/interaction/case/1002"                },                "id": 1002
},            "mode": {                "value": "inbound",                "displayValue":
"Inbound"            },            "type": {                "value": "email",
"displayValue": "Email",                "subtype": {                    "value": "general",
"displayValue": "General"                }            },            "isSecure": false,
"status": {                "value": "open",                "displayValue": "Open"            },
"isRead": true,            "lastModified": {                "user": {
"firstName": "Jenny",                    "lastName": "Anthony"                }            },
"subject": "Issue with laptop configuration",            "customer": {                "link": {
"rel": "customer",                    "href": "/system/ws/v15/context/interaction/customer"
},                "customerName": "John Davis",                "contacts": {
"contact": [                    {                        "firstName": "John",
"lastName": "Davis",                        "email": [                            {
"emailAddress": "johndavis@example.com",                            "id": 1004
}                        ],                        "id": 1002                    }
]                },                "id": 1002            },            "attachments": {
"count": 0,                "link": {                    "rel": "attachment",
"href": "/system/ws/v15/context/interaction/activity/1011/attachment"                }
},            "customAttributes": {                "customAttribute": [                    {
"attribName": "complainttype",                    "attribValues": {
"attribValue": [                        {                            "value":
"incorrect_order",                            "displayValue": "Incorrect Order"
}                        ]                    }                }            ]
},            "id": 1011        }    ]}
```

Example 6 - Get summary attributes of an email activity of another customer

This example demonstrates the following:

- Getting the details of an activity of another customer.
- Representation of the summary attributes of an email activity.
- URLs in the links of an activity representation when activity belongs to another customer.

XML

Request

Method	URL
GET	`/ws/v15/context/interaction/activity/1205?customer=1000`

Request headers

Name	Values
X-egain-session	valid session ID
Accept	`application/xml`
Accept-Language	`en-US`

Response:

HTTP/1.1 200 OK

Response headers

Name	Values
X-egain-session	current session ID
Content-Type	`application/xml`

Response body

```
 <?xml version="1.0" encoding="UTF-8" standalone="yes"?><activities
xmlns="http://bindings.egain.com/ws/model/v15/gen/interaction/activity"
xmlns:ns2="http://bindings.egain.com/ws/model/v15/gen/interaction/case"
xmlns:ns3="http://bindings.egain.com/ws/model/v15/gen/platform"
xmlns:ns4="http://bindings.egain.com/ws/model/v15/gen/common"
xmlns:ns5="http://bindings.egain.com/ws/model/v15/gen/interaction/folder"
xmlns:ns6="http://bindings.egain.com/ws/model/v15/gen/interaction/customer"
xmlns:ns7="http://bindings.egain.com/ws/model/v15/gen/interaction/contactperson"
xmlns:ns8="http://bindings.egain.com/ws/model/v15/gen/interaction/contactpoint"
xmlns:ns9="http://bindings.egain.com/ws/model/v15/gen/interaction/attachment"
xmlns:ns10="http://bindings.egain.com/ws/model/v15/gen/mail/alias"
xmlns:ns11="http://bindings.egain.com/ws/model/v15/gen/live/entrypoint">    <activity id="1205">
<link rel="self" href="/system/ws/v15/context/interaction/activity/1205?customer=1000" />
<case id="1095">            <ns2:link rel="self"
href="/system/ws/v15/context/interaction/case/1095?customer=1000" />        </case>        <mode>
<ns4:value>inbound</ns4:value>            <ns4:displayValue>Inbound</ns4:displayValue>
</mode>        <type>            <value>email</value>
<displayValue>Email</displayValue>            <subtype>
<ns4:value>general</ns4:value>                <ns4:displayValue>General</ns4:displayValue>
</subtype>        </type>        <isSecure>true</isSecure>        <status>
<value>open</value>            <displayValue>Open</displayValue>        </status>
<isRead>true</isRead>        <subject>Issue with mobile</subject>        <customer>
<ns6:contacts>                <ns7:contact>
<ns7:firstName>John</ns7:firstName>                    <ns7:lastName>Tierney</ns7:lastName>
</ns7:contact>            </ns6:contacts>        </customer>        <attachments>
<ns9:count>0</ns9:count>            <ns9:link rel="attachment"
```

```
href="/system/ws/v15/context/interaction/activity/1205/attachment?customer=1000" />
</attachments>    </activity></activities>
```

JSON

Request

Method	URL
GET	/ws/v15/context/interaction/activity/1205?customer=1000

Request headers

Name	Values
X-egain-session	valid session ID
Accept	application/json
Accept-Language	en-US

Response:

HTTP/1.1 200 OK

Response headers

Name	Values
X-egain-session	current session ID
Content-Type	application/json

Response body


```
{    "activity":[       {          "link":{             "rel":"self",
"href":"/system/ws/v15/context/interaction/activity/1205?customer=1000"         },
"case":{             "link":{                "rel":"self",
"href":"/system/ws/v15/context/interaction/case/1095?customer=1000"            },
"id":1095         },         "mode":{             "value":"inbound",
"displayValue":"Inbound"         },         "type":{             "value":"email",
"displayValue":"Email",            "subtype":{                "value":"general",
"displayValue":"General"            }         },         "isSecure":true,          "status":{
"value":"open",            "displayValue":"Open"         },         "isRead":true,
"subject":"Issue with mobile",         "customer":{             "contacts":{
"contact":[                   {                      "firstName":"John",
"lastName":"Tierney"                  }              ]            }         },
"attachments":{             "count":0,            "link":{                "rel":"attachment",
"href":"/system/ws/v15/context/interaction/activity/1205/attachment?customer=1000"           }
},         "id":1205      }   ]}
```

GetActivityByIdPage Class Reference

Detailed Description

Get activity by ID

Overview

This API allows a user to retrieve an activity identified by activity ID.

This API will succeed only if the requested activity is visible to the customer. Refer the page Activities visible to a customer for more information about the activities visible to the customer.

Since:

11.6

APIs

Method	URL	Description
GET	`/ws/v15/context/interaction/activity/{ID}`	Retrieve activity by ID. {ID}: activity ID.

Authentication

Authentication is required. The customer must be logged in to call this API. Each API request must contain X-egain-session request header returned by Login API.

Permissions

- All authenticated customers can access this API.
- Only activities that the customer (self, or customer sent in as query parameter) can view will be returned (refer the Overview section for details). If the customer cannot view the activity, the application will return 404 response code.
- If the query parameter customer={ID} is provided, the logged in customer must be authorized to perform this action on behalf of the customer specified through the "customer" parameter. Otherwise, the application will return a 400 (bad request) response code. Refer Customer grants for more information about authorization.

Request

Request headers

Name	Description	Allowed values	Default value
X-egain-session	Session ID obtained from Login API response header	N/A	N/A

Accept	Content type accepted by client	`application/xml` or `application/json`	N/A
Accept-Language	Language locale accepted by client (used for locale specific fields in resource representation and in error responses)	Supported 'Accept-Language' header codes	`default system language`

Supported API specific query parameters

The below API specific parameters are supported:

- customer={ID}: ID of the customer of the activity. For this API to be successful, the logged in customer must be authorized to perform this action on behalf of the customer specified through "customer" query parameter. Refer Customer grants for more information about authorization.

Supported common query parameters

Refer to Supported Common Query Parameters in ECE REST API page for detailed description of each common parameter listed below.

- $attribute - Values of $attribute common parameter supported by Activity Resource
- $sort - Values of $sort common parameter supported by Activity Resource
- $order

Response

Response headers

Name	Description	Possible values
X-egain-session	Session ID of the current user session	N/A
Content-Type	Media type of response body	`application/xml` or `application/json`

Response body xml schemas:

- Activities Schema - used in case of success
- Error - used in case of error

Summary attributes always returned in server response

Summary attributes of Activity Resource

Additional attributes returned in server response if explicitly requested by client

Server can be prompted to return additional attributes of resource representation using

`$attribute` common query parameter. Values of $attribute common parameter supported by Activity Resource for the list of allowed attribute names.

HTTP status codes

Success Status codes

200 - OK

- The request was successfully executed

Failure Status codes

400 - Bad Request

- Unsupported query parameter is provided in the request
- Invalid value of common parameter in request URL (e.g. unsupported $attribute value)
- The logged in customer does not have grants on the customer provided through the query parameter "customer".

401 - Unauthorized

- X-egain-session request header is missing
- Session is invalid or expired

404 - Not Found

- Requested activity ID does not exist
- Requested activity ID is not visible to the logged in customer

406 - Not Acceptable

- Invalid 'Accept-Language' header value

500 - Internal server error

Examples:

Example 1 - Get all attributes of an email activity
context-get-activity-by-id-example2
Example 3 - Get all attributes of a chat activity
context-get-activity-by-id-example4
Example 5 - Get summary attributes and an additional custom attribute of an email activity
Example 6 - Get summary attributes of an email activity of another customer

GetAttachmentByIdExamples Class Reference

Detailed Description

Examples for Get attachment by ID

Example 1 - Get summary attributes for an attachment

This example demonstrates the following:

- Getting summary attributes for attachment of an activity.

XML

Request

Method	URL
GET	`/ws/v15/context/interaction/activity/1059/attachment/1006`

Request headers

Name	Values
X-egain-session	valid session ID
Accept	`application/xml`
Accept-Language	`en-US`

Response:

HTTP/1.1 200 OK

Response headers

Name	Values
X-egain-session	current session ID
Content-Type	`application/xml`

Response body

```
<?xml version="1.0" encoding="UTF-8" standalone="yes" ?><attachments
xmlns="http://bindings.egain.com/ws/model/v15/gen/interaction/attachment">    <attachment
id="1006">        <link rel="self"
href="/system/ws/v15/context/interaction/activity/1059/attachment/1006"/>
<fileName>tv.jpeg</fileName>        <contentType>image/jpeg</contentType>
<size>3111</size>        <encodingType>Base 64</encodingType>        <isBlocked>false</isBlocked>
</attachment></attachments>
```

JSON

Request

Method	URL
GET	`/ws/v15/context/interaction/activity/1059/attachment/1006`

Request headers

Name	Values
X-egain-session	valid session ID
Accept	`application/json`
Accept-Language	`en-US`

Response:

HTTP/1.1 200 OK

Response headers

Name	Values
X-egain-session	current session ID
Content-Type	`application/json`

Response body

```
{    "attachment": [        {            "link": {                "rel": "self",
"href": "/system/ws/v15/context/interaction/activity/1059/attachment/1006"            },
"fileName": "tv.jpeg",            "contentType": "image/jpeg",            "size": 3111,
"encodingType": "Base 64",            "isBlocked": false,            "id": 1006        }    ]}
```

Example 2 - Get summary attributes and content URL for an attachment

This example demonstrates the following:

- Getting summary attributes and contentUrl attribute for an attachment.

XML

Request

Method	URL
GET	`/ws/v15/context/interaction/activity/1059/attachment/1006?$attribute=contentUrl`

Request headers

Name	Values

X-egain-session	valid session ID
Accept	`application/xml`
Accept-Language	`en-US`

Response:

HTTP/1.1 200 OK

Response headers

Name	Values
X-egain-session	current session ID
Content-Type	`application/xml`

Response body

```
<?xml version="1.0" encoding="UTF-8" standalone="yes" ?><attachments
xmlns="http://bindings.egain.com/ws/model/v15/gen/interaction/attachment">    <attachment
id="1006">        <link rel="self"
href="/system/ws/v15/context/interaction/activity/1059/attachment/1006"/>
<fileName>tv.jpeg</fileName>        <contentType>image/jpeg</contentType>
<size>3111</size>        <encodingType>Base 64</encodingType>        <isBlocked>false</isBlocked>
<contentUrl>/system/ws/internal/stream/fcb1ec2a-83a2-4d3e-a647-2abbb584b774</contentUrl>
</attachment></attachments>
```

JSON

Request

Method	URL
GET	`/ws/v15/context/interaction/activity/1059/attachment/1006?$attribute=contentUrl`

Request headers

Name	Values
X-egain-session	valid session ID
Accept	`application/json`
Accept-Language	`en-US`

Response:

HTTP/1.1 200 OK

Response headers

Name	Values
X-egain-session	current session ID
Content-Type	`application/json`

Response body

```
{    "attachment": [        {            "link": {                "rel": "self",
"href": "/system/ws/v15/context/interaction/activity/1059/attachment/1006"            },
"fileName": "tv.jpeg",            "contentType": "image/jpeg",            "size": 3111,
```

```
"encodingType": "Base 64",            "isBlocked": false,            "contentUrl":
"/system/ws/internal/stream/580e70b2-8221-4a49-ac43-8033fd2cd38e",           "id": 1006        }
]}
```

Example 3 - Get all attributes for an attachment

This example demonstrates the following:

- Getting all attributes for an attachment.

XML

Request

Method	URL
GET	`/ws/v15/context/interaction/activity/1059/attachment/1006?$attribute=all`

Request headers

Name	Values
X-egain-session	valid session ID
Accept	`application/xml`
Accept-Language	`en-US`

Response:

HTTP/1.1 200 OK

Response headers

Name	Values
X-egain-session	current session ID
Content-Type	`application/xml`

Response body


```
<?xml version="1.0" encoding="UTF-8" standalone="yes" ?><attachments
xmlns="http://bindings.egain.com/ws/model/v15/gen/interaction/attachment">    <attachment
id="1006">        <link rel="self"
href="/system/ws/v15/context/interaction/activity/1059/attachment/1006"/>
<fileName>tv.jpeg</fileName>        <contentType>image/jpeg</contentType>
<size>3111</size>        <encodingType>Base 64</encodingType>        <isBlocked>false</isBlocked>
<contentUrl>/system/ws/internal/stream/6327f8b3-ad11-427d-acc0-9b414cf10670</contentUrl>
</attachment></attachments>
```


JSON

Request

Method	URL

GET	/ws/v15/context/interaction/activity/1059/attachment/1006?$attribute=all

Request headers

Name	Values
X-egain-session	valid session ID
Accept	application/json
Accept-Language	en-US

Response:

HTTP/1.1 200 OK

Response headers

Name	Values
X-egain-session	current session ID
Content-Type	application/json

Response body


```
{    "attachment": [        {            "link": {                "rel": "self",
"href": "/system/ws/v15/context/interaction/activity/1059/attachment/1006"           },
"fileName": "tv.jpeg",            "contentType": "image/jpeg",           "size": 3111,
"encodingType": "Base 64",            "isBlocked": false,           "contentUrl":
"/system/ws/internal/stream/d79a3abb-f670-4c7e-b207-de136e7978bb",            "id": 1006        }
]}
```

Example 4 - Get all attributes for an attachment of another customer

This example demonstrates the following:

- Get the attachment details of an activity of another customer.
- Getting all attributes for an attachment.
- URLs in the link when activity belongs to another customer.

XML

Request

Method	URL
GET	ws/v15/context/interaction/activity/1013/attachment/1024?customer=1001&$attribute=all

Request headers

Name	Values
X-egain-session	valid session ID
Accept	application/xml

Accept-Language	en-US

Response:

HTTP/1.1 200 OK

Response headers

Name	Values
X-egain-session	current session ID
Content-Type	application/xml

Response body

```
<?xml version="1.0" encoding="UTF-8" standalone="yes" ?><attachments
xmlns="http://bindings.egain.com/ws/model/v15/gen/interaction/attachment">    <attachment
id="1024">        <link rel="self"
href="/system/ws/v15/context/interaction/activity/1013/attachment/1024?customer=1001"/>
<fileName>session_test.html</fileName>        <contentType>text/html</contentType>
<size>6074</size>        <encodingType>Base 64</encodingType>        <isBlocked>false</isBlocked>
<contentUrl>/system/ws/internal/stream/582a76ba-7cf9-4057-bcba-b65cc4acd4c8</contentUrl>
</attachment></attachments>
```

JSON

Request

Method	URL
GET	ws/v15/context/interaction/activity/1013/attachment/1024?customer=1001&$attribute=all

Request headers

Name	Values
X-egain-session	valid session ID
Accept	application/json
Accept-Language	en-US

Response:

HTTP/1.1 200 OK

Response headers

Name	Values
X-egain-session	current session ID
Content-Type	application/json

Response body

```
{    "attachment": [        {            "link": {                "rel": "self",
"href": "/system/ws/v15/context/interaction/activity/1013/attachment/1024?customer=1001"
},            "fileName": "session_test.html",            "contentType": "text/html",
"size": 6074,            "encodingType": "Base 64",            "isBlocked": false,
```

```
"contentUrl": "/system/ws/internal/stream/1e4d5811-0cac-4d15-b816-395e5e170535",             "id":
1024        }    ]}
```

GetAttachmentByIdPage Class Reference

Detailed Description

Get attachment details

Overview

This API allows the customer to get details for a single attachment belonging to a specific activity.

If requested, one of the response attributes is the contentUrl, which can be used to download the content of the attachment. This only exists temporarily on the server. The client should immediately download the attachment content if needed. The attachment can be retrieved only once as it is deleted from the server after download.

Since:

11.6

APIs

Method	URL	Description
GET	`/ws/v15/context/interaction/activity/{ID1}/attachment/{ID2}`	Retrieve details for an attachment having ID: {ID2} belonging to an activity having ID: {ID1}

Authentication

Authentication is required. The customer must be logged in to call this API. Each API request must contain X-egain-session request header returned by Login API.

Permissions

- All authenticated customers can access this API.
- Only attachment of the activities that are visible to the customer (self, or customer sent in as query parameter) will be returned. Refer the page Activities visible to a customer for more information about the activities visible to the customer.
- If the query parameter customer={ID} is provided, the logged in customer must be authorized to perform this action on behalf of the customer specified through the 'customer' parameter. Otherwise, the application will return a 400 (bad request) response code. Refer Customer grants for more information about authorization.
- If the attachment is blocked in ECE application, the user will not be able to download the content.

Request

Request headers

Name	Description	Allowed values	Default value

X-egain-session	Session ID obtained from Login API response header	N/A	N/A
Accept	Content type accepted by client	`application/xml` or `application/json`	N/A
Accept-Language	Language locale accepted by client (used for locale specific fields in resource representation and in error responses)	Supported 'Accept-Language' header codes	`default system language`

Supported API specific query parameters

The below API specific parameters are supported:

- customer={ID}: ID of the customer of the activity. For this API to be successful, the logged in customer must be authorized to perform this action on behalf of the customer specified through "customer" query parameter. Refer Customer grants for more information about authorization.

Supported common query parameters

Refer to Supported Common Query Parameters in ECE REST API page for detailed description of each common parameter listed below.

- $attribute - Values of $attribute common parameter supported by Attachment Resource

Response

Response headers

Name	Description	Possible values
X-egain-session	Session ID of the current user session	N/A
Content-Type	Media type of response body	`application/xml` or `application/json`

Response body xml schemas:

- Attachments Schema - used in case of success
- Error - used in case of error

Summary attributes always returned in server response

Summary attributes of Attachment Resource

HTTP status codes

Success Status codes

200 - OK

- The request was successfully executed

Failure Status codes

400 - Bad Request

- Any usupported API specific query parameter is provided in request.
- Any unsupported common query parameter is provided in request.
- The logged in customer does not have grants on the customer provided through the query parameter "customer".

401 - Unauthorized

- X-egain-session request header is missing
- Session is invalid or expired

403 - Forbidden

- Attachment ID supplied in the URI is blocked in ECE application

404 - Not Found

- Activity ID supplied in the URI doesn't exist.
- Activity ID supplied in the URI is not visible to the logged in customer.
- Attachment ID supplied in the URI doesn't exist for the given activity.

406 - Not Acceptable

- Invalid 'Accept-Language' header value

500 - Internal server error

Examples:

Example 1 - Get summary attributes for an attachment
Example 2 - Get summary attributes and content URL for an attachment
Example 3 - Get all attributes for an attachment
Example 4 - Get all attributes for an attachment of another customer

GetAttachmentDetails Class Reference

Detailed Description

Get Attachment Details

Overview

This API allows the user to get details for an attachment belonging to a specific activity. If requested, one of the response attributes is the contentUrl, which can be used to download the content of the attachment. This only exists temporarily on the server. The client should immediately download the attachment content if needed. The attachment can be retrieved only once as it is deleted from the server after download.

Since:

11.6

APIs

Method	URL	Description
GET	`/ws/v12/interaction/activity/{ID1}/attachment{ID2}`	Retrieve details for an attachment having ID: {ID2} belonging to an activity having ID: {ID1}

Authentication

Authentication is required. The client must be logged in to call this API. Each API request must contain X-egain-session request header returned by Login API.

Permissions

If the logged in agent can see the activity, then the agent is able to see its attachments. All of the following are required:

- 'View Agent Console' action
- The requested activity must belong to the user's home department, or to the department where the user is a foreign user

Licenses

The logged in user must have the following licenses:

- ECE CIH Platform

Request

Request headers

Name	Description	Allowed values	Default value
X-egain-session	Session ID obtained from Login API response header	N/A	N/A
Accept	Content type accepted by client	`application/xml` or `application/json`	N/A
Accept-Language	Language locale accepted by client (used for locale specific fields in resource representation and in error responses)	Supported 'Accept-Language' header codes	`default system language`

Supported API specific query parameters

NONE

Supported common query parameters

Refer to Supported Common Query Parameters in ECE REST API page for detailed description of each common parameter listed below.

- $attribute - Values of $attribute common parameter supported by Attachment Resource

Response

Response headers

Name	Description	Possible values
X-egain-session	Session ID of the current user session	N/A
Content-Type	Media type of response body	`application/xml` or `application/json`

Response body xml schemas:

- Attachment Schema - used in case of success
- Error - used in case of error

Summary attributes

Summary attributes of Attachment Resource

HTTP status codes

Success Status codes:

200 (OK)

- This response code is returned if the request is successful

Failure Status codes:

400 (Bad request)

- {ID1} or {ID2} are not passed
- Unsupported query parameter is sent in request URL.
- Required common query parameter is not provided. Refer Supported common query parameters section for more details.

401 (Unauthorized)

- X-egain-session header is missing
- Session is invalid

403 (Forbidden)

- The user does not have the appropriate permissions for this information

404 (Not found)

- Activity ID supplied in the URI doesn't exist
- Attachment ID supplied in the URI doesn't exist for the given activity

500 (Internal server error)

- There are any other errors while processing the request.

Examples:

Example 1 - Get details of an attachment
Example 2 - Get contentUrl along with details for an attachment

Example 3 - Get all attributes along with details for an attachment

GetAttachmentsForActivity Class Reference

Detailed Description

Get Activity Attachments

Overview

This API allows the user to get details for all attachments belonging to a specific activity.

Since:

11.6

APIs

Method	URL	Description
GET	`/ws/v12/interaction/activity/{ID}/attachment`	Retrieve attachments belong to activity with ID: {ID}

Authentication

Authentication is required. The client must be logged in to call this API. Each API request must contain X-egain-session request header returned by Login API.

Permissions

All of the following are required:

- 'View Agent Console' action
- All requested activities must belong to either the user's home department, or to the department where the user is a foreign user

Licenses

The logged in user must have the following licenses:

- ECE CIH Platform

Request

Request headers

Name	Description	Allowed values	Default value
X-egain-session	Session ID obtained from Login API response header	N/A	N/A
Accept	Content type	`application/x`	N/A

	accepted by client	`ml` or `application/json`	
Accept-Language	Language locale accepted by client (used for locale specific fields in resource representation and in error responses)	Supported 'Accept-Language' header codes	`default system language`

Supported API specific query parameters

NONE

Supported common query parameters

NONE

Response

Response headers

Name	Description	Possible values
X-egain-session	Session ID of the current user session	N/A
Content-Type	Media type of response body	`application/xml` or `application/json`

Response body xml schemas:

- Attachments Schema - used in case of success
- Error - used in case of error

Summary attributes

Summary attributes of Attachment Resource

HTTP status codes

Success Status codes:

200 (OK)

- This response code is returned if the request is successful

204 (No content)

- No attachments exist for the valid activity ID

Failure Status codes:

400 (Bad request)

- {ID} is not passed
- Any query parameter is sent in the request

401 (Unauthorized)

- X-egain-session header is missing
- Session is invalid

403 (Forbidden)

- The user does not have the appropriate permissions for this information

404 (Not found)

- Activity ID supplied in the URI doesn't exist

500 (Internal server error)

- There are any other errors while processing the request.

Examples:

Example 1 - Get all attachments for an activity

GetByIDsHttpStatusCodes Class Reference

Detailed Description

Success Status codes

200 - OK

- The request was successfully executed

Failure Status codes

400 - Bad Request

- Unsupported query or common parameter in request URL
- Invalid value of common parameter in request URL (e.g., unallowed value of `$order` , unsupported `$attribute` value etc.)
- `$order` provided without `$sort`
- More than 75 IDs are supplied in request URL

401 - Unauthorized

- X-egain-session request header is missing
- Session is invalid or expired

403 - Forbidden

- The user does not have sufficient permissions to view one or more of the requested resources

404 - Not Found

- One or more of the requested resource IDs does not exist

406 - Not Acceptable

- Invalid 'Accept-Language' header value

500 - Internal server error

GetCaseAttributesExamples Class Reference

Detailed Description

Examples for Retrieve Case Attribute Metadata

Example 1 - Get the metadata for custom attributes

This example demonstrates the following:

- Getting the metadata for custom attributes of case resource.

XML

Request

Method	URL
GET	`/ws/v12/interaction/case/attributes?$attribute=custom`

Request headers

Name	Values
X-egain-session	valid session ID
Accept	`application/xml`
Accept-Language	`en-US`

Response:

HTTP/1.1 200 OK

Response headers

Name	Values
X-egain-session	current session ID
Content-Type	`application/xml`

Response body

```
<?xml version="1.0" encoding="UTF-8"?><attributes
xmlns="http://bindings.egain.com/ws/model/v12/gen/common/attribute" resource="case">
<attribute name="duration" custom="true">        <dataSize>9</dataSize>
<dataType>integer</dataType>    </attribute>    <attribute name="priorcaselist" custom="true">
<dataSize>1024</dataSize>        <dataType>string</dataType>    </attribute>    <attribute
name="issuetype" custom="true">        <dataSize>255</dataSize>
<dataType>stringList</dataType>        <options isMultiSelect="false">            <option>
<value>1</value>                <displayValue>Electrical</displayValue>            </option>
<option isDefault="true">                <value>2</value>
<displayValue>Mechanical</displayValue>            </option>            <option>
<value>3</value>                <displayValue>Body</displayValue>            </option>
</options>    </attribute></attributes>
```

JSON

Request

Method	URL
GET	`/ws/v12/interaction/case/attributes?$attribute=custom`

Request headers

Name	Values
X-egain-session	valid session ID
Accept	`application/json`
Accept-Language	`en-US`

Response:

HTTP/1.1 200 OK

Response headers

Name	Values
X-egain-session	current session ID
Content-Type	`application/json`

Response body


```
{    "attribute": [        {            "dataSize": 9,            "dataType": "integer",
"name": "duration",            "custom": true        },        {            "dataSize": 1024,
"dataType": "string",            "name": "priorcaselist",            "custom": true        },
{            "dataSize": 255,            "dataType": "stringList",            "options": {
"option": [                    {                        "value": "1",
"displayValue": "Electrical"                    },                    {
"value": "2",                        "displayValue": "Mechanical",
"isDefault": true                    },                    {                        "value": "3",
"displayValue": "Body"                    }                ],                "isMultiSelect":
false            },            "name": "issuetype",            "custom": true        }    ],
"resource": "case"}
```

GetCaseAttributesPage Class Reference

Detailed Description

Get Case Attributes

Overview

This API allows retrieving the metadata for custom attributes of case resource.

Since:

11.6

APIs

Method	URL	Description
GET	`/ws/v12/interaction/case/attributes`	Retrieve attribute metadata for case resource.

Authentication

Authentication is required. The client must be logged in to call this API. Each API request must contain X-egain-session request header returned by Login API.

Permissions

No permissions are required.

Licenses

The logged in user must have the following licenses:

- ECE CIH Platform

Request

Request headers

Name	Description	Allowed values	Default value
X-egain-session	Session ID obtained from Login API response header	N/A	N/A
Accept	Content type accepted by client	`application/xml` or `application/json`	N/A
Accept-Language	Language locale accepted by client	Supported 'Accept-Language'	`default system language`

	(used for locale specific fields in resource representation and in error responses)	header codes	

Supported API specific query parameters

None.

Supported common query parameters

- $attribute: Must be provided to get metadata for case attributes. Refer to Supported Common Query Parameters in ECE REST API for details.

The value of $attribute must be "custom".

Response

Response headers

Name	Description	Possible values
X-egain-session	Session ID of the current user session	N/A
Content-Type	Media type of response body	`application/xml` or `application/json`

Response body

The response body can be in either XML or JSON format.

Response body XML schemas:

- Attributes Schema - used in case of success
- Error - used in case of error

HTTP status codes

Success Status codes

200 - OK

- The request executed successfully.

204 - No content

- No content to return. Applicable when no custom attributes are configured for the case resource.

Failure Status codes

400 - Bad Request

- Unsupported query parameter is sent in request URL.
- Required common query parameter is not provided. Refer Supported common query parameters section for more details.

401 - Unauthorized

- X-egain-session request header is missing.
- Session is invalid or expired.

406 - Not Acceptable

- Invalid 'Accept-Language' header value.

500 - Internal server error

Examples:

Example 1 - Get the metadata for custom attributes

GetCaseByIdExamples Class Reference

Detailed Description

Examples for search for cases

Example 1 - Get summary attributes of a case

This example demonstrates the following:

- Getting summary attribute for a case.

XML

Request

Method	URL
GET	`/ws/v15/context/interaction/case/1002`

Request headers

Name	Values
X-egain-session	valid session ID
Accept	`application/xml`
Accept-Language	`en-US`

Response:

HTTP/1.1 200 OK

Response headers

Name	Values
X-egain-session	current session ID
Content-Type	`application/xml`

Response body

```
<?xml version="1.0" encoding="UTF-8" standalone="yes" ?><cases
xmlns="http://bindings.egain.com/ws/model/v15/gen/interaction/case"
xmlns:ns2="http://bindings.egain.com/ws/model/v15/gen/interaction/activity"
xmlns:ns3="http://bindings.egain.com/ws/model/v15/gen/platform"
xmlns:ns4="http://bindings.egain.com/ws/model/v15/gen/common"
xmlns:ns5="http://bindings.egain.com/ws/model/v15/gen/interaction/folder"
xmlns:ns6="http://bindings.egain.com/ws/model/v15/gen/interaction/customer"
xmlns:ns7="http://bindings.egain.com/ws/model/v15/gen/interaction/contactperson"
xmlns:ns8="http://bindings.egain.com/ws/model/v15/gen/interaction/contactpoint"
xmlns:ns9="http://bindings.egain.com/ws/model/v15/gen/interaction/attachment"
xmlns:ns10="http://bindings.egain.com/ws/model/v15/gen/mail/alias"
xmlns:ns11="http://bindings.egain.com/ws/model/v15/gen/live/entrypoint">    <case id="1002">
<link rel="self" href="/system/ws/v15/context/interaction/case/1002"/>        <activities>
<ns2:link rel="activity" href="/system/ws/v15/context/interaction/activity?case=1002"/>
```

```
</activities>        <status>            <ns4:value>open</ns4:value>
<ns4:displayValue>Open</ns4:displayValue>        </status>        <customer id="1002">
<ns6:link rel="customer" href="/system/ws/v15/context/interaction/customer"/>
<ns6:customerName>John Davis</ns6:customerName>        </customer>
<subject>offers</subject>    </case></cases>
```

JSON

Request

Method	URL
GET	`/ws/v15/context/interaction/case/1002`

Request headers

Name	Values
X-egain-session	valid session ID
Accept	`application/json`
Accept-Language	`en-US`

Response:

HTTP/1.1 200 OK

Response headers

Name	Values
X-egain-session	current session ID
Content-Type	`application/json`

Response body

```
{    "case": [        {            "link": {                "rel": "self",                "href":
"/system/ws/v15/context/interaction/case/1002"            },            "activities": {
"link": {                    "rel": "activity",                "href":
"/system/ws/v15/context/interaction/activity?case=1002"                }            },
"status": {                "value": "open",                "displayValue": "Open"            },
"customer": {                "link": {                "rel": "customer",
"href": "/system/ws/v15/context/interaction/customer"                },
"customerName": "John Davis",                "id": 1002            },            "subject":
"offers",            "id": 1002        }    ]}
```

Example 2 - Get summary attributes and an additional attribute of a case

This example demonstrates the following:

- Getting summary attribute and a custom attribute for a case.

XML

Request

Method	URL
GET	/ws/v15/context/interaction/case/1002?$attribute=custom.work_status

Request headers

Name	Values
X-egain-session	valid session ID
Accept	application/xml
Accept-Language	en-US

Response:

HTTP/1.1 200 OK

Response headers

Name	Values
X-egain-session	current session ID
Content-Type	application/xml

Response body

```
<?xml version="1.0" encoding="UTF-8" standalone="yes" ?><cases
xmlns="http://bindings.egain.com/ws/model/v15/gen/interaction/case"xmlns:ns2="http://bindings.ega
in.com/ws/model/v15/gen/interaction/activity"xmlns:ns3="http://bindings.egain.com/ws/model/v15/ge
n/platform"xmlns:ns4="http://bindings.egain.com/ws/model/v15/gen/common"xmlns:ns5="http://binding
s.egain.com/ws/model/v15/gen/interaction/folder"xmlns:ns6="http://bindings.egain.com/ws/model/v15
/gen/interaction/customer"xmlns:ns7="http://bindings.egain.com/ws/model/v15/gen/interaction/conta
ctperson"xmlns:ns8="http://bindings.egain.com/ws/model/v15/gen/interaction/contactpoint"xmlns:ns9
="http://bindings.egain.com/ws/model/v15/gen/interaction/attachment"xmlns:ns10="http://bindings.e
gain.com/ws/model/v15/gen/mail/alias"xmlns:ns11="http://bindings.egain.com/ws/model/v15/gen/live/
entrypoint">    <case id="1002">        <link rel="self"
href="/system/ws/v15/context/interaction/case/1002"/>       <activities>           <ns2:link
rel="activity" href="/system/ws/v15/context/interaction/activity?case=1002"/>
</activities>       <status>           <ns4:value>open</ns4:value>
<ns4:displayValue>Open</ns4:displayValue>       </status>       <customer id="1002">
<ns6:link rel="customer" href="/system/ws/v15/context/interaction/customer"/>
<ns6:customerName>John Davis</ns6:customerName>       </customer>
<subject>offers</subject>       <customAttributes>           <ns4:customAttribute>
<ns4:attribName>work_status</ns4:attribName>               <ns4:attribValues>
<ns4:attribValue>                       <ns4:value>pending</ns4:value>
<ns4:displayValue>Pending</ns4:displayValue>                   </ns4:attribValue>
</ns4:attribValues>           </ns4:customAttribute>       </customAttributes>
</case></cases>
```

JSON

Request

Method	URL
GET	/ws/v15/context/interaction/case/1002?$attribute=custom.work_status

Request headers

Name	Values
X-egain-session	valid session ID
Accept	application/json
Accept-Language	en-US

Response:

HTTP/1.1 200 OK

Response headers

Name	Values
X-egain-session	current session ID
Content-Type	application/json

Response body


```
{    "case": [        {            "link": {                "rel": "self",                "href":
"/system/ws/v15/context/interaction/case/1002"            },            "activities": {
"link": {                    "rel": "activity",                    "href":
"/system/ws/v15/context/interaction/activity?case=1002"                }            },
"status": {                "value": "open",                "displayValue": "Open"            },
"customer": {                "link": {                    "rel": "customer",
"href": "/system/ws/v15/context/interaction/customer"                },
"customerName": "John Davis",                "id": 1002            },            "subject":
"offers",            "customAttributes": {                "customAttribute": [
{                    "attribName": "work_status",                    "attribValues": {
"attribValue": [                        {                            "value":
"pending",                        "displayValue": "Pending"
}                    ]                }                }            ]
},            "id": 1002        }    ]}
```

Example 3 - Get all attributes of a case

This example demonstrates the following:

- Getting all attributes of a case.

XML

Request

Method	URL
GET	/ws/v15/context/interaction/case/1002?$attribute=all

Request headers

Name	Values
X-egain-session	valid session ID
Accept	application/xml
Accept-Language	en-US

Response:

HTTP/1.1 200 OK

Response headers

Name	Values
X-egain-session	current session ID
Content-Type	application/xml

Response body

```
<?xml version="1.0" encoding="UTF-8" standalone="yes" ?><cases
xmlns="http://bindings.egain.com/ws/model/v15/gen/interaction/case"xmlns:ns2="http://bindings.ega
in.com/ws/model/v15/gen/interaction/activity"xmlns:ns3="http://bindings.egain.com/ws/model/v15/ge
n/platform"xmlns:ns4="http://bindings.egain.com/ws/model/v15/gen/common"xmlns:ns5="http://binding
s.egain.com/ws/model/v15/gen/interaction/folder"xmlns:ns6="http://bindings.egain.com/ws/model/v15
/gen/interaction/customer"xmlns:ns7="http://bindings.egain.com/ws/model/v15/gen/interaction/conta
ctperson"xmlns:ns8="http://bindings.egain.com/ws/model/v15/gen/interaction/contactpoint"xmlns:ns9
="http://bindings.egain.com/ws/model/v15/gen/interaction/attachment"xmlns:ns10="http://bindings.e
gain.com/ws/model/v15/gen/mail/alias"xmlns:ns11="http://bindings.egain.com/ws/model/v15/gen/live/
entrypoint">    <case id="1002">        <link rel="self"
href="/system/ws/v15/context/interaction/case/1002"/>       <activities>            <ns2:link
rel="activity" href="/system/ws/v15/context/interaction/activity?case=1002"/>
</activities>        <status>            <ns4:value>open</ns4:value>
<ns4:displayValue>Open</ns4:displayValue>        </status>        <customer id="1002">
<ns6:link rel="customer" href="/system/ws/v15/context/interaction/customer"/>
<ns6:customerName>John Davis</ns6:customerName>        </customer>
<subject>offers</subject>        <created date="2016-04-01T21:00:42.000Z"/>
<recentActivityDate>2016-08-05T00:17:11.000Z</recentActivityDate>
<unreadActivityCount>3</unreadActivityCount>        <customAttributes>
<ns4:customAttribute>               <ns4:attribName>work_status</ns4:attribName>
<ns4:attribValues>                   <ns4:attribValue>
<ns4:value>pending</ns4:value>
<ns4:displayValue>Pending</ns4:displayValue>                   </ns4:attribValue>
</ns4:attribValues>           </ns4:customAttribute>       </customAttributes>
</case></cases>
```

JSON

Request

Method	URL
GET	/ws/v15/context/interaction/case/1002?$attribute=all

Request headers

Name	Values
X-egain-session	valid session ID
Accept	application/json
Accept-Language	en-US

Response:

HTTP/1.1 200 OK

Response headers

Name	Values
X-egain-session	current session ID
Content-Type	application/json

Response body


```
{    "case": [        {            "link": {                "rel": "self",                "href":
"/system/ws/v15/context/interaction/case/1002"            },            "activities": {
"link": {                    "rel": "activity",                "href":
"/system/ws/v15/context/interaction/activity?case=1002"                }            },
"status": {                "value": "open",                "displayValue": "Open"            },
"customer": {                "link": {                    "rel": "customer",
"href": "/system/ws/v15/context/interaction/customer"                },
"customerName": "John Davis",                "id": 1002            },            "subject":
"offers",            "created": {                "date": "2016-04-01T21:00:42.000Z"            },
"recentActivityDate": "2016-08-05T00:17:11.000Z",            "unreadActivityCount": 3,
"customAttributes": {                "customAttribute": [                    {
"attribName": "work_status",                    "attribValues": {
"attribValue": [                                {                                "value":
"pending",                                "displayValue": "Pending"
}                            ]                        }                    }                ]
},            "id": 1002        }    ]}
```

Example 4 - Get summary attributes of a case of another customer

This example demonstrates the following:

- Getting summary attribute for a case of another customer.
- URLs in the links of a case representation when case belongs to another customer.
- Since the case does not belong to the logged in customer, the custom representation within the case is omitted.

XML

Request

Method	URL
GET	`/ws/v15/context/interaction/case/1095?customer=1000`

Request headers

Name	Values
X-egain-session	valid session ID
Accept	`application/xml`
Accept-Language	`en-US`

Response:

HTTP/1.1 200 OK

Response headers

Name	Values
X-egain-session	current session ID
Content-Type	`application/xml`

Response body

```
<?xml version="1.0" encoding="UTF-8" standalone="yes" ?><cases
xmlns="http://bindings.egain.com/ws/model/v15/gen/interaction/case"xmlns:ns2="http://bindings.ega
in.com/ws/model/v15/gen/interaction/activity"xmlns:ns3="http://bindings.egain.com/ws/model/v15/ge
n/platform"xmlns:ns4="http://bindings.egain.com/ws/model/v15/gen/common"xmlns:ns5="http://binding
s.egain.com/ws/model/v15/gen/interaction/folder"xmlns:ns6="http://bindings.egain.com/ws/model/v15
/gen/interaction/customer"xmlns:ns7="http://bindings.egain.com/ws/model/v15/gen/interaction/conta
ctperson"xmlns:ns8="http://bindings.egain.com/ws/model/v15/gen/interaction/contactpoint"xmlns:ns9
="http://bindings.egain.com/ws/model/v15/gen/interaction/attachment"xmlns:ns10="http://bindings.e
gain.com/ws/model/v15/gen/mail/alias"xmlns:ns11="http://bindings.egain.com/ws/model/v15/gen/live/
entrypoint">    <case id="1095">        <link rel="self"
href="/system/ws/v15/context/interaction/case/1095?customer=1000"/>        <activities>
<ns2:link rel="activity"
href="/system/ws/v15/context/interaction/activity?case=1095&amp;customer=1000"/>
</activities>        <status>            <ns4:value>open</ns4:value>
<ns4:displayValue>Open</ns4:displayValue>        </status>        <subject>Issue with mobile
[#1095]</subject>    </case></cases>
```

JSON

Request

Method	URL
GET	`/ws/v15/context/interaction/case/1095?customer=1000`

Request headers

Name	Values
X-egain-session	valid session ID
Accept	`application/json`
Accept-Language	`en-US`

Response:

HTTP/1.1 200 OK

Response headers

Name	Values
X-egain-session	current session ID
Content-Type	`application/json`

Response body

```
{    "case": [        {            "link": {                "rel": "self",                "href":
"/system/ws/v15/context/interaction/case/1095?customer=1000"            },
"activities": {                "link": {                    "rel": "activity",
"href": "/system/ws/v15/context/interaction/activity?case=1095&customer=1000"                }
},            "status": {                "value": "open",                "displayValue": "Open"
},            "subject": "Issue with mobile [#1095]",            "id": 1095        }    ]}
```

GetCaseByIdPage Class Reference

Detailed Description

Get case by ID

Overview

This API allows users to retrieve a case identified by case ID.

This API will succeed only if the requested case contains at least one activity visible to the customer (self, or customer specified through "customer" query parameter). Refer the page Activities visible to a customer for more information about the activities visible to the customer.

Since:

11.6

APIs

Method	URL	Description
GET	`/ws/v15/context/interaction/case/{ID}`	Retrieve case by ID.{ID}: case ID.

Authentication

Authentication is required. The customer must be logged in to call this API. Each API request must contain X-egain-session request header returned by Login API.

Permissions

- All authenticated customers can access this API.
- If the query parameter customer={ID} is provided, the logged in customer must be authorized to perform this action on behalf of the customer specified through the "customer" query parameter. Otherwise, the application will return a 400 (bad request) response code. Refer Customer grants for more information about authorization.

Request

Request headers

Name	Description	Allowed values	Default value
X-egain-session	Session ID obtained from Login API response header	N/A	N/A
Accept	Content type accepted by client	`application/xml` or `application/j`	N/A

		son	
Accept-Language	Language locale accepted by client (used for locale specific fields in resource representation and in error responses)	Supported 'Accept-Language' header codes	default system language

Supported API specific query parameters

The below API specific parameters are supported:

- customer={ID}: ID of the customer of the case. For this API to be successful, the logged in customer must be authorized to perform this action on behalf of the customer specified through "customer" query parameter. Refer Customer grants for more information about authorization.

Supported common query parameters

Refer to Supported Common Query Parameters in ECE REST API page for detailed description of each common parameter listed below.

- $attribute - Values of $attribute common parameter supported by Case Resource

Response

Response headers

Name	Description	Possible values
X-egain-session	Session ID of the current user session	N/A
Content-Type	Media type of response body	application/xml or application/json

Response body xml schemas:

- Cases Schema - used in case of success
- Error - used in case of error

Summary attributes always returned in server response

See Summary attributes of Case Resource for the list of summary attributes returned in server response.

NOTE: If the case belongs to the logged in customer, all requested attributes will be returned. If the case belongs to a different customer, then all requested attributes except customer would be returned.

Additional attributes returned in server response if explicitly requested by client

Server can be prompted to return additional attributes of resource representation using $attribute common query parameter. Values of $attribute common parameter supported by

Case Resource for the list of allowed attribute names.

HTTP status codes

Success Status codes

200 - OK

- The request was successfully executed

Failure Status codes

400 - Bad Request

- Unsupported query parameter is provided in the request
- Invalid value of common parameter in request URL (e.g. unsupported $attribute value)
- The logged in customer does not have grants on the customer provided through the query parameter "customer".

401 - Unauthorized

- X-egain-session request header is missing
- Session is invalid or expired

404 - Not Found

- Requested case ID does not exist
- Requested case ID is not visible to the logged in customer

406 - Not Acceptable

- Invalid 'Accept-Language' header value

500 - Internal server error

Examples:

Example 1 - Get summary attributes of a case
Example 2 - Get summary attributes and an additional attribute of a case
Example 3 - Get all attributes of a case
Example 4 - Get summary attributes of a case of another customer

GetCasesByIdsPage Class Reference

Detailed Description

Get Cases by IDs

Overview

This API allows users to retrieve one or more cases identified by case IDs. To provide multiple IDs, a comma separated string must be used in request URI. A maximum of 75 IDs is allowed per request. Neither pagination nor range query parameters are supported by this API.

Since:

11.6

APIs

Method	URL	Description
GET	`/ws/v12/interaction/case/{IDs}`	Retrieve cases by their IDs. {IDs}: a comma separated string of case IDs.

Authentication

Authentication is required. The client must be logged in to call this API. Each API request must contain X-egain-session request header returned by Login API.

Permissions

All of the following are required:

- 'View Agent Console' action.
- All requested cases must satisfy one of the following:
  - case belongs to user's home department;
  - case belongs to a department where the user is a foreign user;
  - the department of the case is shared with the department of the user, and as part of this sharing, activity sharing is enabled as well.

Licenses

The logged in user must have the following licenses:

- ECE CIH Platform

Request

Request headers

Name	Description	Allowed values	Default value

X-egain-session	Session ID obtained from Login API response header	N/A	N/A
Accept	Content type accepted by client	`application/xml` or `application/json`	N/A
Accept-Language	Language locale accepted by client (used for locale specific fields in resource representation and in error responses)	Supported 'Accept-Language' header codes	`default system language`

Supported API specific query parameters

None

Supported common query parameters

Refer to Supported Common Query Parameters in ECE REST API page for detailed description of each common parameter listed below.

- $attribute - Values of $attribute common parameter supported by Case Resource
- $sort - Values of $sort common parameter supported by Case Resource
- $order

Response

Response headers

Name	Description	Possible values
X-egain-session	Session ID of the current user session	N/A
Content-Type	Media type of response body	`application/xml` or `application/json`

Response body xml schemas

- Cases Schema - used in case of success
- Error - used in case of error

Summary attributes always returned in server response

Summary attributes of Case Resource

Additional attributes returned in server response if explicitly requested by client

Server can be prompted to return additional attributes of resource representation using `$attribute` common query parameter. Values of $attribute common parameter supported by Case Resource for the list of allowed attribute names.

HTTP status codes

Success Status codes

200 - OK

- The request was successfully executed

Failure Status codes

400 - Bad Request

- Unsupported query or common parameter in request URL
- Invalid value of common parameter in request URL (e.g., unallowed value of `$order` , unsupported `$attribute` value etc.)
- `$order` provided without `$sort`
- More than 75 IDs are supplied in request URL

401 - Unauthorized

- X-egain-session request header is missing
- Session is invalid or expired

403 - Forbidden

- The user does not have sufficient permissions to view one or more of the requested resources

404 - Not Found

- One or more of the requested resource IDs does not exist

406 - Not Acceptable

- Invalid 'Accept-Language' header value

500 - Internal server error

Examples:

Example 1 - Get summary attributes for a single case
Example 2 - Get all attributes for a single case
Example 3 - Get summary attributes and additional attributes for multiple cases
Example 4 - Get multiple cases sorted on department
Example 5 - Get multiple cases sorted on customer name

GetCustomerAttributesExamples Class Reference

Detailed Description

Examples for Retrieve Customer Attribute Metadata

Example 1 - Get metadata for an attribute

This example demonstrates the following:

- Getting metadata for a single attribute. This example retrieves the details of the "type" attribute of the customer resource.

XML

Request

Method	URL
GET	`/ws/v12/interaction/customer/attributes?$attribute=type`

Request headers

Name	Values
X-egain-session	valid session ID
Accept	`application/xml`
Accept-Language	`en-US`

Response:

HTTP/1.1 200 OK

Response headers

Name	Values
X-egain-session	current session ID
Content-Type	`application/xml`

Response body

```
<?xml version="1.0" encoding="UTF-8"?><attributes
xmlns="http://bindings.egain.com/ws/model/v12/gen/common/attribute" resource="customer">
<attribute name="type">        <attribute name="group">            <attribute name="type">
<dataSize>255</dataSize>                <dataType>stringList</dataType>                <options>
<option>                    <value>association</value>
<displayValue>Association</displayValue>                    </option>                    <option>
<value>club</value>                        <displayValue>Club</displayValue>
</option>                    <option>                        <value>household</value>
<displayValue>Household</displayValue>                    </option>                    <option>
<value>joint_account</value>                        <displayValue>Joint Account</displayValue>
</option>                    <option>                        <value>membership</value>
<displayValue>Membership</displayValue>                    </option>                    <option>
<value>other</value>                        <displayValue>Other</displayValue>
```

```
</option>                    <option>                        <value>test121</value>
<displayValue>Test121</displayValue>                    </option>                </options>
</attribute>            <attribute name="region">                <dataSize>255</dataSize>
<dataType>stringList</dataType>                <options>                    <option>
<value>Asia Pacific</value>                    </option>                    <option>
<value>Austrlasia</value>                    </option>                   <option>
<value>Europe</value>                    </option>                   <option>
<value>United States</value>                    </option>                   </options>
</attribute>        </attribute>        <attribute name="corporate">            <attribute
name="region">                <dataSize>255</dataSize>
<dataType>stringList</dataType>                <options>                    <option>
<value>Asia Pacific</value>                    </option>                    <option>
<value>Austrlasia</value>                    </option>                   <option>
<value>Europe</value>                    </option>                   <option>
<value>United States</value>                    </option>                   </options>
</attribute>        </attribute>    </attribute></attributes>
```

JSON

Request

Method	URL
GET	`/ws/v12/interaction/customer/attributes?$attribute=type`

Request headers

Name	Values
X-egain-session	valid session ID
Accept	`application/json`
Accept-Language	`en-US`

Response:

HTTP/1.1 200 OK

Response headers

Name	Values
X-egain-session	current session ID
Content-Type	`application/json`

Response body

```
{    "attribute": [        {            "attribute": [                {
"attribute": [                    {                            "dataSize": 255,
"dataType": "stringList",                            "options": {
"option": [                                {                                    "value":
"association",                                    "displayValue": "Association"
},                                {                                    "value": "club",
"displayValue": "Club"                                },                                {
"value": "household",                                    "displayValue": "Household"
},                                {                                    "value":
"joint_account",                                  "displayValue": "Joint Account"
},                                {                                    "value":
"membership",                                "displayValue": "Membership"
},                                {                                    "value": "other",
"displayValue": "Other"                                },
{                                   "value": "test121",
"displayValue": "Test121"                                }                                ]
},                            "name": "type"                        },                        {
```

```
"dataSize": 255,                              "dataType": "stringList",
"options": {                                  "option": [                                        {
"value": "Asia Pacific"                                        },                                       {
"value": "Austrlasia"                                        },                                       {
"value": "Europe"                                        },                                       {
"value": "United States"                                        }                                  ]
},                              "name": "region"                        }                    ],
"name": "group"                 },                {                     "attribute": [
{                              "dataSize": 255,                            "dataType": "stringList",
"options": {                                  "option": [                                        {
"value": "Asia Pacific"                                        },                                       {
"value": "Austrlasia"                                        },                                       {
"value": "Europe"                                        },                                       {
"value": "United States"                                        }                                  ]
},                              "name": "region"                        }                    ],
"name": "corporate"                 }            ],            "name": "type"        }    ],
"resource": "customer"}
```

Example 2 - Get metadata for multiple attributes

This example demonstrates the following:

- Getting the metadata for multiple attributes. This example gets the metadata for the following attributes: country, industry, level and contactPersons.

XML

Request

Method	URL
GET	`/ws/v12/interaction/customer/attributes?$attribute=country,industry,level,contactPersons`

Request headers

Name	Values
X-egain-session	valid session ID
Accept	`application/xml`
Accept-Language	`en-US`

Response:

HTTP/1.1 200 OK

Response headers

Name	Values
X-egain-session	current session ID
Content-Type	`application/xml`

Response body


```
<?xml version="1.0" encoding="UTF-8"?><attributes
xmlns="http://bindings.egain.com/ws/model/v12/gen/common/attribute" resource="customer">
<attribute name="country">        <dataSize>255</dataSize>        <dataType>stringList</dataType>
```

```
<options>            <option>                <value>Afghanistan</value>            </option>
<option>                <value>Albania</value>            </option>             <!-- .... more
countries -->        </options>    </attribute>    <attribute name="industry">
<dataSize>255</dataSize>        <dataType>stringList</dataType>        <options>
<option>                <value>finance</value>
<displayValue>Finance</displayValue>            </option>            <option>
<value>health_care</value>               <displayValue>Health care</displayValue>
</option>            <option>                <value>telecom</value>
<displayValue>Telecom</displayValue>            </option>        </options>    </attribute>
<attribute name="level">        <dataSize>255</dataSize>        <dataType>stringList</dataType>
<options>            <option>                <value>gold</value>
<displayValue>Gold</displayValue>            </option>            <option>
<value>platinum</value>               <displayValue>Platinum</displayValue>            </option>
<option>                <value>premium</value>
<displayValue>Premium</displayValue>            </option>            <option>
<value>silver</value>                <displayValue>Silver</displayValue>            </option>
<option>                <value>standard</value>
<displayValue>Standard</displayValue>            </option>        </options>    </attribute>
<attribute name="contactPersons">        <attribute name="contactPerson">            <attribute
name="type">                <dataSize>255</dataSize>
<dataType>stringList</dataType>               <options>                    <option>
<value>billing</value>                      <displayValue>Billing</displayValue>
</option>                    <option>                        <value>legal</value>
<displayValue>Legal</displayValue>                    </option>                    <option>
<value>shipping</value>                     <displayValue>Shipping</displayValue>
</option>                    <option>                        <value>technical</value>
<displayValue>Technical</displayValue>                    </option>                </options>
</attribute>            <attribute name="identification">               <attribute name="type">
<dataSize>255</dataSize>                   <dataType>stringList</dataType>
<options>                       <option>                            <value>License</value>
</option>                       <option>                            <value>Passport</value>
</option>                       <option>                            <value>SSN</value>
</option>                   </options>               </attribute>            </attribute>
<attribute name="second_id" custom="true">               <dataSize>8</dataSize>
<dataType>stringList</dataType>              <options isMultiSelect="false">
<option>                    <value>1</value>
<displayValue>Passport</displayValue>                    </option>                    <option>
<value>2</value>                        <displayValue>Driving License</displayValue>
</option>                   <option>                        <value>3</value>
<displayValue>SSN</displayValue>                   </option>                    <option>
<value>4</value>                        <displayValue>DMV ID</displayValue>
</option>                </options>            </attribute>            <attribute
name="second_id_value" custom="true">               <dataSize>100</dataSize>
<dataType>string</dataType>            </attribute>            <attribute name="contactPoints">
<attribute name="contactPoint">                   <attribute name="activeness" custom="true">
<dataSize>9</dataSize>                     <dataType>integer</dataType>
</attribute>               </attribute>            </attribute>       </attribute>
</attribute></attributes>
```

JSON

Request

Method	URL
GET	`/ws/v12/interaction/customer/attributes?$attribute=country,industry,level,contactPersons`

Request headers

Name	Values
X-egain-session	valid session ID

Accept	application/json
Accept-Language	en-US

Response:

HTTP/1.1 200 OK

Response headers

Name	Values
X-egain-session	current session ID
Content-Type	application/json

Response body


```
{    "attribute": [        {            "dataSize": 255,            "dataType": "stringList",
"options": {                "option": [                    {                        "value":
"Afghanistan"                    },                    {                        "value":
"Albania"                    }                    <!-- .... more countries -->                ]
},            "name": "country"        },        {            "dataSize": 255,
"dataType": "stringList",            "options": {                "option": [                    {
"value": "finance",                        "displayValue": "Finance"                    },
{                        "value": "health_care",                        "displayValue": "Health
care"                    },                    {                        "value": "telecom",
"displayValue": "Telecom"                    }                ]            },            "name":
"industry"        },        {            "dataSize": 255,            "dataType": "stringList",
"options": {                "option": [                    {                        "value":
"gold",                    "displayValue": "Gold"                    },                    {
"value": "platinum",                        "displayValue": "Platinum"                    },
{                        "value": "premium",                        "displayValue": "Premium"
},                    {                        "value": "silver",
"displayValue": "Silver"                    },                    {
"value": "standard",                        "displayValue": "Standard"                    }
]            },            "name": "level"        },        {            "attribute": [
{                "attribute": [                        {
"dataSize": 255,                        "dataType": "stringList",
"options": {                        "option": [                        {
"value": "billing",                            "displayValue": "Billing"
},                    {                            "value": "legal",
"displayValue": "Legal"                        },
{                        "value": "shipping",
"displayValue": "Shipping"                        },
{                        "value": "technical",
"displayValue": "Technical"                        }                    ]
},                    "name": "type"                    },                {
"attribute": [                        {                    "dataSize":
255,                    "dataType": "stringList",
"options": {                        "option": [
{                            "value": "License"
},                        {
"value": "Passport"                        },
{                            "value": "SSN"
}                    ]                },
"name": "type"                    }                ],
"name": "identification"                },                {
"dataSize": 8,                    "dataType": "stringList",
"options": {                    "option": [                        {
"value": "1",                            "displayValue": "Passport"
},                    {                            "value": "2",
"displayValue": "Driving License"                        },
{                        "value": "3",
"displayValue": "SSN"                        },                    {
"value": "4",                            "displayValue": "DMV ID"
}                ],                        "isMultiSelect": false
},                    "name": "second_id",                        "custom": true
},                {                    "dataSize": 100,
"dataType": "string",                    "name": "second_id_value",
```

```
"custom": true                        },                        {
"attribute": [                                {                                "attribute": [
{                                            "dataSize": 9,
"dataType": "integer",                                          "name": "activeness",
"custom": true                                        }                                    ],
"name": "contactPoint"                                }                              ],
"name": "contactPoints"                        }                    ],                    "name":
"contactPerson"                }            ],            "name": "contactPersons"        }    ],
"resource": "customer"}
```

Example 3 - Get metadata for all attributes

This example demonstrates the following:

- Getting the metadata for all the attributes of the customer resource.

XML

Request

Method	URL
GET	`/ws/v12/interaction/customer/attributes?$attribute=all`

Request headers

Name	Values
X-egain-session	valid session ID
Accept	`application/xml`
Accept-Language	`en-US`

Response:

HTTP/1.1 200 OK

Response headers

Name	Values
X-egain-session	current session ID
Content-Type	`application/xml`

Response body


```
<?xml version="1.0" encoding="UTF-8"?><attributes
xmlns="http://bindings.egain.com/ws/model/v12/gen/common/attribute" resource="customer">
<attribute name="type">        <attribute name="group">            <attribute name="type">
<dataSize>255</dataSize>                <dataType>stringList</dataType>                <options>
<option>                        <value>association</value>
<displayValue>Association</displayValue>                    </option>                    <option>
<value>club</value>                        <displayValue>Club</displayValue>
</option>                    <option>                        <value>household</value>
<displayValue>Household</displayValue>                    </option>                    <option>
<value>joint_account</value>                        <displayValue>Joint Account</displayValue>
</option>                    <option>                        <value>membership</value>
<displayValue>Membership</displayValue>                    </option>                    <option>
<value>other</value>                        <displayValue>Other</displayValue>
</option>                    <option>                        <value>test121</value>
```

```
<displayValue>Test121</displayValue>                    </option>               </options>
</attribute>            <attribute name="region">               <dataSize>255</dataSize>
<dataType>stringList</dataType>                 <options>                   <option>
<value>Asia Pacific</value>                     </option>                   <option>
<value>Austrlasia</value>                     </option>                   <option>
<value>Europe</value>                     </option>                   <option>
<value>United States</value>                     </option>                  </options>
</attribute>        </attribute>        <attribute name="corporate">            <attribute
name="region">                <dataSize>255</dataSize>
<dataType>stringList</dataType>                 <options>                   <option>
<value>Asia Pacific</value>                     </option>                   <option>
<value>Austrlasia</value>                     </option>                   <option>
<value>Europe</value>                     </option>                   <option>
<value>United States</value>                     </option>                  </options>
</attribute>        </attribute>    </attribute>    <attribute name="country">
<dataSize>255</dataSize>        <dataType>stringList</dataType>         <options>
<option>                <value>Afghanistan</value>              </option>           <option>
<value>Albania</value>              </option>           <!-- .... more countries -->
</options>    </attribute>    <attribute name="industry">         <dataSize>255</dataSize>
<dataType>stringList</dataType>         <options>           <option>
<value>finance</value>                  <displayValue>Finance</displayValue>            </option>
<option>                <value>health_care</value>                  <displayValue>Health
care</displayValue>             </option>           <option>
<value>telecom</value>                  <displayValue>Telecom</displayValue>            </option>
</options>    </attribute>    <attribute name="level">        <dataSize>255</dataSize>
<dataType>stringList</dataType>         <options>           <option>
<value>gold</value>                 <displayValue>Gold</displayValue>           </option>
<option>                <value>platinum</value>
<displayValue>Platinum</displayValue>               </option>           <option>
<value>premium</value>                  <displayValue>Premium</displayValue>            </option>
<option>                <value>silver</value>                   <displayValue>Silver</displayValue>
</option>           <option>                <value>standard</value>
<displayValue>Standard</displayValue>               </option>       </options>    </attribute>
<attribute name="operations_in" custom="true">          <dataSize>1055</dataSize>
<dataType>stringList</dataType>         <options isMultiSelect="true">          <option>
<value>1</value>                <displayValue>Washington</displayValue>             </option>
<option>                <value>2</value>                    <displayValue>New York</displayValue>
</option>           <option>                <value>3</value>                    <displayValue>San
Jose</displayValue>             </option>           <option>                <value>4</value>
<displayValue>Chicago</displayValue>            </option>       </options>    </attribute>
<attribute name="contactPersons">           <attribute name="contactPerson">            <attribute
name="type">                <dataSize>255</dataSize>
<dataType>stringList</dataType>                 <options>                   <option>
<value>billing</value>                      <displayValue>Billing</displayValue>
</option>                   <option>                        <value>legal</value>
<displayValue>Legal</displayValue>                      </option>                   <option>
<value>shipping</value>                     <displayValue>Shipping</displayValue>
</option>                   <option>                        <value>technical</value>
<displayValue>Technical</displayValue>                      </option>               </options>
</attribute>            <attribute name="identification">               <attribute name="type">
<dataSize>255</dataSize>                    <dataType>stringList</dataType>
<options>                       <option>                            <value>License</value>
</option>                       <option>                            <value>Passport</value>
</option>                       <option>                            <value>SSN</value>
</option>                   </options>              </attribute>            </attribute>
<attribute name="second_id" custom="true">              <dataSize>8</dataSize>
<dataType>stringList</dataType>                 <options isMultiSelect="false">
<option>                    <value>1</value>
<displayValue>Passport</displayValue>                   </option>                   <option>
<value>2</value>                        <displayValue>Driving License</displayValue>
</option>                   <option>                        <value>3</value>
<displayValue>SSN</displayValue>                    </option>                   <option>
<value>4</value>                        <displayValue>DMV ID</displayValue>
</option>               </options>              </attribute>            <attribute
name="second_id_value" custom="true">               <dataSize>100</dataSize>
<dataType>string</dataType>             </attribute>            <attribute name="contactPoints">
<attribute name="contactPoint">                 <attribute name="activeness" custom="true">
<dataSize>9</dataSize>                  <dataType>integer</dataType>
</attribute>                </attribute>            </attribute>        </attribute>
</attribute></attributes>
```

JSON

Request

Method	URL
GET	`/ws/v12/interaction/customer/attributes?$attribute=all`

Request headers

Name	Values
X-egain-session	valid session ID
Accept	`application/json`
Accept-Language	`en-US`

Response:

HTTP/1.1 200 OK

Response headers

Name	Values
X-egain-session	current session ID
Content-Type	`application/json`

Response body


```
{    "attribute": [        {            "attribute": [                {
"attribute": [                    {                        "dataSize": 255,
"dataType": "stringList",                        "options": {
"option": [                            {                                "value":
"association",                                "displayValue": "Association"
},                                {                                "value": "club",
"displayValue": "Club"                                },                                {
"value": "household",                                "displayValue": "Household"
},                                {                                "value":
"joint_account",                                "displayValue": "Joint Account"
},                                {                                "value":
"membership",                                "displayValue": "Membership"
},                                {                                "value": "other",
"displayValue": "Other"                                },
{                                "value": "test121",
"displayValue": "Test121"                                }                            ]
},                        "name": "type"                    },                    {
"dataSize": 255,                        "dataType": "stringList",
"options": {                        "option": [                            {
"value": "Asia Pacific"                            },                            {
"value": "Austrlasia"                            },                            {
"value": "Europe"                            },                            {
"value": "United States"                            }                        ]
},                        "name": "region"                    }                    ],
"name": "group"                },                {                    "attribute": [
{                    "dataSize": 255,                        "dataType": "stringList",
"options": {                        "option": [                            {
"value": "Asia Pacific"                            },                            {
"value": "Austrlasia"                            },                            {
"value": "Europe"                            },                            {
"value": "United States"                            }                        ]
},                        "name": "region"                    }                    ],
"name": "corporate"                }            ],            "name": "type"        },        {
```

```
"dataSize": 255,            "dataType": "stringList",            "options": {
"option": [                    {                        "value": "Afghanistan"
},                    {                        "value": "Albania"                    }
<!-- .... more countries -->                                    ]            },            "name":
"country"        },        {            "dataSize": 255,            "dataType": "stringList",
"options": {                "option": [                    {                        "value":
"finance",                        "displayValue": "Finance"                    },
{                        "value": "health_care",                        "displayValue": "Health
care"                    },                    {                        "value": "telecom",
"displayValue": "Telecom"                    }                ]            },            "name":
"industry"        },        {            "dataSize": 255,            "dataType": "stringList",
"options": {                "option": [                    {                        "value":
"gold",                        "displayValue": "Gold"                    },                    {
"value": "platinum",                        "displayValue": "Platinum"                    },
{                        "value": "premium",                        "displayValue": "Premium"
},                    {                        "value": "silver",
"displayValue": "Silver"                    },                    {
"value": "standard",                        "displayValue": "Standard"                    }
]            },            "name": "level"        },        {            "dataSize": 1055,
"dataType": "stringList",            "options": {                "option": [                    {
"value": "1",                        "displayValue": "Washington"                    },
{                        "value": "2",                        "displayValue": "New York"
},                    {                        "value": "3",
"displayValue": "San Jose"                    },                    {
"value": "4",                        "displayValue": "Chicago"                    }
],                "isMultiSelect": true            },            "name": "operations_in",
"custom": true        },        {            "attribute": [                {
"attribute": [                        {                            "dataSize": 255,
"dataType": "stringList",                            "options": {
"option": [                                    {                                        "value":
"billing",                                        "displayValue": "Billing"
},                                    {                                        "value": "legal",
"displayValue": "Legal"                                    },
{                                        "value": "shipping",
"displayValue": "Shipping"                                    },
{                                        "value": "technical",
"displayValue": "Technical"                                    }                                ]
},                            "name": "type"                        },                        {
"attribute": [                                {                                "dataSize":
255,                                    "dataType": "stringList",
"options": {                                        "option": [
{                                                "value": "License"
},                                            {
"value": "Passport"                                            },
{                                                "value": "SSN"
}                                        ]                                        },
"name": "type"                                }                            ],
"name": "identification"                        },                        {
"dataSize": 8,                            "dataType": "stringList",
"options": {                                "option": [                                {
"value": "1",                                        "displayValue": "Passport"
},                                    {                                        "value": "2",
"displayValue": "Driving License"                                    },
{                                        "value": "3",
"displayValue": "SSN"                                    },                                {
"value": "4",                                        "displayValue": "DMV ID"
}                                ],                                "isMultiSelect": false
},                            "name": "second_id",                            "custom": true
},                        {                            "dataSize": 100,
"dataType": "string",                            "name": "second_id_value",
"custom": true                        },                        {
"attribute": [                                {                                "attribute": [
{                                            "dataSize": 9,
"dataType": "integer",                                        "name": "activeness",
"custom": true                                        }                                ],
"name": "contactPoint"                                }                            ],
"name": "contactPoints"                        }                    ],                    "name":
"contactPerson"                }            ],            "name": "contactPersons"        }    ],
"resource": "customer"}
```

GetCustomerAttributesPage Class Reference

Detailed Description

Get Customer Attributes

Overview

This API allows a user to retrieve metadata for attributes of customer resource.

Since:

11.6

APIs

Method	URL	Description
GET	`/ws/v12/interaction/customer/attributes`	Retrieve attribute metadata for customer resource.

Authentication

Authentication is required. The client must be logged in to call this API. Each API request must contain X-egain-session request header returned by Login API.

Permissions

No permissions are required.

Licenses

The logged in user must have the following licenses:

- ECE CIH Platform

Request

Request headers

Name	Description	Allowed values	Default value
X-egain-session	Session ID obtained from Login API response header	N/A	N/A
Accept	Content type accepted by client	`application/xml` or `application/json`	N/A
Accept-Language	Language locale accepted by client	Supported 'Accept-Language'	`default system language`

	(used for locale specific fields in resource representation and in error responses)	header codes	

Supported API specific query parameters

None

Supported common query parameters

- $attribute: Must be provided to get customer attributes. Refer to Supported Common Query Parameters in ECE REST API for details.

One of the following values must be provided for $attribute query parameter:

- type: Returns metadata for type and region attributes of customer resource. The specific attributes are:
  - group.type: Available group types
  - group.region: Regions configured in application for the customer resource
  - corporate.region: Regions configured in application for corporate customer
-
- country: Returns the list of the countries configured in application.
- industry: Returns the list of the industries configured in application.
- level: Returns the list of the levels configured in application.
- contactPersons: Returns metadata for attributes of contactPersons. Metadata of the following attributes of contactPersons is returned:
  - contactPerson.type: Types of contact persons configured in the application.
  - contactPerson.identification.type: Types of identification for contact person configured in the application.
  - contactPerson.contactPoints.contactPoint: Metadata information of the custom attributes configured for a contact point in the application.
  - Custom attributes of the contact Person.
-
- custom: Returns the custom attributes configured for customer resource.
- all: This attribute has a special meaning. If this is specified, all the supported attributes are returned.

Response

Response headers

Name	Description	Possible values
X-egain-session	Session ID of the current user session	N/A
Content-Type	Media type of response body	`application/xml` or `application/json`

Response body

The response body can be in either XML or JSON format.

Response body XML schemas:

- Attributes Schema - used in case of success
- Error - used in case of error

HTTP status codes

Success Status codes

200 - OK

- The request executed successfully.

204 - No content

- No content to return. For example, if only custom attributes are requested, and no custom attributes are configured for the customer resource.

Failure Status codes

400 - Bad Request

- Unsupported query parameter is sent in request URL.
- Required common query parameter is not provided. Refer the section "Supported common query parameters" for more details.

401 - Unauthorized

- X-egain-session request header is missing.
- Session is invalid or expired.

406 - Not Acceptable

- Invalid 'Accept-Language' header value.

500 - Internal server error

Examples:

Example 1 - Get metadata for an attribute
Example 2 - Get metadata for multiple attributes

Example 3 - Get metadata for all attributes

GetCustomerGrantExamples Class Reference

Detailed Description

Examples for GET grants of a customer

Example 1 - Get grants of a customer

This example demonstrates the following:

- Retrieving the grants for logged in customer who has grants on other customers, and has given grants to other customers.

XML

Request

Method	URL
GET	`/ws/v15/context/interaction/customer/grant`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Accept-Language	en-US

Response

HTTP/1.1 200 OK

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml

Response body

```
<?xml version="1.0" encoding="UTF-8" standalone="yes" ?><grants
xmlns="http://bindings.egain.com/ws/model/v15/gen/interaction/customer"xmlns:ns2="http://bindings
.egain.com/ws/model/v15/gen/interaction/case"xmlns:ns3="http://bindings.egain.com/ws/model/v15/ge
n/interaction/activity"xmlns:ns4="http://bindings.egain.com/ws/model/v15/gen/platform"xmlns:ns5="
http://bindings.egain.com/ws/model/v15/gen/common"xmlns:ns6="http://bindings.egain.com/ws/model/v
15/gen/interaction/folder"xmlns:ns7="http://bindings.egain.com/ws/model/v15/gen/interaction/attac
hment"xmlns:ns8="http://bindings.egain.com/ws/model/v15/gen/mail/alias"
xmlns:ns9="http://bindings.egain.com/ws/model/v15/gen/live/entrypoint"xmlns:ns10="http://bindings
.egain.com/ws/model/v15/gen/interaction/contactperson"xmlns:ns11="http://bindings.egain.com/ws/mo
del/v15/gen/interaction/contactpoint">    <grantsOn>        <customer id="1002">
<customerName>Kerry Simpson</customerName>        </customer>    </grantsOn>    <grantsTo>
<customer>            <customerName>Jacob Marshall</customerName>        </customer>
</grantsTo></grants>
```

JSON

Request

Method	URL
GET	`/ws/v15/interaction/customer/grant`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/json
Accept-Language	en-US

Response

HTTP/1.1 200 OK

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json

Response body

```
{    "grantsOn": {        "customer": [            {                "customerName": "Kerry
Simpson",               "id": 1002           }        ]    },    "grantsTo": {
"customer": [           {               "customerName": "Jacob Marshall"           }        ]
}}
```

GetCustomerGrantExamples Class Reference

Detailed Description

Examples for GET grants of a customer

Example 1 - Get grants of a customer

This example demonstrates the following:

- Retrieving the grants for a customer who has grants on other customers and has given grants to other customers.

XML

Request

Method	URL
GET	`/ws/v12/interaction/customer/1000/grant`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Accept-Language	en-US

Response

HTTP/1.1 200 OK

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml

Response body

```
<?xml version="1.0" encoding="UTF-8" standalone="yes" ?><grants
xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/customer"xmlns:ns2="http://bindings
.egain.com/ws/model/v12/gen/interaction/case"xmlns:ns3="http://bindings.egain.com/ws/model/v12/ge
n/interaction/activity"xmlns:ns4="http://bindings.egain.com/ws/model/v12/gen/platform"xmlns:ns5="
http://bindings.egain.com/ws/model/v12/gen/common"xmlns:ns6="http://bindings.egain.com/ws/model/v
12/gen/interaction/folder"xmlns:ns7="http://bindings.egain.com/ws/model/v12/gen/interaction/attac
hment"xmlns:ns8="http://bindings.egain.com/ws/model/v12/gen/mail/alias"xmlns:ns9="http://bindings
.egain.com/ws/model/v12/gen/live/entrypoint"xmlns:ns10="http://bindings.egain.com/ws/model/v12/ge
n/interaction/contactperson"xmlns:ns11="http://bindings.egain.com/ws/model/v12/gen/interaction/co
ntactpoint">    <grantsOn>        <customer id="1002">            <link rel="customer"
href="/system/ws/v12/interaction/customer/1002"/>            <customerName>Kerry
Simpson</customerName>        </customer>    </grantsOn>    <grantsTo>        <customer
id="1001">            <link rel="customer" href="/system/ws/v12/interaction/customer/1001"/>
<customerName>Jacob  Marshall</customerName>        </customer>    </grantsTo></grants>
```

JSON

Request

Method	URL
GET	`/ws/v12/interaction/customer/1000/grant`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/json
Accept-Language	en-US

Response

HTTP/1.1 200 OK

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json

Response body

```
{    "grantsOn": {        "customer": [            {                "link": {
"rel": "customer",                    "href": "/system/ws/v12/interaction/customer/1002"
},                "customerName": "Kerry  Simpson",                "id": 1002            }
]    },    "grantsTo": {        "customer": [            {                "link": {
"rel": "customer",                    "href": "/system/ws/v12/interaction/customer/1001"
},                "customerName": "Jacob  Marshall",                "id": 1001            }
]    }}
```

GetCustomerGrantPage Class Reference

Detailed Description

Get customer grants

Overview

This API allows users to get the grants of a customer based on customer ID. The response will have all the grants.

Refer Customer grants for information about what is a grant.

Since:

11.6

APIs

Method	URL	Description
GET	`/ws/v12/interaction/customer/{ID}/grant`	Retrieve grants for a customer based on customer ID. {ID}: ID of the customer.

Authentication

Authentication is required. The client must be logged in to call this API. Each API request must contain X-egain-session request header returned by Login API.

Permissions

All of the following are required:

- 'View Agent Console' action.
- If "customer departmentalization" setting is enabled in the application, the customer specified through ID must belong to either the user's home department, or to a department where the user is a foreign user.

Licenses

The logged in user must have the following licenses:

- ECE CIH Platform

Request

Request headers

Name	Description	Allowed values	Default value
X-egain-session	Session ID obtained from Login API	N/A	N/A

	response header		
Accept	Content type accepted by client	`application/xml` or `application/json`	N/A
Accept-Language	Language locale accepted by client (used for locale specific fields in resource representation and in error responses)	Supported 'Accept-Language' header codes	`default system language`

Supported API specific query parameters

None

Supported common query parameters

None

Response

Response headers

Name	Description	Possible values
X-egain-session	Session ID of the current user session	N/A
Content-Type	Media type of response body	`application/xml` or `application/json`

Response body xml schemas

- Grants Schema - used in case of success
- Error - used in case of error

Summary attributes always returned in server response

Summary attributes

Additional attributes returned in server response if explicitly requested by client

None

HTTP status codes

Success Status codes

200 - OK

- The request was successfully executed, and the grants are returned in the reponse body

204 - No Content

- The request was successfully executed, and no grants were found for the customer.

Failure Status codes

400 - Bad Request

- Any query parameter is provided in request URL

401 - Unauthorized

- X-egain-session request header is missing.
- Session is invalid or expired.

403 - Forbidden

- The user does not have sufficient permissions. Refer Permissions section for details.

404 - Not Found

- The requested resource ID does not exist

406 - Not Acceptable

- Invalid 'Accept-Language' header value

500 - Internal server error

Examples:

Example 1 - Get grants of a customer

GetCustomerProfileExamples Class Reference

Detailed Description

Examples for Get customer profile

Example 1 - Get summary attributes for the customer

This example demonstrates the following:

- Getting the summary attributes for logged in customer.

XML

Request

Method	URL
GET	`/ws/v15/context/interaction/customer`

Request headers

Name	Values
X-egain-session	valid session ID
Accept	`application/xml`
Accept-Language	`en-US`

Response:

HTTP/1.1 200 OK

Response headers

Name	Values
X-egain-session	current session ID
Content-Type	`application/xml`

Response body

```
<?xml version="1.0" encoding="UTF-8" standalone="yes" ?><customers
xmlns="http://bindings.egain.com/ws/model/v15/gen/interaction/customer"
xmlns:ns2="http://bindings.egain.com/ws/model/v15/gen/interaction/case"
xmlns:ns3="http://bindings.egain.com/ws/model/v15/gen/interaction/activity"
xmlns:ns4="http://bindings.egain.com/ws/model/v15/gen/platform"
xmlns:ns5="http://bindings.egain.com/ws/model/v15/gen/common"
xmlns:ns6="http://bindings.egain.com/ws/model/v15/gen/interaction/folder"
xmlns:ns7="http://bindings.egain.com/ws/model/v15/gen/interaction/attachment"
xmlns:ns8="http://bindings.egain.com/ws/model/v15/gen/mail/alias"
xmlns:ns9="http://bindings.egain.com/ws/model/v15/gen/live/entrypoint"
xmlns:ns10="http://bindings.egain.com/ws/model/v15/gen/interaction/contactperson"
xmlns:ns11="http://bindings.egain.com/ws/model/v15/gen/interaction/contactpoint">    <customer
id="39733">        <link rel="self" href="/system/ws/v15/context/interaction/customer"/>
<cases>            <ns2:link rel="case" href="/system/ws/v15/context/interaction/case"/>
```

```
</cases>        <customerName>Claire Bennet</customerName>        <type>
<value>individual</value>            <displayValue>Individual</displayValue>        </type>
<lastModified date="2016-04-25T18:32:05.000Z"/>        <contacts>            <ns10:contact
id="39733" self="yes">                <ns10:firstName>Claire</ns10:firstName>
<ns10:middleName>Noah</ns10:middleName>                <ns10:lastName>Bennet</ns10:lastName>
<ns10:lastModified date="2016-04-25T18:40:39.000Z"/>                <ns10:email id="159124">
<ns11:emailAddress>bennetclaire@example.com</ns11:emailAddress>
<ns11:lastModified date="2016-04-25T18:32:34.000Z"/>                </ns10:email>
<ns10:postal id="159125">                    <ns11:type>
<ns5:value>home</ns5:value>                        <ns5:displayValue>Home
address</ns5:displayValue>                    </ns11:type>                    <ns11:address_1>111
Clayton Way</ns11:address_1>                    <ns11:address_2>Apt F</ns11:address_2>
<ns11:city>Santa Clara</ns11:city>                    <ns11:state>California</ns11:state>
<ns11:zip>94083</ns11:zip>                    <ns11:country>USA</ns11:country>
<ns11:region>United States</ns11:region>                    <ns11:lastModified
date="2016-04-25T21:12:32.000Z"/>                </ns10:postal>                <ns10:phone
id="159126">                    <ns11:type>                        <ns5:value>home</ns5:value>
<ns5:displayValue>Home phone number</ns5:displayValue>                    </ns11:type>
<ns11:phoneNo>408-912-9876</ns11:phoneNo>
<ns11:countryCode>1</ns11:countryCode>                    <ns11:areaCode>408</ns11:areaCode>
<ns11:extension>9876</ns11:extension>                    <ns11:lastModified
date="2016-04-25T21:13:46.000Z"/>                </ns10:phone>                <ns10:website
id="159128">                    <ns11:url>www.claire.com</ns11:url>
<ns11:lastModified date="2016-04-25T21:12:57.000Z"/>                </ns10:website>
<ns10:social id="159127">                    <ns11:type>
<ns5:value>twitter</ns5:value>
<ns5:displayValue>Twitter</ns5:displayValue>                    </ns11:type>
<ns11:socialId>bennetclaire1995</ns11:socialId>                    <ns11:lastModified
date="2016-04-25T18:35:28.000Z"/>                </ns10:social>            </ns10:contact>
</contacts>    </customer></customers>
```

JSON

Request

Method	URL
GET	`/ws/v15/context/interaction/customer`

Request headers

Name	Values
X-egain-session	valid session ID
Accept	`application/json`
Accept-Language	`en-US`

Response:

HTTP/1.1 200 OK

Response headers

Name	Values
X-egain-session	current session ID
Content-Type	`application/json`

Response body

```
{    "customer": [        {            "link": {                "rel": "self",
"href": "/system/ws/v15/context/interaction/customer"            },            "cases": {
"link": {                    "rel": "case",                    "href":
```

```
"/system/ws/v15/context/interaction/case"                }            },
"customerName": "Claire Bennet",            "type": {                "value": "individual",
"displayValue": "Individual"            },            "lastModified": {                "date":
"2016-04-25T18:32:05.000Z"            },            "contacts": {                "contact": [
{                        "firstName": "Claire",                          "middleName": "Noah",
"lastName": "Bennet",                          "lastModified": {                              "date":
"2016-04-25T18:40:39.000Z"                          },                          "email": [
{                                "emailAddress": "bennetclaire@example.com",
"lastModified": {                                    "date": "2016-04-25T18:32:34.000Z"
},                                "id": 159124                                }
],                            "postal": [                                {
"type": {                                        "value": "home",
"displayValue": "Home address"                                    },
"address_1": "111 Clayton Way",                                    "address_2": "Apt F",
"city": "Santa Clara",                                  "state": "California",
"zip": "94083",                                  "country": "USA",
"region": "United States",                                      "lastModified": {
"date": "2016-04-25T21:12:32.000Z"                                      },
"id": 159125                                }                            ],
"phone": [                                {                                    "type": {
"value": "home",                                        "displayValue": "Home phone number"
},                                "phoneNo": "408-912-9876",
"countryCode": "1",                                        "areaCode": "408",
"extension": "9876",                                        "lastModified": {
"date": "2016-04-25T21:13:46.000Z"                                      },
"id": 159126                                }                            ],
"website": [                                {                                        "url": "www.claire.com",
"lastModified": {                                        "date": "2016-04-25T21:12:57.000Z"
},                                "id": 159128                                }
],                            "social": [                                {
"type": {                                        "value": "twitter",
"displayValue": "Twitter"                                    },
"socialId": "bennetclaire1995",                                    "lastModified": {
"date": "2016-04-25T18:35:28.000Z"                                    },
"id": 159127                                }                            ],                        "id":
39733,                            "self": "yes"                    }                ]
},            "id": 39733        }    ]}
```

Example 2 - Get summary attributes and additional attributes for the customer

This example demonstrates the following:

- Getting summary attributes and additional attributes (including a custom attribute) for logged in customer. In this example, the additional attributes are "industry" and "custom.preferredlang".

XML

Request

Method	URL
GET	`/ws/v15/context/interaction/customer?$attribute=industry,custom.preferredlang`

Request headers

Name	Values
X-egain-session	valid session ID
Accept	`application/xml`

Accept-Language	en-US

Response:

HTTP/1.1 200 OK

Response headers

Name	Values
X-egain-session	current session ID
Content-Type	application/xml

Response body

```
<?xml version="1.0" encoding="UTF-8" standalone="yes" ?><customers
xmlns="http://bindings.egain.com/ws/model/v15/gen/interaction/customer"
xmlns:ns2="http://bindings.egain.com/ws/model/v15/gen/interaction/case"
xmlns:ns3="http://bindings.egain.com/ws/model/v15/gen/interaction/activity"
xmlns:ns4="http://bindings.egain.com/ws/model/v15/gen/platform"
xmlns:ns5="http://bindings.egain.com/ws/model/v15/gen/common"
xmlns:ns6="http://bindings.egain.com/ws/model/v15/gen/interaction/folder"
xmlns:ns7="http://bindings.egain.com/ws/model/v15/gen/interaction/attachment"
xmlns:ns8="http://bindings.egain.com/ws/model/v15/gen/mail/alias"
xmlns:ns9="http://bindings.egain.com/ws/model/v15/gen/live/entrypoint"
xmlns:ns10="http://bindings.egain.com/ws/model/v15/gen/interaction/contactperson"
xmlns:ns11="http://bindings.egain.com/ws/model/v15/gen/interaction/contactpoint">    <customer
id="39734">        <link rel="self" href="/system/ws/v15/context/interaction/customer"/>
<cases>            <ns2:link rel="case" href="/system/ws/v15/context/interaction/case"/>
</cases>        <customerName>ABC Pharma</customerName>        <type>
<value>group</value>            <displayValue>Group</displayValue>        </type>        <group>
<type>                <ns5:value>association</ns5:value>
<ns5:displayValue>Association</ns5:displayValue>            </type>            <region>United
States</region>            <numberOfMembers>5</numberOfMembers>
<income>3000000</income>            <currency>USD</currency>
<registrationNumber>345</registrationNumber>            <affiliation>FMCA</affiliation>
<contact id="39734"/>        </group>        <lastModified date="2016-04-25T22:16:22.000Z"/>
<industry>            <ns5:value>health care</ns5:value>            <ns5:displayValue>Health
care</ns5:displayValue>        </industry>        <customAttributes>
<ns5:customAttribute>                <ns5:attribName>preferredlang</ns5:attribName>
<ns5:attribValues>                    <ns5:attribValue>
<ns5:value>english</ns5:value>
<ns5:displayValue>english</ns5:displayValue>                    </ns5:attribValue>
</ns5:attribValues>            </ns5:customAttribute>        </customAttributes>
<contacts>            <ns10:contact id="39735" self="yes">
<ns10:firstName>John</ns10:firstName>                <ns10:middleName>Dean</ns10:middleName>
<ns10:lastName>Davis</ns10:lastName>                <ns10:lastModified
date="2016-04-25T22:43:57.000Z"/>            </ns10:contact>            <ns10:contact id="39736"
self="no">                <ns10:firstName>Paul</ns10:firstName>
<ns10:middleName>Dermick</ns10:middleName>                <ns10:lastName>Taylor</ns10:lastName>
</ns10:contact>        </contacts>    </customer></customers>
```

JSON

Request

Method	URL
GET	/ws/v15/context/interaction/customer?$attribute=industry,custom.preferredlang

Request headers

Name	Values
X-egain-session	valid session ID
Accept	application/json
Accept-Language	en-US

Response:

HTTP/1.1 200 OK

Response headers

Name	Values
X-egain-session	current session ID
Content-Type	application/json

Response body


```
{    "customer": [        {            "link": {                "rel": "self",
"href": "/system/ws/v15/context/interaction/customer"            },            "cases": {
"link": {                    "rel": "case",                    "href":
"/system/ws/v15/context/interaction/case"                }            },
"customerName": "ABC Pharma",            "type": {                "value": "group",
"displayValue": "Group"            },            "group": {                "type": {
"value": "association",                "displayValue": "Association"                },
"region": "United States",                "numberOfMembers": "5",                "income":
"3000000",                "currency": "USD",                "registrationNumber": "345",
"affiliation": "FMCA",                "contact": {                    "id": 39734                }
},            "lastModified": {                "date": "2016-04-25T22:16:22.000Z"            },
"industry": {                "value": "health care",                "displayValue": "Health care"
},            "customAttributes": {                "customAttribute": [                    {
"attribName": "preferredlang",                    "attribValues": {
"attribValue": [                                {                                    "value":
"english",                                "displayValue": "english"
}                            ]                        }                    }                ]
},            "contacts": {                "contact": [                    {
"firstName": "John",                    "middleName": "Dean",
"lastName": "Davis",                    "lastModified": {                        "date":
"2016-04-25T22:43:57.000Z"                    },                    "id": 39735,
"self": "yes"                },                {                    "firstName":
"Paul",                "middleName": "Dermick",                    "lastName":
"Taylor",                "id": 39736,                "self": "no"
}            ]        },            "id": 39734                }    ]}
```

Example 3 - Get all attributes for the customer

This example demonstrates the following:

- Getting all attributes for logged in customer.

XML

Request

Method	URL
GET	/ws/v15/context/interaction/customer?$attribute=all

Request headers

Name	Values
X-egain-session	valid session ID
Accept	`application/xml`
Accept-Language	`en-US`

Response:

HTTP/1.1 200 OK

Response headers

Name	Values
X-egain-session	current session ID
Content-Type	`application/xml`

Response body

```
<?xml version="1.0" encoding="UTF-8" standalone="yes" ?><customers
xmlns="http://bindings.egain.com/ws/model/v15/gen/interaction/customer"
xmlns:ns2="http://bindings.egain.com/ws/model/v15/gen/interaction/case"
xmlns:ns3="http://bindings.egain.com/ws/model/v15/gen/interaction/activity"
xmlns:ns4="http://bindings.egain.com/ws/model/v15/gen/platform"
xmlns:ns5="http://bindings.egain.com/ws/model/v15/gen/common"
xmlns:ns6="http://bindings.egain.com/ws/model/v15/gen/interaction/folder"
xmlns:ns7="http://bindings.egain.com/ws/model/v15/gen/interaction/attachment"
xmlns:ns8="http://bindings.egain.com/ws/model/v15/gen/mail/alias"
xmlns:ns9="http://bindings.egain.com/ws/model/v15/gen/live/entrypoint"
xmlns:ns10="http://bindings.egain.com/ws/model/v15/gen/interaction/contactperson"
xmlns:ns11="http://bindings.egain.com/ws/model/v15/gen/interaction/contactpoint">    <customer
id="39735">        <link rel="self" href="/system/ws/v15/context/interaction/customer"/>
<cases>           <ns2:link rel="case" href="/system/ws/v15/context/interaction/case"/>
</cases>        <customerName>Unichem Laboratories Limited</customerName>        <type>
<value>corporate</value>            <displayValue>Corporate</displayValue>        </type>
<corporate>            <region>Europe</region>
<numberOfEmployees>200</numberOfEmployees>            <revenues>1000000</revenues>
<currency>USD</currency>            <registrationNumber>324-213</registrationNumber>
<sector>Pharma</sector>            <contact id="39737"/>        </corporate>        <role>
<ns5:value>partner</ns5:value>            <ns5:displayValue>Partner</ns5:displayValue>
</role>        <pin>0121</pin>        <lastModified date="2016-04-26T00:28:06.000Z"/>
<industry>            <ns5:value>finance</ns5:value>
<ns5:displayValue>Finance</ns5:displayValue>        </industry>        <marketSegment>Fixed
Deposit</marketSegment>        <entitlements>No Extra Charges</entitlements>
<customAttributes>            <ns5:customAttribute>
<ns5:attribName>preferredlang</ns5:attribName>                <ns5:attribValues>
<ns5:attribValue>                    <ns5:value>french</ns5:value>
<ns5:displayValue>french</ns5:displayValue>                    </ns5:attribValue>
</ns5:attribValues>            </ns5:customAttribute>        </customAttributes>
<contacts>            <ns10:contact id="39738" self="no">
<ns10:firstName>David</ns10:firstName>                <ns10:middleName>Osbon</ns10:middleName>
<ns10:lastName>Stewart</ns10:lastName>            </ns10:contact>            <ns10:contact
id="39739" self="yes">                <ns10:salutation>Mr.</ns10:salutation>
<ns10:firstName>Jack</ns10:firstName>                <ns10:middleName>Derick</ns10:middleName>
<ns10:lastName>Hilton</ns10:lastName>                <ns10:lastModified
date="2016-04-26T00:30:22.000Z"/>                <ns10:jobTitle>Manager</ns10:jobTitle>
<ns10:employmentStatus>                    <ns5:value>intern</ns5:value>
<ns5:displayValue>Intern</ns5:displayValue>                </ns10:employmentStatus>
<ns10:dateOfBirth>1965-12-09T00:00:00.000Z</ns10:dateOfBirth>                <ns10:gender>
<ns5:value>male</ns5:value>                    <ns5:displayValue>Male</ns5:displayValue>
</ns10:gender>                <ns10:maritalStatus>
<ns5:value>married</ns5:value>                    <ns5:displayValue>Married</ns5:displayValue>
</ns10:maritalStatus>                <ns10:identification>
<ns10:type>Passport</ns10:type>                    <ns10:value>4567890</ns10:value>
</ns10:identification>                <ns10:type>
```

```
<ns5:value>billing</ns5:value>                    <ns5:displayValue>Billing</ns5:displayValue>
</ns10:type>                <ns10:firstNameFurigana>Jack</ns10:firstNameFurigana>
<ns10:middleNameFurigana>Derick</ns10:middleNameFurigana>
<ns10:lastNameFurigana>Hilton</ns10:lastNameFurigana>                <ns10:suffix>
<ns5:value>sr.</ns5:value>                    <ns5:displayValue>Sr.</ns5:displayValue>
</ns10:suffix>                <ns10:initials>J.</ns10:initials>
<ns10:spouseName>Sara</ns10:spouseName>
<ns10:emergencyContact>0987654321</ns10:emergencyContact>
<ns10:priority>High</ns10:priority>                <ns10:secretQuestion>Place of
Birth</ns10:secretQuestion>                <ns10:secretAnswer>Texas</ns10:secretAnswer>
<ns10:occupation>Branch Manager</ns10:occupation>
<ns10:incomeLevel>80000-90000</ns10:incomeLevel>                <ns10:educationLevel>
<ns5:value>graduate</ns5:value>                    <ns5:displayValue>Graduate</ns5:displayValue>
</ns10:educationLevel>                <ns10:race>Asian</ns10:race>
<ns10:dependents>4</ns10:dependents>                <ns10:isSmoker>true</ns10:isSmoker>
<ns10:hobbies>Farming</ns10:hobbies>                <ns10:interests>Painting</ns10:interests>
<ns10:contactOrder>1980</ns10:contactOrder>
<ns10:hasDirectMailingConsent>false</ns10:hasDirectMailingConsent>
<ns10:hasDirectCallingConsent>false</ns10:hasDirectCallingConsent>
<ns10:hasHoldingDataConsent>true</ns10:hasHoldingDataConsent>
<ns10:customAttributes>                <ns5:customAttribute>
<ns5:attribName>isprimary</ns5:attribName>                        <ns5:attribValues>
<ns5:attribValue>                            <ns5:value>n</ns5:value>
</ns5:attribValue>                        </ns5:attribValues>
</ns5:customAttribute>                </ns10:customAttributes>                <ns10:email
id="159136">                    <ns11:emailAddress>jHilton@customer.com</ns11:emailAddress>
<ns11:lastModified date="2016-04-26T00:28:07.000Z"/>                </ns10:email>
<ns10:postal id="159135">                    <ns11:type>
<ns5:value>office</ns5:value>                        <ns5:displayValue>Office
address</ns5:displayValue>                    </ns11:type>
<ns11:address_1>345</ns11:address_1>                    <ns11:address_2>E Midfield
Rd</ns11:address_2>                <ns11:city>Mountain View</ns11:city>
<ns11:state>Ca</ns11:state>                    <ns11:zip>98704</ns11:zip>
<ns11:country>USA</ns11:country>                    <ns11:region>United States</ns11:region>
<ns11:lastModified date="2016-04-26T00:28:07.000Z"/>                </ns10:postal>
<ns10:phone id="159134">                    <ns11:type>
<ns5:value>home</ns5:value>                        <ns5:displayValue>Home phone
number</ns5:displayValue>                    </ns11:type>                    <ns11:phoneNo>294
3416</ns11:phoneNo>                <ns11:countryCode>1</ns11:countryCode>
<ns11:areaCode>408</ns11:areaCode>                    <ns11:extension>102</ns11:extension>
<ns11:lastModified date="2016-04-26T00:28:07.000Z"/>                </ns10:phone>
<ns10:website id="159138">                    <ns11:url>www.jackderick.com</ns11:url>
<ns11:lastModified date="2016-04-26T00:28:07.000Z"/>                </ns10:website>
<ns10:social id="159137">                    <ns11:type>
<ns5:value>twitter</ns5:value>
<ns5:displayValue>Twitter</ns5:displayValue>                    </ns11:type>
<ns11:socialId>vaman</ns11:socialId>                    <ns11:lastModified
date="2016-04-26T00:28:07.000Z"/>                </ns10:social>            </ns10:contact>
</contacts>    </customer></customers>
```

JSON

Request

Method	URL
GET	`/ws/v15/context/interaction/customer?$attribute=all`

Request headers

Name	Values
X-egain-session	valid session ID
Accept	`application/json`

Accept-Language	en-US

Response:

HTTP/1.1 200 OK

Response headers

Name	Values
X-egain-session	current session ID
Content-Type	application/json

Response body


```
{    "customer": [        {            "link": {                "rel": "self",
"href": "/system/ws/v15/context/interaction/customer"            },            "cases": {
"link": {                    "rel": "case",                    "href":
"/system/ws/v15/context/interaction/case"                }            },
"customerName": "Unichem Laboratories Limited",            "type": {                "value":
"corporate",                "displayValue": "Corporate"            },            "corporate": {
"region": "Europe",                "numberOfEmployees": "200",                "revenues":
"1000000",                "currency": "USD",                "registrationNumber": "324-213",
"sector": "Pharma",                "contact": {                    "id": 39737                }
},            "role": {                "value": "partner",                "displayValue":
"Partner"            },            "pin": "0121",            "lastModified": {
"date": "2016-04-26T00:28:06.000Z"            },            "industry": {                "value":
"finance",                "displayValue": "Finance"            },            "marketSegment":
"Fixed Deposit",            "entitlements": "No Extra Charges",            "customAttributes": {
"customAttribute": [                    {                        "attribName": "preferredlang",
"attribValues": {                        "attribValue": [                            {
"value": "french",                            "displayValue": "french"
}                        ]                    }                }                ]
},            "contacts": {                "contact": [                {
"firstName": "David",                    "middleName": "Osbon",
"lastName": "Stewart",                    "id": 39738,                    "self": "no"
},                {                    "salutation": "Mr.",
"firstName": "Jack",                    "middleName": "Derick",
"lastName": "Hilton",                    "lastModified": {                        "date":
"2016-04-26T00:30:22.000Z"                    },                    "jobTitle":
"Manager",                "employmentStatus": {                    "value":
"intern",                    "displayValue": "Intern"                },
"dateOfBirth": "1965-12-09T00:00:00.000Z",                "gender": {
"value": "male",                    "displayValue": "Male"                },
"maritalStatus": {                    "value": "married",
"displayValue": "Married"                },                "identification": {
"type": "Passport",                    "value": "4567890"                },
"type": {                "value": "billing",
"displayValue": "Billing"                },                "firstNameFurigana":
"Jack",                "middleNameFurigana": "Derick",
"lastNameFurigana": "Hilton",                "suffix": {
"value": "sr.",                "displayValue": "Sr."                },
"initials": "J.",                "spouseName": "Sara",
"emergencyContact": "0987654321",                "priority": "High",
"secretQuestion": "Place of Birth",                "secretAnswer": "Texas",
"occupation": "Branch Manager",                "incomeLevel": "80000-90000",
"educationLevel": {                    "value": "graduate",
"displayValue": "Graduate"                },                "race": "Asian",
"dependents": "4",                "isSmoker": "true",                "hobbies":
"Farming",                "interests": "Painting",                "contactOrder":
1980,                "hasDirectMailingConsent": "false",
"hasDirectCallingConsent": "false",                "hasHoldingDataConsent": "true",
"customAttributes": {                    "customAttribute": [
{                "attribName": "isprimary",
"attribValues": {                        "attribValue": [
{                        "value": "n"
}                    ]                }
}                ]                },                "email": [
{                    "emailAddress": "jHilton@customer.com",
```

```
"lastModified": {                                    "date": "2016-04-26T00:28:07.000Z"
},                                "id": 159136                              }
],                        "postal": [                            {
"type": {                                    "value": "office",
"displayValue": "Office address"                                  },
"address_1": "345",                                  "address_2": "E Midfield Rd",
"city": "Mountain View",                                  "state": "Ca",
"zip": "98704",                                  "country": "USA",
"region": "United States",                                  "lastModified": {
"date": "2016-04-26T00:28:07.000Z"                                  },
"id": 159135                            }                          ],
"phone": [                            {                                  "type": {
"value": "home",                                    "displayValue": "Home phone number"
},                                "phoneNo": "294 3416",
"countryCode": "1",                                  "areaCode": "408",
"extension": "102",                                  "lastModified": {
"date": "2016-04-26T00:28:07.000Z"                                  },
"id": 159134                            }                          ],
"website": [                            {                                  "url":
"www.jackderick.com",                                  "lastModified": {
"date": "2016-04-26T00:28:07.000Z"                                  },
"id": 159138                            }                          ],
"social": [                            {                                  "type": {
"value": "twitter",                                    "displayValue": "Twitter"
},                                "socialId": "vaman",
"lastModified": {                                    "date": "2016-04-26T00:28:07.000Z"
},                                "id": 159137                              }
],                        "id": 39739,                        "self": "yes"                    }
]            },            "id": 39735        }    ]}
```

GetCustomerProfilePage Class Reference

Detailed Description

Get customer profile

Overview

This API can be used to get the details of the logged in customer.

Since:

11.6

APIs

Method	URL	Description
GET	`/ws/v15/context/interaction/customer`	Retrieve details of the logged in customer.

Authentication

Authentication is required. The customer must be logged in to call this API. Each API request must contain X-egain-session request header returned by Login API.

Permissions

- All authenticated customers can access this API.

Request

Request headers

Name	Description	Allowed values	Default value
X-egain-session	Session ID obtained from Login API response header	N/A	N/A
Accept	Content type accepted by client	`application/xml` or `application/json`	N/A
Accept-Language	Language locale accepted by client (used for locale specific fields in resource	Supported 'Accept-Language' header codes	`default system language`

	representation and in error responses)		

Supported API specific query parameters

None

Supported common query parameters

Refer to Supported Common Query Parameters in ECE REST API page for detailed description of each common parameter listed below.

- $attribute - Values of $attribute common parameter supported by Customer Resource

Response

Response headers

Name	Description	Possible values
X-egain-session	Session ID of the current user session	N/A
Content-Type	Media type of response body	`application/xml` or `application/json`

Response body xml schemas:

- Customers Schema - used in case of success
- Error - used in case of error

Summary attributes always returned in server response

See Summary attributes of Customer Resource for the list of summary attributes returned in server response.

NOTE: For customers with multiple contacts, all attributes are returned only for the logged in contact. For other contacts of the customer, only firstName and lastName attributes are returned.

Additional attributes returned in server response if explicitly requested by client

Server can be prompted to return additional attributes of resource representation using `$attribute` common query parameter. Values of $attribute common parameter supported by Customer Resource for the list of allowed attribute names.

HTTP status codes

Success Status codes

200 - OK

- The request was successfully executed

Failure Status codes

400 - Bad Request

- Unsupported query parameter in the request
- Invalid value of common parameter in request URL (e.g. unsupported $attribute value)

401 - Unauthorized

- X-egain-session request header is missing
- Session is invalid or expired

406 - Not Acceptable

- Invalid 'Accept-Language' header value

500 - Internal server error

Examples:

Example 1 - Get summary attributes for the customer
Example 2 - Get summary attributes and additional attributes for the customer
Example 3 - Get all attributes for the customer

GetCustomersByIdsPage Class Reference

Detailed Description

Get Customers by IDs

Overview

This API allows user to retrieve one or more customers identified by customer IDs. To provide multiple IDs, a comma separated string must be used in request URI. A maximum of 75 IDs is allowed per request. Neither pagination nor range query parameters are supported by this API.

Since:

11.6

APIs

Method	URL	Description
GET	`/ws/v12/interaction/customer/{IDs}`	Retrieve customers by their IDs. {IDs}: a comma separated string of customer IDs.

Authentication

Authentication is required. The client must be logged in to call this API. Each API request must contain X-egain-session request header returned by Login API.

Permissions

All of the following are required:

- 'View Agent Console' action.
- If "Customer departmentalization" setting is enabled, then each of the requested customers must belong to either the user's home department, or to the department where the user is a foreign user.

Licenses

The logged in user must have the following licenses:

- ECE CIH Platform

Request

Request headers

Name	Description	Allowed values	Default value
X-egain-session	Session ID obtained from Login API	N/A	N/A

	response header		
Accept	Content type accepted by client	`application/xml` or `application/json`	N/A
Accept-Language	Language locale accepted by client (used for locale specific fields in resource representation and in error responses)	Supported 'Accept-Language' header codes	`default system language`

Supported API specific query parameters

None

Supported common query parameters

Refer to Supported Common Query Parameters in ECE REST API page for detailed description of each common parameter listed below.

- $attribute - Values of $attribute common parameter supported by Customer Resource
- $sort - Values of $sort common parameter supported by Customer Resource
- $order

Response

Response headers

Name	Description	Possible values
X-egain-session	Session ID of the current user session	N/A
Content-Type	Media type of response body	`application/xml` or `application/json`

Response body XML schemas

- Customers Schema - used in case of success
- Error - used in case of error

Summary attributes always returned in server response

Summary attributes of Customer Resource

Additional attributes returned in server response if explicitly requested by client

Server can be prompted to return additional attributes of resource representation using `$attribute` common query parameter. Values of $attribute common parameter supported by

Customer Resource for the list of allowed attribute names.

HTTP status codes

Success Status codes

200 - OK

- The request was successfully executed

Failure Status codes

400 - Bad Request

- Unsupported query or common parameter in request URL
- Invalid value of common parameter in request URL (e.g., unallowed value of `$order` , unsupported `$attribute` value etc.)
- `$order` provided without `$sort`
- More than 75 IDs are supplied in request URL

401 - Unauthorized

- X-egain-session request header is missing
- Session is invalid or expired

403 - Forbidden

- The user does not have sufficient permissions to view one or more of the requested resources

404 - Not Found

- One or more of the requested resource IDs does not exist

406 - Not Acceptable

- Invalid 'Accept-Language' header value

500 - Internal server error

Examples:

Example 1 - Get summary attributes of a single customer
Example 2 - Get multiple customers sorted on customerName
Example 3 - Get all attributes for multiple customers sorted on custom attribute
Example 4 - Get additional attributes for a single customer

GetGrantForCustomerPage Class Reference

Detailed Description

Get customer grants

Overview

This API allows customers to retrieve the grants for self. The response will have all the grants provided by and provided to the customer.

Refer Customer grants for information about what is a grant.

Since:

11.6

APIs

Method	URL	Description
GET	`/ws/v15/context/interaction/customer/grant`	Retrieve grants for self

Authentication

Authentication is required. The customer must be logged in to call this API. Each API request must contain X-egain-session request header returned by Login API.

Permissions

- All authenticated customers can access this API.

Request

Request headers

Name	Description	Allowed values	Default value
X-egain-session	Session ID obtained from Login API response header	N/A	N/A
Accept	Content type accepted by client	`application/xml` or `application/json`	N/A
Accept-Language	Language locale accepted by client	Supported 'Accept-Language'	`default system language`

	(used for locale specific fields in resource representation and in error responses)	header codes	

Supported API specific query parameters

None

Supported common query parameters

None

Response

Response headers

Name	Description	Possible values
X-egain-session	Session ID of the current user session	N/A
Content-Type	Media type of response body	`application/xml` or `application/json`

Response body xml schemas

- Grants Schema - used in case of success
- Error - used in case of error

Summary attributes always returned in server response

Summary attributes

Additional attributes returned in server response if explicitly requested by client

None

HTTP status codes

Success Status codes

200 - OK

- The request was successfully executed, and the grants are returned in the reponse body

204 - No Content

- The request was successfully executed, and no grants were found for the customer.

Failure Status codes

400 - Bad Request

- Any query parameter is provided in request URL

401 - Unauthorized

- X-egain-session request header is missing.
- Session is invalid or expired.

406 - Not Acceptable

- Invalid 'Accept-Language' header value

500 - Internal server error

Examples:

Example 1 - Get grants of a customer

GetIssueTypeExamples Class Reference

Detailed Description

Examples for GET issueTypes for a Message Center

Example 1 - Get the issue types for a message center

This example demonstrates the following:

- Get the issue types for a given message center.

XML

Request

Method	URL
GET	`/ws/v15/context/interaction/messagecenter/service/issuetype`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Accept-Language	en-US

Response

HTTP/1.1 200 OK

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml

Response body

```
<?xml version="1.0" encoding="UTF-8" standalone="yes" ?><issueTypes
xmlns="http://bindings.egain.com/ws/model/v15/gen/mail/issuetype">    <issueType id="1000">
<name>Screen Issue</name>        <allowUserCreatedSubject>true</allowUserCreatedSubject>
</issueType>    <issueType id="1001">        <name>Battery Issue</name>
<allowUserCreatedSubject>true</allowUserCreatedSubject>    </issueType></issueTypes>
```

JSON

Request

Method	URL
GET	`/ws/v15/context/interaction/`

	messagecenter/service/issuetype

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/json
Accept-Language	en-US

Response

HTTP/1.1 200 OK

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json

Response body

```
{    "issueType": [        {            "name": "Screen Issue",
"allowUserCreatedSubject": true,            "id": 1000        },        {            "name":
"Battery Issue",            "allowUserCreatedSubject": true,            "id": 1001        }    ]}
```

Example 2 - Get all attributes of issue types for a message center

This example demonstrates the following:

- Get the issue types for a given message center.
- Get all supported attributes of an issue type. Since "subjects" is the only additional attribute that is supported, it is retrieved as part of the response.

XML

Request

Method	URL
GET	/ws/v15/context/interaction/messagecenter/service/issuetype?$attribute=all

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Accept-Language	en-US

Response

HTTP/1.1 200 OK

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml

Response body

```
<?xml version="1.0" encoding="UTF-8" standalone="yes" ?><issueTypes
xmlns="http://bindings.egain.com/ws/model/v15/gen/mail/issuetype">    <issueType id="1000">
<name>Screen Issue</name>        <allowUserCreatedSubject>true</allowUserCreatedSubject>
<subjects>            <subject id="1000">               <name>Screen flickers</name>
</subject>            <subject id="1001">               <name>Broken screen</name>
</subject>        </subjects>    </issueType>    <issueType id="1001">        <name>Battery
Issue</name>        <allowUserCreatedSubject>true</allowUserCreatedSubject>        <subjects>
<subject id="1002">               <name>Charging takes time</name>           </subject>
<subject id="1003">               <name>Battery discharges fast</name>           </subject>
</subjects>    </issueType></issueTypes>
```

JSON

Request

Method	URL
GET	`/ws/v15/context/interaction/messagecenter/service/issuetype?$attribute=all`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/json
Accept-Language	en-US

Response

HTTP/1.1 200 OK

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json

Response body

```
{    "issueType": [        {            "name": "Screen Issue",
"allowUserCreatedSubject": true,            "subjects": {                "subject": [
{                        "name": "Screen flickers",                          "id": 1000
},                    {                        "name": "Broken screen",
"id": 1001                    }                ]            },            "id": 1000        },
{            "name": "Battery Issue",            "allowUserCreatedSubject": true,
"subjects": {                "subject": [                    {                        "name":
"Charging takes time",                    "id": 1002                    },
{                        "name": "Battery discharges fast",                        "id": 1003
}                ]            },            "id": 1001        }    ]}
```

GetIssueTypePage Class Reference

Detailed Description

Get issue types for a message center

Overview

This API allows a customer to retrieve all issue types for a message center.

Since:

11.6

APIs

Method	URL	Description
GET	`/ws/v15/context/interaction/messagecenter/{ID}/issuetype`	Retrieve issue types configured for a message center based on message center ID.: ID of the message center

Authentication

Authentication is required. The customer must be logged in to call this API. Each API request must contain X-egain-session request header returned by Login API.

Permissions

- All authenticated customers can access this API.

Request

Request headers

Name	Description	Allowed values	Default value
X-egain-session	Session ID obtained from Login API response header	N/A	N/A
Accept	Content type accepted by client	`application/xml` or `application/json`	N/A
Accept-Language	Language locale accepted by client	Supported 'Accept-Language'	`default system language`

	(used for locale specific fields in resource representation and in error responses)	header codes	

Supported API specific query parameters

None

Supported common query parameters

Refer to Supported Common Query Parameters in ECE REST API page for detailed description of each common parameter listed below.

- $attribute - Values of $attribute common parameter supported by Issuetype Resource

Response

Response headers

Name	Description	Possible values
X-egain-session	Session ID of the current user session	N/A
Content-Type	Media type of response body	`application/xml` or `application/json`

Response body xml schemas

- IssueTypes Schema - used in case of success
- Error - used in case of error

Summary attributes always returned in server response

Summary attributes

Additional attributes returned in server response if explicitly requested by client

Server can be prompted to return additional attributes of resource representation using `$attribute` common query parameter. Values of $attribute common parameter supported by Issuetype Resource for the list of allowed attribute names.

HTTP status codes

Success Status codes

200 - OK

- The request executed successfully.

204 - No Content

- No content to return. This will happen if there are no issue types configured in the application for the message center.

Failure Status codes

400 - Bad Request

- Unsupported system query parameter is sent in the request.
- Any API specific query parameter is sent in the request.
- Invalid value of common parameter in request URL (e.g. unsupported $attribute value)

401 - Unauthorized

- X-egain-session request header is missing.
- Session is invalid or expired.

404 - Not Found

- Message Center with the specified ID in the URI is not found.
- Customer departmentalization setting is enabled, and the message center with the specified ID in the URI is not found in the department of the customer.
- Message Center with the specified ID in the URI is disabled.

406 - Not Acceptable

- Invalid 'Accept-Language' header value

500 - Internal server error

Examples:

Example 1 - Get the issue types for a message center
Example 2 - Get all attributes of issue types for a message center

---

GetJsonExampleRequestHeadersSection Class Reference

Detailed Description

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/json
Accept-Language	en-US

GetJsonExampleResponseHeadersSection Class Reference

Detailed Description

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json

GetSearchHttpStatusCodes Class Reference

Detailed Description

Success Status codes

200 - OK

- Matches are found for this search and returned in the response body.

204 - No Content

- No matches were found for given search criteria.
- Matches found for this search, however the requested page or range doesn't contain any results.

Failure Status codes

400 - Bad Request

- Unsupported query parameter is sent in the request.
- Unsupported value for query parameter is sent in the request.
- None of the API specific query parameter is provided (since at least one search criterion is required).
- Unsupported combination of common query parameters ($order provided without $sort, mixing of pagination and range parameters etc.).

401 - Unauthorized

- X-egain-session request header is missing.
- Session is invalid or expired.

403 - Forbidden

- The user does not have sufficient permissions. Refer the "Permissions" section for details.

406 - Not Acceptable

- Invalid 'Accept-Language' header value.

500 - Internal server error

GettingStarted Class Reference

Detailed Description

Before you begin working with ECE API it is important to understand some of its key characteristics.

Stateless

ECE REST APIs are stateless. All the necessary information to process a request is contained in the request itself. No context information is stored on the server to process the request. Statelessness improves the API performance, and allows better scalability for the application.

Layered

The REST architecture of ECE APIs allows the existence of intermediaries such as gateways, proxies, or load balancers between the client and the server to facilitate improved scalability and to enforce security policies.

Support for XML and JSON

ECE REST API supports both XML and JSON as the data format for requests and responses. The default format is XML.

Use the HTTP header *`Accept:application/json`* to select JSON or *`Accept:application/xml`* to select XML.

Date and Time format

Date and time information in requests and responses follows the ISO 8601 format.

Authentication

ECE REST API supports session based authentication. To learn more about authentication refer Understanding Authentication.

Compression

In order to improve performance, ECE API allows the use of compression on responses.

Response Compression

You can request compression on the responses by using the HTTP header *`Accept-Encoding:gzip`* in a request. The response is compressed if a client specifies this header in the request, and the response includes HTTP header *`Content-Encoding:gzip`* to indicate response compression

Request Compression

Compressing of requests is not supported at this time.

Optimized Responses

ECE API responses are optimized to minimize the network traffic. As a result, the response includes only a pre-defined set of attributes; the other parts of the resource are not included in the response unless explicitly requested. You can request additional attributes of a resource by using the **`$attribute`** query parameter.

Use the `$attribute` query parameter to specify a comma-separated list of additional attributes that you want in the response. For example, appending `$attributes=keywords,summary` to an

Article URI's request will result in inclusion of `keywords` and `summary` for the requested article. You can also use `$attributes=all` , a special construct, to request all the attributes of a resource.

Support for CORS

ECE REST API supports Cross-origin resource sharing (CORS). CORS is a mechanism that allows resources (e.g. fonts, JavaScript, etc.) on a web page to be requested from another domain outside the domain from which the resource originated.

You can configure a whitelist of the origins for ECE REST API from the ECE Administration Console.

GetXmlExampleRequestHeadersSection Class Reference

Detailed Description

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Accept-Language	en-US

GetXmlExampleResponseHeadersSection Class Reference

Detailed Description

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml

Grants Class Reference

Public Member Functions

- Customers getGrantsOn ()
- Customers getGrantsTo ()
- void setGrantsOn (Customers value)
- void setGrantsTo (Customers value)

Detailed Description

Grants Schema

This schema contains Cases type details.

XML Schema File

`model/v12/xsd/interaction/customer.xsd`

Name	Description	Type
`grantsOn`	Customers provided grants on	Customers
`grantsTo`	Customers provided grants to	Customers

Member Function Documentation

Customers getGrantsOn ()

Gets the value of the grantsOn property.

Returns:

possible object is Customers

Customers getGrantsTo ()

Gets the value of the grantsTo property.

Returns:

possible object is Customers

void setGrantsOn (Customers *value*)

Sets the value of the grantsOn property.

Parameters:

value	allowed object is Customers

void setGrantsTo (Customers *value*)

Sets the value of the grantsTo property.

Parameters:

value	allowed object is Customers

Grants Class Reference

Public Member Functions

- Customers getGrantsOn ()
- Customers getGrantsTo ()
- void setGrantsOn (Customers value)
- void setGrantsTo (Customers value)

Detailed Description

Grants Schema

This schema contains Cases type details.

XML Schema File

`model/v15/xsd/interaction/customer.xsd`

Name	Description	Type
`grantsOn`	Customers provided grants on	Customers
`grantsTo`	Customers provided grants to	Customers

Member Function Documentation

Customers getGrantsOn ()

Gets the value of the grantsOn property.

Returns:

possible object is Customers

Customers getGrantsTo ()

Gets the value of the grantsTo property.

Returns:

possible object is Customers

void setGrantsOn (Customers *value*)

Sets the value of the grantsOn property.

Parameters:

value	allowed object is Customers

void setGrantsTo (Customers *value*)

Sets the value of the grantsTo property.

Parameters:

value	allowed object is Customers

GroupInfo Class Reference

Public Member Functions

- java.lang.String getAffiliation ()
- ContactPerson getContact ()
- java.lang.String getCurrency ()
- java.lang.String getIncome ()
- java.lang.String getNumberOfMembers ()
- java.lang.String getRegion ()
- java.lang.String getRegistrationNumber ()
- L10NString getType ()
- void setAffiliation (java.lang.String value)
- void setContact (ContactPerson value)
- void setCurrency (java.lang.String value)
- void setIncome (java.lang.String value)
- void setNumberOfMembers (java.lang.String value)
- void setRegion (java.lang.String value)
- void setRegistrationNumber (java.lang.String value)
- void setType (L10NString value)

Detailed Description

GroupInfo Schema

Description of the elements used in GroupInfo schema.

XML Schema File

`model/v15/xsd/interaction/customer.xsd`

Name	Description	Type
`type`	type of group of the customer	String
`region`	Region of operation of the group customer	String
`numberOfMembers`	Number of members in the group	Long
`income`	Income of the group customer	String
`currency`	Currency used while dealing with the group customer	String
`registrationNumber`	Registration number of the group customer	String
`affiliation`	Affiliation of the group customer	String
`contact`	Contact details	ContactPerson

Member Function Documentation

java.lang.String getAffiliation ()

Gets the value of the affiliation property.

Returns:
possible object is java.lang.String

ContactPerson getContact ()

Gets the value of the contact property.

Returns:
possible object is ContactPerson

java.lang.String getCurrency ()

Gets the value of the currency property.

Returns:
possible object is java.lang.String

java.lang.String getIncome ()

Gets the value of the income property.

Returns:
possible object is java.lang.String

java.lang.String getNumberOfMembers ()

Gets the value of the numberOfMembers property.

Returns:
possible object is java.lang.String

java.lang.String getRegion ()

Gets the value of the region property.

Returns:
possible object is java.lang.String

java.lang.String getRegistrationNumber ()

Gets the value of the registrationNumber property.

Returns:
possible object is java.lang.String

L10NString getType ()

Gets the value of the type property.

Returns:
possible object is L10NString

void setAffiliation (java.lang.String *value*)

Sets the value of the affiliation property.

Parameters:

value	allowed object is java.lang.String

void setContact (ContactPerson *value*)

Sets the value of the contact property.

Parameters:

value	allowed object is ContactPerson

void setCurrency (java.lang.String *value*)

Sets the value of the currency property.

Parameters:

value	allowed object is java.lang.String

void setIncome (java.lang.String *value*)

Sets the value of the income property.

Parameters:

value	allowed object is java.lang.String

void setNumberOfMembers (java.lang.String *value*)

Sets the value of the numberOfMembers property.

Parameters:

value	allowed object is java.lang.String

void setRegion (java.lang.String *value*)

Sets the value of the region property.

Parameters:

value	allowed object is java.lang.String

void setRegistrationNumber (java.lang.String *value*)

Sets the value of the registrationNumber property.

Parameters:

value	allowed object is java.lang.String

void setType (L10NString *value*)

Sets the value of the type property.

Parameters:

value	allowed object is L10NString

GroupInfo Class Reference

Public Member Functions

- java.lang.String getAffiliation ()
- ContactPerson getContact ()
- java.lang.String getCurrency ()
- java.lang.String getIncome ()
- java.lang.String getNumberOfMembers ()
- java.lang.String getRegion ()
- java.lang.String getRegistrationNumber ()
- L10NString getType ()
- void setAffiliation (java.lang.String value)
- void setContact (ContactPerson value)
- void setCurrency (java.lang.String value)
- void setIncome (java.lang.String value)
- void setNumberOfMembers (java.lang.String value)
- void setRegion (java.lang.String value)
- void setRegistrationNumber (java.lang.String value)
- void setType (L10NString value)

Detailed Description

GroupInfo Schema

Description of the elements used in GroupInfo schema.

XML Schema File

`model/v12/xsd/interaction/customer.xsd`

Name	Description	Type
`type`	Type of group of the customer	String
`region`	Region of operation of the group customer	String
`numberOfMembers`	Number of members in the group	Long
`income`	Income of the group customer	String
`currency`	Currency used while dealing with the group customer	String
`registrationNumber`	Registration number of the group customer	String
`affiliation`	Affiliation of the group customer	String
`contact`	Contact details	ContactPerson

Member Function Documentation

java.lang.String getAffiliation ()

Gets the value of the affiliation property.

Returns:
possible object is java.lang.String

ContactPerson getContact ()

Gets the value of the contact property.

Returns:
possible object is ContactPerson

java.lang.String getCurrency ()

Gets the value of the currency property.

Returns:
possible object is java.lang.String

java.lang.String getIncome ()

Gets the value of the income property.

Returns:
possible object is java.lang.String

java.lang.String getNumberOfMembers ()

Gets the value of the numberOfMembers property.

Returns:
possible object is java.lang.String

java.lang.String getRegion ()

Gets the value of the region property.

Returns:
possible object is java.lang.String

java.lang.String getRegistrationNumber ()

Gets the value of the registrationNumber property.

Returns:
possible object is java.lang.String

L10NString getType ()

Gets the value of the type property.

Returns:
possible object is L10NString

void setAffiliation (java.lang.String *value*)

Sets the value of the affiliation property.

Parameters:

value	allowed object is java.lang.String

void setContact (ContactPerson *value*)

Sets the value of the contact property.

Parameters:

value	allowed object is ContactPerson

void setCurrency (java.lang.String *value*)

Sets the value of the currency property.

Parameters:

value	allowed object is java.lang.String

void setIncome (java.lang.String *value*)

Sets the value of the income property.

Parameters:

value	allowed object is java.lang.String

void setNumberOfMembers (java.lang.String *value*)

Sets the value of the numberOfMembers property.

Parameters:

value	allowed object is java.lang.String

void setRegion (java.lang.String *value*)

Sets the value of the region property.

Parameters:

value	allowed object is java.lang.String

void setRegistrationNumber (java.lang.String *value*)

Sets the value of the registrationNumber property.

Parameters:

value	allowed object is java.lang.String

void setType (L10NString *value*)

Sets the value of the type property.

Parameters:

value	allowed object is L10NString

HideActivitiesExamples Class Reference

Detailed Description

Examples for hide activites

Example 1 - Hide single activity

This example demonstrates the following:

- Hiding a single activity belonging to logged in customer.

XML

Request

Method	URL
DELETE	`/ws/v15/context/interaction/activity/1011`

Request headers

Name	Values
X-egain-session	valid session ID
Accept	`application/xml`
Accept-Language	`en-US`

Response:

HTTP/1.1 204 No Content

Response headers

Name	Values
X-egain-session	current session ID
Content-Type	`application/xml`

JSON

Request

Method	URL
DELETE	`/ws/v15/context/interaction/activity/1011`

Request headers

Name	Values
X-egain-session	valid session ID
Accept	`application/json`
Accept-Language	`en-US`

Response:

HTTP/1.1 204 No Content

Response headers

Name	Values
X-egain-session	current session ID
Content-Type	`application/json`

Example 2 - Hide multiple activities

This example demonstrates the following:

- Hiding multiple activities belonging to logged in customer.

XML

Request

Method	URL
DELETE	`/ws/v15/context/interaction/activity/1011,1012,1015`

Request headers

Name	Values
X-egain-session	valid session ID
Accept	`application/xml`
Accept-Language	`en-US`

Response:

HTTP/1.1 204 No Content

Response headers

Name	Values
X-egain-session	current session ID
Content-Type	`application/xml`

JSON

Request

Method	URL
DELETE	`/ws/v15/context/interaction/activity/1011,1012,1015`

Request headers

Name	Values
X-egain-session	valid session ID
Accept	`application/json`
Accept-Language	`en-US`

Response:

HTTP/1.1 204 No Content

Response headers

Name	Values
X-egain-session	current session ID
Content-Type	`application/json`

HideActivitiesPage Class Reference

Detailed Description

Hide activities

Overview

This API can be used to hide one or more activities of a customer.

For this API to execute successfully:

- The activities must be visible to the customer. Refer the page Activities visible to a customer for more information.
- Not more than 75 activity IDs must be sent in one request.

NOTE: Once hidden, the activity will never be visible to the customer again. The action cannot be reverted.

Since:

11.6

APIs

Method	URL	Description
DELETE	`/ws/v15/context/interaction/activity/{IDs}`	Hide one or more activities. {IDs}: a comma separated string of activity IDs to be hidden.

Authentication

Authentication is required. The customer must be logged in to call this API. Each API request must contain X-egain-session request header returned by Login API.

Permissions

- All authenticated customers can access this API.
- Only activities visible to the customer can be hidden (refer the Overview section for details). If the customer cannot view the activity, the application will return 404 response code.

Request

Request headers

Name	Description	Allowed values	Default value
X-egain-session	Session ID obtained from Login API	N/A	N/A

	response header		
Accept	Content type accepted by client	`application/xml` or `application/json`	N/A
Accept-Language	Language locale accepted by client (used for locale specific fields in resource representation and in error responses)	Supported 'Accept-Language' header codes	`default system language`

Request Body

Request body is not allowed.

Supported API specific query parameters

None

Supported common query parameters

None

Response

Response headers

Name	Description	Possible values
X-egain-session	Session ID of the current user session	N/A
Content-Type	Media type of response body	`application/xml` or `application/json`

Response Body

The response body will be sent only in case of error. It can be in either XML or JSON format.

Response body xml schemas:

- Error - used in case of error

HTTP status codes

Success Status codes

204 - No Content

- Activities have been successfully hidden.

Failure Status codes

400 - Bad Request

- Any query parameter is sent in the request.
- More than 75 activity IDs must be sent in the request URI.

401 - Unauthorized

- X-egain-session request header is missing
- Session is invalid or expired

404 - Not Found

- One or more activity IDs specified in the request were not found.
- One or more activity IDs specified in the request is not visible to the logged in customer.

406 - Not Acceptable

- Invalid 'Accept-Language' header value

500 - Internal server error

Examples:

Example 1 - Hide single activity
Example 2 - Hide multiple activities

IDAndLink Class Reference

Public Member Functions

- Long getId ()
- Link getLink ()
- void setId (Long value)
- void setLink (Link value)

Detailed Description

IDAndLink Schema

This schema contains IDAndLink details of the parent activity of a social activity.

XML Schema File

`model/v12/xsd/interaction/activity.xsd`

Name	Description	Type
`id`	Id of parent activity	Long
`name`	`activity` link	Link

Member Function Documentation

Long getId ()

Gets the value of the id property.

Returns:

possible object is Long

Link getLink ()

Gets the value of the link property.

Returns:

possible object is Link

void setId (Long *value*)

Sets the value of the id property.

Parameters:

value	allowed object is Long

void setLink (Link *value*)

Sets the value of the link property.

Parameters:

value	allowed object is Link

IDAndLink Class Reference

Public Member Functions

- Long getId ()
- Link getLink ()
- void setId (Long value)
- void setLink (Link value)

Detailed Description

IDAndLink Schema

This schema contains IDAndLink details of the parent activity of a social activity.

XML Schema File

`model/v15/xsd/interaction/activity.xsd`

Name	Description	Type
`id`	Id of parent activity	Long
`name`	`activity` link	Link

Member Function Documentation

Long getId ()

Gets the value of the id property.

Returns:

possible object is Long

Link getLink ()

Gets the value of the link property.

Returns:

possible object is Link

void setId (Long *value*)

Sets the value of the id property.

Parameters:

value	allowed object is Long

void setLink (Link *value*)

Sets the value of the link property.

Parameters:

value	allowed object is Link

Identification Class Reference

Public Member Functions

- java.lang.String getType ()
- java.lang.String getValue ()
- void setType (java.lang.String value)
- void setValue (java.lang.String value)

Detailed Description

Identification Schema

Description of the elements used in Identification schema.

XML Schema File

`model/v12/xsd/interaction/contact_person.xsd`

Name	Description	Type
`type`	Identification type	String
`value`	Identification value	String

Member Function Documentation

java.lang.String getType ()

Gets the value of the type property.

Returns:

possible object is java.lang.String

java.lang.String getValue ()

Gets the value of the value property.

Returns:

possible object is java.lang.String

void setType (java.lang.String *value*)

Sets the value of the type property.

Parameters:

value	allowed object is java.lang.String

void setValue (java.lang.String *value*)

Sets the value of the value property.

Parameters:

value	allowed object is java.lang.String

Identification Class Reference

Public Member Functions

- java.lang.String getType ()
- java.lang.String getValue ()
- void setType (java.lang.String value)
- void setValue (java.lang.String value)

Detailed Description

Identification Schema

Description of the elements used in Identification schema.

XML Schema File

`model/v15/xsd/interaction/contact_person.xsd`

Name	Description	Type
`type`	Identification type	String
`value`	Identification value	String

Member Function Documentation

java.lang.String getType ()

Gets the value of the type property.

Returns:

possible object is java.lang.String

java.lang.String getValue ()

Gets the value of the value property.

Returns:

possible object is java.lang.String

void setType (java.lang.String *value*)

Sets the value of the type property.

Parameters:

value	allowed object is java.lang.String

void setValue (java.lang.String *value*)

Sets the value of the value property.

Parameters:

value	allowed object is java.lang.String

IDP Class Reference

Public Member Functions

- java.lang.String getIdpLoginURL ()
- java.lang.String getIdpLogoutURL ()
- java.lang.String getSamlRequest ()
- void setIdpLoginURL (java.lang.String value)
- void setIdpLogoutURL (java.lang.String value)
- void setSamlRequest (java.lang.String value)

Detailed Description

IDP Schema

This schema contains the details of Identity provider.

XML Schema File

`model/v15/xsd/common.xsd`

Name	Description	Type
`samlRequest`	SAML Request Token for Single Sign On.	String
`idpLoginURL`	Identity provider login URL for Single Sign On.	String
`idpLogoutURL`	Identity provider logout URL for Single Sign On.	String

Member Function Documentation

java.lang.String getIdpLoginURL ()

Gets the value of the idpLoginURL property.

Returns:

possible object is java.lang.String

java.lang.String getIdpLogoutURL ()

Gets the value of the idpLogoutURL property.

Returns:

possible object is java.lang.String

java.lang.String getSamlRequest ()

Gets the value of the samlRequest property.

Returns:

possible object is java.lang.String

void setIdpLoginURL (java.lang.String *value*)

Sets the value of the idpLoginURL property.

Parameters:

value	allowed object is java.lang.String

void setIdpLogoutURL (java.lang.String *value*)

Sets the value of the idpLogoutURL property.

Parameters:

value	allowed object is java.lang.String

void setSamlRequest (java.lang.String *value*)

Sets the value of the samlRequest property.

Parameters:

value	allowed object is java.lang.String

IDP Class Reference

Public Member Functions

- java.lang.String getIdpLoginURL ()
- java.lang.String getIdpLogoutURL ()
- java.lang.String getSamlRequest ()
- void setIdpLoginURL (java.lang.String value)
- void setIdpLogoutURL (java.lang.String value)
- void setSamlRequest (java.lang.String value)

Detailed Description

IDP Schema

This schema contains the details of Identity provider.

XML Schema File

`model/v3/xsd/common.xsd`

Name	Description	Type
`samlRequest`	SAML Request Token for Single Sign On.	string
`idpLoginURL`	Identity provider login URL for Single Sign On.	string
`idpLogoutURL`	Identity provider logout URL for Single Sign On.	string

Member Function Documentation

java.lang.String getIdpLoginURL ()

Gets the value of the idpLoginURL property.

Returns:

possible object is java.lang.String

java.lang.String getIdpLogoutURL ()

Gets the value of the idpLogoutURL property.

Returns:

possible object is java.lang.String

java.lang.String getSamlRequest ()

Gets the value of the samlRequest property.

Returns:

possible object is java.lang.String

void setIdpLoginURL (java.lang.String *value*)

Sets the value of the idpLoginURL property.

Parameters:

value	allowed object is java.lang.String

void setIdpLogoutURL (java.lang.String *value*)

Sets the value of the idpLogoutURL property.

Parameters:

value	allowed object is java.lang.String

void setSamlRequest (java.lang.String *value*)

Sets the value of the samlRequest property.

Parameters:

value	allowed object is java.lang.String

IdType Class Reference

Public Member Functions

- long getId ()
- IdType.Link getLink ()
- void setId (long value)
- void setLink (IdType.Link value)

Detailed Description

Documentation to be added when the Authoring API is released.

Member Function Documentation

long getId ()

Gets the value of the id property.

Returns:

possible object is Long

IdType.Link getLink ()

Gets the value of the link property.

Returns:

possible object is IdType.Link

void setId (long *value*)

Sets the value of the id property.

Parameters:

value	allowed object is Long

void setLink (IdType.Link *value*)

Sets the value of the link property.

Parameters:

value	allowed object is IdType.Link

IssueType Class Reference

Public Member Functions

- java.lang.String getDescription ()
- long getId ()
- java.lang.String getName ()
- Subjects getSubjects ()
- Boolean isAllowUserCreatedSubject ()
- void setAllowUserCreatedSubject (Boolean value)
- void setDescription (java.lang.String value)
- void setId (long value)
- void setName (java.lang.String value)
- void setSubjects (Subjects value)

Detailed Description

Issue Type Schema

This schema contains the definition of an issue type for secure inbox.

XML Schema File

`model/v15/xsd/mail/issue_type.xsd`

Name	Description	Type
`id`	ID of the issue type.	Long
`name`	Name of the issue type.	String
`description`	Description of the Issue Type.	String
`allowUserCreatedSubject`	Field to convey if user created subject is allowed for this issue type	Boolean
`subjects`	Subjects configured for the issue type.	Subjects

Member Function Documentation

java.lang.String getDescription ()

Gets the value of the description property.

Returns:

possible object is java.lang.String

long getId ()

Gets the value of the id property.

Returns:

possible object is Long

java.lang.String getName ()

Gets the value of the name property.

Returns:

possible object is java.lang.String

Subjects getSubjects ()

Gets the value of the subjects property.

Returns:

possible object is Subjects

Boolean isAllowUserCreatedSubject ()

Gets the value of the allowUserCreatedSubject property.

Returns:

possible object is Boolean

void setAllowUserCreatedSubject (Boolean *value*)

Sets the value of the allowUserCreatedSubject property.

Parameters:

value	allowed object is Boolean

void setDescription (java.lang.String *value*)

Sets the value of the description property.

Parameters:

value	allowed object is java.lang.String

void setId (long *value*)

Sets the value of the id property.

Parameters:

value	allowed object is Long

void setName (java.lang.String *value*)

Sets the value of the name property.

Parameters:

value	allowed object is java.lang.String

void setSubjects (Subjects *value*)

Sets the value of the subjects property.

Parameters:

value	allowed object is Subjects

IssueType Class Reference

Public Member Functions

- DateAndUser getCreated ()
- java.lang.String getDescription ()
- long getId ()
- DateAndUser getLastModified ()
- java.lang.String getName ()
- BigInteger getOrder ()
- Subjects getSubjects ()
- Boolean isAllowUserCreatedSubject ()
- void setAllowUserCreatedSubject (Boolean value)
- void setCreated (DateAndUser value)
- void setDescription (java.lang.String value)
- void setId (long value)
- void setLastModified (DateAndUser value)
- void setName (java.lang.String value)
- void setOrder (BigInteger value)
- void setSubjects (Subjects value)

Detailed Description

Issue Type Schema

This schema contains the definition of an issue type for secure inbox.

XML Schema File

`model/v12/xsd/mail/issue_type.xsd`

Name	Description	Type
`id`	ID of the issue type.	Long
`name`	Name of the issue type.	String
`description`	Description of the Issue Type.	String
`created`	Creation details of the issue type	DateAndUser
`lastModified`	Last modification details of the issue type	DateAndUser
`allowUserCreatedSubject`	Field to convey if user created subject is allowed for this issue type	Boolean
`subjects`	Subjects configured for the issue type.	Subjects
`order`	Order of the issue type if configured to message center.	Integer

---

Member Function Documentation

DateAndUser getCreated ()

Gets the value of the created property.

Returns:
possible object is DateAndUser

java.lang.String getDescription ()

Gets the value of the description property.

Returns:
possible object is java.lang.String

long getId ()

Gets the value of the id property.

Returns:
possible object is Long

DateAndUser getLastModified ()

Gets the value of the lastModified property.

Returns:
possible object is DateAndUser

java.lang.String getName ()

Gets the value of the name property.

Returns:
possible object is java.lang.String

BigInteger getOrder ()

Gets the value of the order property.

Returns:
possible object is BigInteger

Subjects getSubjects ()

Gets the value of the subjects property.

Returns:
possible object is Subjects

Boolean isAllowUserCreatedSubject ()

Gets the value of the allowUserCreatedSubject property.

Returns:
possible object is Boolean

void setAllowUserCreatedSubject (Boolean *value*)

Sets the value of the allowUserCreatedSubject property.

Parameters:

value	allowed object is Boolean

void setCreated (DateAndUser *value*)

Sets the value of the created property.

Parameters:

value	allowed object is DateAndUser

void setDescription (java.lang.String *value*)

Sets the value of the description property.

Parameters:

value	allowed object is java.lang.String

void setId (long *value*)

Sets the value of the id property.

Parameters:

value	allowed object is Long

void setLastModified (DateAndUser *value*)

Sets the value of the lastModified property.

Parameters:

value	allowed object is DateAndUser

void setName (java.lang.String *value*)

Sets the value of the name property.

Parameters:

value	allowed object is java.lang.String

void setOrder (BigInteger *value*)

Sets the value of the order property.

Parameters:

value	allowed object is BigInteger

void setSubjects (Subjects *value*)

Sets the value of the subjects property.

Parameters:

value	allowed object is Subjects

IssueTypeCommonInfo Class Reference

Detailed Description

Supported values of some Common Query Parameters that appear in Issuetype Resource APIs

NOTE: Each *common parameter* described below is not necessarily supported by all Issuetype APIs. Therefore, first refer to specific API documentation to see which *common parameters* that API supports.

Values of $attribute common parameter supported by Issuetype Resource

Use $attribute to request additional attributes/elements of resource representation, beyond those always returned by server. The value of $attribute must be a comma separated list of attribute names. For example,

```
GET
.../context/interaction/messagecenter/id/issuetype?$attribute=all
```

```
GET
.../context/interaction/messagecenter/id/issuetype?$attribute=subjects
```

Name	Description	Schema/type
all	This is a special keyword that prompts server to return all available resource attributes	N/A
subjects	Subjects configured for the issue type. For each configured subject, its id and name will be returned.	Subjects

Summary attributes of Issuetype Resource

Issuetype Resource always returns '<issuetypes>' representation, that contains one or more '<issuetype>' representations.

Issuetype Summary

Name	Description	Schema/type
id	Issue Type ID	Long
name	Name of the issue type	String
description	Description of the issue type	String
allowUserCreatedSubject	Name of the issue type	Boolean

IssueTypes Class Reference

Public Member Functions

- java.util.List< IssueType > getIssueType ()

Detailed Description

IssueTypes Schema

This schema contains IssueTypes type details.

XML Schema File

`model/v15/xsd/mail/issue_type.xsd`

Name	Description	Type
`issueType`	Issue Type details	IssueType

Member Function Documentation

java.util.List<IssueType> getIssueType ()

Gets the value of the issueType property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the issueType property.

For example, to add a new item, do as follows:

```
getIssueType().add(newItem);
```

Objects of the following type(s) are allowed in the list IssueType

IssueTypes Class Reference

Public Member Functions

- java.util.List< IssueType > getIssueType ()

Detailed Description

IssueTypes Schema

This schema contains IssueTypes type details.

XML Schema File

`model/v12/xsd/mail/issue_type.xsd`

Name	Description	Type
`issueType`	Issue Type details	IssueType

Member Function Documentation

java.util.List<IssueType> getIssueType ()

Gets the value of the issueType property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the issueType property.

For example, to add a new item, do as follows:

```
getIssueType().add(newItem);
```

Objects of the following type(s) are allowed in the list IssueType

JSONExampleNoBodyRequestHeadersSection Class Reference

Detailed Description

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/json
Accept-Language	en-US

KbAttachment Class Reference

Public Member Functions

- java.lang.String getAttachmentName ()
- short getAttachmentType ()
- void setAttachmentName (java.lang.String value)
- void setAttachmentType (short value)

Detailed Description

Documentation to be added when the Authoring API is released.

Member Function Documentation

java.lang.String getAttachmentName ()

Gets the value of the attachmentName property.

Returns:

possible object is java.lang.String

short getAttachmentType ()

Gets the value of the attachmentType property.

void setAttachmentName (java.lang.String *value*)

Sets the value of the attachmentName property.

Parameters:

value	allowed object is java.lang.String

void setAttachmentType (short *value*)

Sets the value of the attachmentType property.

L10NString Class Reference

Public Member Functions

- java.lang.String getDisplayValue ()
- java.lang.String getValue ()
- void setDisplayValue (java.lang.String value)
- void setValue (java.lang.String value)

Detailed Description

L10NString Schema

This schema contains details of the L10NString schema.

XML Schema File

`model/v12/xsd/common.xsd`

Name	Description	Type
`value`	A string that indicates the value.	String
`displayValue`	Localized string of the value element.	String

Member Function Documentation

java.lang.String getDisplayValue ()

Gets the value of the displayValue property.

Returns:

possible object is java.lang.String

java.lang.String getValue ()

Gets the value of the value property.

Returns:

possible object is java.lang.String

void setDisplayValue (java.lang.String *value*)

Sets the value of the displayValue property.

Parameters:

value	allowed object is java.lang.String

void setValue (java.lang.String *value*)

Sets the value of the value property.

Parameters:

value	allowed object is java.lang.String

L10NString Class Reference

Public Member Functions

- java.lang.String getDisplayValue ()
- java.lang.String getValue ()
- void setDisplayValue (java.lang.String value)
- void setValue (java.lang.String value)

Detailed Description

L10NString Schema

This schema contains details of the L10NString schema.

XML Schema File

`model/v15/xsd/common.xsd`

Name	Description	Type
`value`	A string that indicates the value.	String
`displayValue`	Localized string of the value element.	String

Member Function Documentation

java.lang.String getDisplayValue ()

Gets the value of the displayValue property.

Returns:

possible object is java.lang.String

java.lang.String getValue ()

Gets the value of the value property.

Returns:

possible object is java.lang.String

void setDisplayValue (java.lang.String *value*)

Sets the value of the displayValue property.

Parameters:

value	allowed object is java.lang.String

void setValue (java.lang.String *value*)

Sets the value of the value property.

Parameters:

value	allowed object is java.lang.String

Language Class Reference

Public Member Functions

- java.lang.String getCode ()
- int getId ()
- java.lang.String getLabel ()
- void setCode (java.lang.String value)
- void setId (int value)
- void setLabel (java.lang.String value)

Detailed Description

Language Schema

This schema contains Language type details.

XML Schema File

`model/v15/xsd/platform/language.xsd`

Name	Description	Type
`id`	ID of the language	Long
`code`	Language code. For E.g: en-us is the language code for English for Unites States	String
`label`	Label for the language	String

Member Function Documentation

java.lang.String getCode ()

Gets the value of the code property.

Returns:

possible object is java.lang.String

int getId ()

Gets the value of the id property.

Returns:

possible object is Integer

java.lang.String getLabel ()

Gets the value of the label property.

Returns:

possible object is java.lang.String

void setCode (java.lang.String *value*)

Sets the value of the code property.

Parameters:

value	allowed object is java.lang.String

void setId (int *value*)

Sets the value of the id property.

Parameters:

value	allowed object is Integer

void setLabel (java.lang.String *value*)

Sets the value of the label property.

Parameters:

value	allowed object is java.lang.String

Language Class Reference

Public Member Functions

- java.lang.String getCode ()
- int getId ()
- java.lang.String getLabel ()
- void setCode (java.lang.String value)
- void setId (int value)
- void setLabel (java.lang.String value)

Detailed Description

Language Schema

This schema contains Language type details.

XML Schema File

`model/v12/xsd/platform/language.xsd`

Name	Description	Type
`id`	ID of the language	Long
`code`	Language code. For E.g: en-us is the language code for English for Unites States	String
`label`	Label for the language	String

Member Function Documentation

java.lang.String getCode ()

Gets the value of the code property.

Returns:

possible object is java.lang.String

int getId ()

Gets the value of the id property.

Returns:

possible object is Integer

java.lang.String getLabel ()

Gets the value of the label property.

Returns:

possible object is java.lang.String

void setCode (java.lang.String *value*)

Sets the value of the code property.

Parameters:

value	allowed object is java.lang.String

void setId (int *value*)

Sets the value of the id property.

Parameters:

value	allowed object is Integer

void setLabel (java.lang.String *value*)

Sets the value of the label property.

Parameters:

value	allowed object is java.lang.String

LastAction Class Reference

Public Member Functions

- java.lang.String getDisplayValue ()
- java.lang.String getValue ()
- void setDisplayValue (java.lang.String value)
- void setValue (java.lang.String value)

Detailed Description

LastAction Schema

This schema contains the definition of the LastAction attribute of an email activity.

XML Schema File

`model/v15/xsd/interaction/activity.xsd`

Name	Description	Type
`value`	Possible values are one of the below • I18N_CASEMGMT_ACTION_ASSIGNED_BY_SYSTEM • I18N_CASEMGMT_ACTION_ASSIGNED_TO_SUPERVISE • I18N_CASEMGMT_ACTION_FORWARDED • I18N_CASEMGMT_ACTION_GENERIC_ACTIVITY_COMPLETE • I18N_CASEMGMT_ACTION_OUTBOUND_TO_REJECTED • I18N_CASEMGMT_ACTION_PHONE_CALL_TRANSFER_OUT • I18N_CASEMGMT_ACTION_PHONE_OUTBOUND_CALL • I18N_CASEMGMT_ACTION_REDIRECTED • I18N_CASEMGMT_ACTION_REPLIED • I18N_CASEMGMT_ACTION_SAVE_DRAFT • I18N_CASEMGMT_ACTION_SAVE_DRAFT_TO_SUPERVISE • I18N_CASEMGMT_ACTI	String

	ON_SENT • I18N_CASEMGMT_ACTION_WAITING_FOR_APPROVAL • I18N_CASEMGMT_ACTION_SOCIAL_GENERAL • I18N_CASEMGMT_ACTION_SOCIAL_POST • I18N_CASEMGMT_ACTION_SOCIAL_POST_FOLLOW • I18N_CASEMGMT_ACTION_SOCIAL_POST_INPROGRESS • I18N_CASEMGMT_ACTION_SOCIAL_POST_RETRY • I18N_CASEMGMT_ACTION_SOCIAL_SEARCH • I18N_CASEMGMT_ACTION_ESCALATED_BY_SYSTEM • I18N_CASEMGMT_ACTION_TRANSFERRED_BY_AN_AGENT • I18N_CASEMGMT_ACTION_TRANSFER_TO_USER • I18N_CASEMGMT_ACTION_COMPLETE_ACCEPT_FIRST_OUTGOING • I18N_CASEMGMT_ACTION_COMPLETE_REJECT_FIRST_OUTGOING	
`displayValue`	Localized value of the last action value.	String

Member Function Documentation

java.lang.String getDisplayValue ()

Gets the value of the displayValue property.

Returns:

possible object is java.lang.String

java.lang.String getValue ()

Gets the value of the value property.

Returns:

possible object is java.lang.String

void setDisplayValue (java.lang.String *value*)

Sets the value of the displayValue property.

Parameters:

value	allowed object is java.lang.String

void setValue (java.lang.String *value*)

Sets the value of the value property.

Parameters:

value	allowed object is java.lang.String

LastAction Class Reference

Public Member Functions

- java.lang.String getDisplayValue ()
- java.lang.String getValue ()
- void setDisplayValue (java.lang.String value)
- void setValue (java.lang.String value)

Detailed Description

LastAction Schema

This schema contains the definition of the LastAction attribute of an email activity.

XML Schema File

`model/v12/xsd/interaction/activity.xsd`

Name	Description	Type
`value`	Possible values are one of the below • I18N_CASEMGMT_ACTION_ASSIGNED_BY_SYSTEM • I18N_CASEMGMT_ACTION_ASSIGNED_TO_SUPERVISE • I18N_CASEMGMT_ACTION_FORWARDED • I18N_CASEMGMT_ACTION_GENERIC_ACTIVITY_COMPLETE • I18N_CASEMGMT_ACTION_OUTBOUND_TO_REJECTED • I18N_CASEMGMT_ACTION_PHONE_CALL_TRANSFER_OUT • I18N_CASEMGMT_ACTION_PHONE_OUTBOUND_CALL • I18N_CASEMGMT_ACTION_REDIRECTED • I18N_CASEMGMT_ACTION_REPLIED • I18N_CASEMGMT_ACTION_SAVE_DRAFT • I18N_CASEMGMT_ACTION_SAVE_DRAFT_TO_SUPERVISE • I18N_CASEMGMT_ACTI	String

	ON_SENT • I18N_CASEMGMT_ACTION_WAITING_FOR_APPROVAL • I18N_CASEMGMT_ACTION_SOCIAL_GENERAL • I18N_CASEMGMT_ACTION_SOCIAL_POST • I18N_CASEMGMT_ACTION_SOCIAL_POST_FOLLOW • I18N_CASEMGMT_ACTION_SOCIAL_POST_INPROGRESS • I18N_CASEMGMT_ACTION_SOCIAL_POST_RETRY • I18N_CASEMGMT_ACTION_SOCIAL_SEARCH • I18N_CASEMGMT_ACTION_ESCALATED_BY_SYSTEM • I18N_CASEMGMT_ACTION_TRANSFERRED_BY_AN_AGENT • I18N_CASEMGMT_ACTION_TRANSFER_TO_USER • I18N_CASEMGMT_ACTION_COMPLETE_ACCEPT_FIRST_OUTGOING • I18N_CASEMGMT_ACTION_COMPLETE_REJECT_FIRST_OUTGOING	
`displayValue`	Localized value of last action value.	String

Member Function Documentation

java.lang.String getDisplayValue ()

Gets the value of the displayValue property.

Returns:

possible object is java.lang.String

java.lang.String getValue ()

Gets the value of the value property.

Returns:

possible object is java.lang.String

void setDisplayValue (java.lang.String *value*)

Sets the value of the displayValue property.

Parameters:

value	allowed object is java.lang.String

void setValue (java.lang.String *value*)

Sets the value of the value property.

Parameters:

value	allowed object is java.lang.String

Link Class Reference

Public Member Functions

- java.lang.String getHref ()
- java.lang.String getRel ()
- void setHref (java.lang.String value)
- void setRel (java.lang.String value)

Detailed Description

Link Schema

This schema contains Link type details.

XML Schema File

`model/v12/xsd/common.xsd`

Name	Description	Type
`rel`	Either `self`, `prev`, `next` or an object name like 'user', folder' etc.	String
`href`	The URL.	String

Member Function Documentation

java.lang.String getHref ()

Gets the value of the href property.

Returns:

possible object is java.lang.String

java.lang.String getRel ()

Gets the value of the rel property.

Returns:

possible object is java.lang.String

void setHref (java.lang.String *value*)

Sets the value of the href property.

Parameters:

value	allowed object is java.lang.String

void setRel (java.lang.String *value*)

Sets the value of the rel property.

Parameters:

value	allowed object is java.lang.String

Link Class Reference

Public Member Functions

- java.lang.String getHref ()
- java.lang.String getRel ()
- void setHref (java.lang.String value)
- void setRel (java.lang.String value)

Detailed Description

Link Schema

This schema contains Link type details.

XML Schema File

`model/v15/xsd/common.xsd`

Name	Description	Type
`rel`	Either `self`, `prev`, `next` or an object name like 'user', folder' etc.	String
`href`	The URL.	String

Member Function Documentation

java.lang.String getHref ()

Gets the value of the href property.

Returns:

possible object is java.lang.String

java.lang.String getRel ()

Gets the value of the rel property.

Returns:

possible object is java.lang.String

void setHref (java.lang.String *value*)

Sets the value of the href property.

Parameters:

value	allowed object is java.lang.String

void setRel (java.lang.String *value*)

Sets the value of the rel property.

Parameters:

value	allowed object is java.lang.String

Link Class Reference

Public Member Functions

- java.lang.String getHref ()
- java.lang.String getRel ()
- void setHref (java.lang.String value)
- void setRel (java.lang.String value)

Detailed Description

Link Schema

This schema contains a REST URL that refers to an item or a page of items.

XML Schema File

`model/v3/xsd/common.xsd`

Name	Description	Type
`rel`	Either `self`, `prev` or `next`.	string
`href`	The URL.	string

Member Function Documentation

java.lang.String getHref ()

Gets the value of the href property.

Returns:

possible object is java.lang.String

java.lang.String getRel ()

Gets the value of the rel property.

Returns:

possible object is java.lang.String

void setHref (java.lang.String *value*)

Sets the value of the href property.

Parameters:

value	allowed object is java.lang.String

void setRel (java.lang.String *value*)

Sets the value of the rel property.

Parameters:

value	allowed object is java.lang.String

Linkage Class Reference

Public Member Functions

- Resource1 getResource1 ()
- Resource2 getResource2 ()
- void setResource1 (Resource1 value)
- void setResource2 (Resource2 value)

Detailed Description

Java class for Linkage complex type.

The following schema fragment specifies the expected content contained within this class.

```
<complexType name="Linkage">  <complexContent>    <restriction
base="{http://www.w3.org/2001/XMLSchema}anyType">      <sequence>        <element
name="resource1" type="{http://bindings.egain.com/ws/model/v12/gen/platform}Resource1"/>
<element name="resource2" type="{http://bindings.egain.com/ws/model/v12/gen/platform}Resource2"/>
</sequence>    </restriction>  </complexContent></complexType>
```

Member Function Documentation

Resource1 getResource1 ()

Gets the value of the resource1 property.

Returns:

possible object is Resource1

Resource2 getResource2 ()

Gets the value of the resource2 property.

Returns:

possible object is Resource2

void setResource1 (Resource1 *value*)

Sets the value of the resource1 property.

Parameters:

value	allowed object is Resource1

void setResource2 (Resource2 *value*)

Sets the value of the resource2 property.

Parameters:

value	allowed object is Resource2

Linkages Class Reference

Public Member Functions

- java.util.List< Linkage > getLinkage ()

Detailed Description

Java class for Linkages complex type.

The following schema fragment specifies the expected content contained within this class.

```
<complexType name="Linkages">  <complexContent>    <restriction
base="{http://www.w3.org/2001/XMLSchema}anyType">      <sequence>        <element name="linkage"
type="{http://bindings.egain.com/ws/model/v12/gen/platform}Linkage" maxOccurs="unbounded"/>
</sequence>    </restriction>  </complexContent></complexType>
```

Member Function Documentation

java.util.List<Linkage> getLinkage ()

Gets the value of the linkage property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the linkage property.

For example, to add a new item, do as follows:

```
   getLinkage().add(newItem);
```

Objects of the following type(s) are allowed in the list Linkage

Lock Class Reference

Public Member Functions

- User getLockedBy ()
- void setLockedBy (User value)

Detailed Description

Lock Schema

This schema contains Lock type details.

XML Schema File

`model/v12/xsd/kb/article.xsd`

Name	Description	Type
`lockedBy`	Details of the user who has checked out the article	User

Member Function Documentation

User getLockedBy ()

Gets the value of the lockedBy property.

Returns:

possible object is User

void setLockedBy (User *value*)

Sets the value of the lockedBy property.

Parameters:

value	allowed object is User

Login Class Reference

Public Member Functions

- java.lang.String getPassword ()
- java.lang.String getUserName ()
- void setPassword (java.lang.String value)
- void setUserName (java.lang.String value)

Detailed Description

Login Schema

Description of the elements used in Login schema.

XML Schema File

`model/v15/xsd/kb/login.xsd`

Name	Description	Type
userName	Login user name	String
password	Password for the above user name	String

Member Function Documentation

java.lang.String getPassword ()

Gets the value of the password property.

Returns:

possible object is java.lang.String

java.lang.String getUserName ()

Gets the value of the userName property.

Returns:

possible object is java.lang.String

void setPassword (java.lang.String *value*)

Sets the value of the password property.

Parameters:

value	allowed object is java.lang.String

void setUserName (java.lang.String *value*)

Sets the value of the userName property.

Parameters:

value	allowed object is java.lang.String

Login Class Reference

Public Member Functions

- java.lang.String getPassword ()
- java.lang.String getUserName ()
- void setPassword (java.lang.String value)
- void setUserName (java.lang.String value)

Detailed Description

Login Schema

Description of the elements used in Login schema.

XML Schema File

`model/v12/xsd/kb/login.xsd`

Name	Description	Type
userName	Login user name	String
password	Password for the above user name	String

Member Function Documentation

java.lang.String getPassword ()

Gets the value of the password property.

Returns:

possible object is java.lang.String

java.lang.String getUserName ()

Gets the value of the userName property.

Returns:

possible object is java.lang.String

void setPassword (java.lang.String *value*)

Sets the value of the password property.

Parameters:

value	allowed object is java.lang.String

void setUserName (java.lang.String *value*)

Sets the value of the userName property.

Parameters:

value	allowed object is java.lang.String

Logout Class Reference

Public Member Functions

- java.lang.String getIdpLogoutUrl ()
- Providers getProviders ()
- java.lang.String getSamlRequest ()
- boolean isSpAuthenticationEnabled ()
- void setIdpLogoutUrl (java.lang.String value)
- void setProviders (Providers value)
- void setSamlRequest (java.lang.String value)
- void setSpAuthenticationEnabled (boolean value)

Detailed Description

Logout Schema

Description of the elements used in Logout schema.

XML Schema File

`model/v15/xsd/platform/logout.xsd`

Name	Description	Type
spAuthenticationEnabled	Flag to indicate if SP authentication is enabled for customers	Boolean
idpLogoutUrl	Identity provider logout URL (returned only if SP authenticated SSO is enabled for customer)	String
samlRequest	Logout SAML Token (returned only if SP authenticated SSO is enabled for customer)	String
providers	Details of configured providers in the application.	Providers

---

Member Function Documentation

java.lang.String getIdpLogoutUrl ()

Gets the value of the idpLogoutUrl property.

Returns:

possible object is java.lang.String

Providers getProviders ()

Gets the value of the providers property.

Returns:

possible object is Providers

java.lang.String getSamlRequest ()

Gets the value of the samlRequest property.

Returns:

possible object is java.lang.String

boolean isSpAuthenticationEnabled ()

Gets the value of the spAuthenticationEnabled property.

void setIdpLogoutUrl (java.lang.String *value*)

Sets the value of the idpLogoutUrl property.

Parameters:

value	allowed object is java.lang.String

void setProviders (Providers *value*)

Sets the value of the providers property.

Parameters:

value	allowed object is Providers

void setSamlRequest (java.lang.String *value*)

Sets the value of the samlRequest property.

Parameters:

value	allowed object is java.lang.String

void setSpAuthenticationEnabled (boolean *value*)

Sets the value of the spAuthenticationEnabled property.

Macro Class Reference

Public Member Functions

- java.lang.String getDefaultArticle ()
- java.lang.String getDefaultValue ()
- java.lang.String getDescription ()
- java.lang.String getName ()
- void setDefaultArticle (java.lang.String value)
- void setDefaultValue (java.lang.String value)
- void setDescription (java.lang.String value)
- void setName (java.lang.String value)

Detailed Description

Macro Schema

This schema contains Macro type details.

XML Schema File

`model/v15/xsd/platform/macro.xsd`

Name	Description	Type
`name`	Name of the macro	String
`description`	Description of the macro	String
`defaultArticle`	Default article with the macro	String
`defaultValue`	Default value of macro .	String

Member Function Documentation

java.lang.String getDefaultArticle ()

Gets the value of the defaultArticle property.

Returns:

possible object is java.lang.String

java.lang.String getDefaultValue ()

Gets the value of the defaultValue property.

Returns:

possible object is java.lang.String

java.lang.String getDescription ()

Gets the value of the description property.

Returns:

possible object is java.lang.String

java.lang.String getName ()

Gets the value of the name property.

Returns:

possible object is java.lang.String

void setDefaultArticle (java.lang.String *value*)

Sets the value of the defaultArticle property.

Parameters:

value	allowed object is java.lang.String

void setDefaultValue (java.lang.String *value*)

Sets the value of the defaultValue property.

Parameters:

value	allowed object is java.lang.String

void setDescription (java.lang.String *value*)

Sets the value of the description property.

Parameters:

value	allowed object is java.lang.String

void setName (java.lang.String *value*)

Sets the value of the name property.

Parameters:

value	allowed object is java.lang.String

Macro Class Reference

Public Member Functions

- java.lang.String getDefaultArticle ()
- java.lang.String getDefaultValue ()
- java.lang.String getDescription ()
- java.lang.String getName ()
- void setDefaultArticle (java.lang.String value)
- void setDefaultValue (java.lang.String value)
- void setDescription (java.lang.String value)
- void setName (java.lang.String value)

Detailed Description

Macro Schema

This schema contains Macro type details.

XML Schema File

`model/v12/xsd/platform/macro.xsd`

Name	Description	Type
`name`	Name of the macro	String
`description`	Description of the macro	String
`defaultArticle`	Default article with the macro	String
`defaultValue`	Default value of macro .	String

Member Function Documentation

java.lang.String getDefaultArticle ()

Gets the value of the defaultArticle property.

Returns:

possible object is java.lang.String

java.lang.String getDefaultValue ()

Gets the value of the defaultValue property.

Returns:

possible object is java.lang.String

java.lang.String getDescription ()

Gets the value of the description property.

Returns:

possible object is java.lang.String

java.lang.String getName ()

Gets the value of the name property.

Returns:

possible object is java.lang.String

void setDefaultArticle (java.lang.String *value*)

Sets the value of the defaultArticle property.

Parameters:

value	allowed object is java.lang.String

void setDefaultValue (java.lang.String *value*)

Sets the value of the defaultValue property.

Parameters:

value	allowed object is java.lang.String

void setDescription (java.lang.String *value*)

Sets the value of the description property.

Parameters:

value	allowed object is java.lang.String

void setName (java.lang.String *value*)

Sets the value of the name property.

Parameters:

value	allowed object is java.lang.String

MarkActivitiesReadPage Class Reference

Detailed Description

Mark activities as read

Overview

This API can be used to mark one or more activities of a customer as read.

For this API to execute successfully:

- The activities must be visible to the customer. Refer the page Activities visible to a customer for more information.
- Not more than 75 activity IDs must be sent in one request.

NOTE: This API will be successful even if the activities are already in "read" state.

Since:

11.6

APIs

Method	URL	Description
PUT	`/ws/v15/context/interaction/activity/{IDs}/read`	Mark one or more activities as read. {IDs}: a comma separated string of activity IDs to be marked as read.

Authentication

Authentication is required. The customer must be logged in to call this API. Each API request must contain X-egain-session request header returned by Login API.

Permissions

- All authenticated customers can access this API.
- Only activities visible to the customer can be marked as read (refer the Overview section for details). If the customer cannot view the activity, the application will return 404 response code.

Request

Request headers

Name	Description	Allowed values	Default value
X-egain-session	Session ID obtained from Login API	N/A	N/A

	response header		
Accept	Content type accepted by client	`application/xml` or `application/json`	N/A
Accept-Language	Language locale accepted by client (used for locale specific fields in resource representation and in error responses)	Supported 'Accept-Language' header codes	`default system language`

Request Body

Request body is not allowed.

Supported API specific query parameters

None

Supported common query parameters

None

Response

Response headers

Name	Description	Possible values
X-egain-session	Session ID of the current user session	N/A
Content-Type	Media type of response body	`application/xml` or `application/json`

Response Body

The response body will be sent only in case of error. It can be in either XML or JSON format.

Response body xml schemas:

- Error - used in case of error

HTTP status codes

Success Status codes

204 - No Content

- Activities have been marked as read successfully.

Failure Status codes

400 - Bad Request

- Any query parameter is sent in the request.
- More than 75 activity IDs must be sent in the request URI.

401 - Unauthorized

- X-egain-session request header is missing
- Session is invalid or expired

404 - Not Found

- One or more activity IDs specified in the request were not found.
- One or more activity IDs specified in the request is not visible to the logged in customer.

406 - Not Acceptable

- Invalid 'Accept-Language' header value

500 - Internal server error

Examples:

Example 1 - Mark single activity as read
Example 2 - Mark multiple activities as read

MarkActivitiesUnreadPage Class Reference

Detailed Description

Mark activities as unread

Overview

This API can be used to mark one or more activities of a customer as unread.

For this API to execute successfully:

- The activities must be visible to the customer. Refer the page Activities visible to a customer for more information.
- Not more than 75 activity IDs must be sent in one request.

NOTE: This API will be successful even if the activities are already in "unread" state.

Since:

11.6

APIs

Method	URL	Description
PUT	`/ws/v15/context/interaction/activity/{IDs}/unread`	Mark one or more activities as unread. {IDs}: a comma separated string of activity IDs to be marked as unread.

Authentication

Authentication is required. The customer must be logged in to call this API. Each API request must contain X-egain-session request header returned by Login API.

Permissions

- All authenticated customers can access this API.
- Only activities visible to the customer can be marked as unread (refer the Overview section for details). If the customer cannot view the activity, the application will return 404 response code.

Request

Request headers

Name	Description	Allowed values	Default value
X-egain-session	Session ID obtained from Login API	N/A	N/A

	response header		
Accept	Content type accepted by client	`application/xml` or `application/json`	N/A
Accept-Language	Language locale accepted by client (used for locale specific fields in resource representation and in error responses)	Supported 'Accept-Language' header codes	`default system language`

Request Body

Request body is not allowed.

Supported API specific query parameters

None

Supported common query parameters

None

Response

Response headers

Name	Description	Possible values
X-egain-session	Session ID of the current user session	N/A
Content-Type	Media type of response body	`application/xml` or `application/json`

Response Body

The response body will be sent only in case of error. It can be in either XML or JSON format.

Response body xml schemas:

- Error - used in case of error

HTTP status codes

Success Status codes

204 - No Content

- Activities have been marked as unread successfully.

Failure Status codes

400 - Bad Request

- Any query parameter is sent in the request.
- More than 75 activity IDs must be sent in the request URI.

401 - Unauthorized

- X-egain-session request header is missing
- Session is invalid or expired

404 - Not Found

- One or more activity IDs specified in the request were not found.
- One or more activity IDs specified in the request is not visible to the logged in customer.

406 - Not Acceptable

- Invalid 'Accept-Language' header value

500 - Internal server error

Examples:

Example 1 - Mark single activity as unread
Example 2 - Mark multiple activities as unread

MarkActivityReadExamples Class Reference

Detailed Description

Examples for mark activites as read

Example 1 - Mark single activity as read

This example demonstrates the following:

- Marking a single activity belonging to logged in customer as read.

XML

Request

Method	URL
PUT	`/ws/v15/context/interaction/activity/1011/read`

Request headers

Name	Values
X-egain-session	valid session ID
Accept	`application/xml`
Accept-Language	`en-US`

Response:

HTTP/1.1 204 No Content

Response headers

Name	Values
X-egain-session	current session ID
Content-Type	`application/xml`

JSON

Request

Method	URL
PUT	`/ws/v15/context/interaction/activity/1011/read`

Request headers

Name	Values
X-egain-session	valid session ID
Accept	`application/json`
Accept-Language	`en-US`

Response:

HTTP/1.1 204 No Content

Response headers

Name	Values
X-egain-session	current session ID
Content-Type	`application/json`

Example 2 - Mark multiple activities as read

This example demonstrates the following:

- Marking multiple activities belonging to logged in customer as read.

XML

Request

Method	URL
PUT	`/ws/v15/context/interaction/activity/1011,1012,1015/read`

Request headers

Name	Values
X-egain-session	valid session ID
Accept	`application/xml`
Accept-Language	`en-US`

Response:

HTTP/1.1 204 No Content

Response headers

Name	Values
X-egain-session	current session ID
Content-Type	`application/xml`

JSON

Request

Method	URL
PUT	`/ws/v15/context/interaction/activity/1011,1012,1015/read`

Request headers

Name	Values
X-egain-session	valid session ID
Accept	`application/json`
Accept-Language	`en-US`

Response:

HTTP/1.1 204 No Content

Response headers

Name	Values
X-egain-session	current session ID
Content-Type	`application/json`

MarkActivityUnreadExamples Class Reference

Detailed Description

Examples for mark activites as unread

Example 1 - Mark single activity as unread

This example demonstrates the following:

- Marking a single activity belonging to logged in customer as unread.

XML

Request

Method	URL
PUT	`/ws/v15/context/interaction/activity/1011/unread`

Request headers

Name	Values
X-egain-session	valid session ID
Accept	`application/xml`
Accept-Language	`en-US`

Response:

HTTP/1.1 204 No Content

Response headers

Name	Values
X-egain-session	current session ID
Content-Type	`application/xml`

JSON

Request

Method	URL
PUT	`/ws/v15/context/interaction/activity/1011/unread`

Request headers

Name	Values
X-egain-session	valid session ID
Accept	`application/json`
Accept-Language	`en-US`

Response:

HTTP/1.1 204 No Content

Response headers

Name	Values
X-egain-session	current session ID
Content-Type	`application/json`

Example 2 - Mark multiple activities as unread

This example demonstrates the following:

- Marking multiple activities belonging to logged in customer as unread.

XML

Request

Method	URL
PUT	`/ws/v15/context/interaction/activity/1011,1012,1015/unread`

Request headers

Name	Values
X-egain-session	valid session ID
Accept	`application/xml`
Accept-Language	`en-US`

Response:

HTTP/1.1 204 No Content

Response headers

Name	Values
X-egain-session	current session ID
Content-Type	`application/xml`

JSON

Request

Method	URL
PUT	`/ws/v15/context/interaction/activity/1011,1012,1015/unread`

Request headers

Name	Values
X-egain-session	valid session ID
Accept	`application/json`
Accept-Language	`en-US`

Response:

HTTP/1.1 204 No Content

Response headers

Name	Values
X-egain-session	current session ID
Content-Type	`application/json`

MessageCenter Class Reference

Public Member Functions

- java.lang.String getId ()
- IntegratedServer getIntegratedServer ()
- void setId (java.lang.String value)
- void setIntegratedServer (IntegratedServer value)

Detailed Description

Message Center Schema

This schema contains the definition of a message center.

XML Schema File

`model/v15/xsd/mail/message_center.xsd`

Name	Description	Type
`id`	ID of the message center.	String

Member Function Documentation

java.lang.String getId ()

Gets the value of the id property.

Returns:

possible object is java.lang.String

IntegratedServer getIntegratedServer ()

Gets the value of the integratedServer property.

Returns:

possible object is IntegratedServer

void setId (java.lang.String *value*)

Sets the value of the id property.

Parameters:

value	allowed object is java.lang.String

void setIntegratedServer (IntegratedServer *value*)

Sets the value of the integratedServer property.

Parameters:

value	allowed object is IntegratedServer

MessageCenter Class Reference

Public Member Functions

- BigInteger getAllowedTypeOfEmails ()
- DateAndUser getCreated ()
- Department getDepartment ()
- java.lang.String getId ()
- IssueTypes getIssueTypes ()
- DateAndUser getLastModified ()
- long getMessageCenterId ()
- Notification getNotification ()
- Department getOldDepartment ()
- Boolean isEnable ()
- void setAllowedTypeOfEmails (BigInteger value)
- void setCreated (DateAndUser value)
- void setDepartment (Department value)
- void setEnable (Boolean value)
- void setId (java.lang.String value)
- void setIssueTypes (IssueTypes value)
- void setLastModified (DateAndUser value)
- void setMessageCenterId (long value)
- void setNotification (Notification value)
- void setOldDepartment (Department value)

Detailed Description

Message Center Schema

This schema contains the definition of a message center.

XML Schema File

`model/v12/xsd/mail/message_center.xsd`

Name	Description	Type
`id`	ID of the message center.	Long

Member Function Documentation

BigInteger getAllowedTypeOfEmails ()

Gets the value of the allowedTypeOfEmails property.

Returns:

possible object is BigInteger

DateAndUser getCreated ()

Gets the value of the created property.

Returns:

possible object is DateAndUser

Department getDepartment ()

Gets the value of the department property.

Returns:

possible object is Department

java.lang.String getId ()

Gets the value of the id property.

Returns:

possible object is java.lang.String

IssueTypes getIssueTypes ()

Gets the value of the issueTypes property.

Returns:

possible object is IssueTypes

DateAndUser getLastModified ()

Gets the value of the lastModified property.

Returns:

possible object is DateAndUser

long getMessageCenterId ()

Gets the value of the messageCenterId property.

Returns:

possible object is Long

Notification getNotification ()

Gets the value of the notification property.

Returns:

possible object is Notification

Department getOldDepartment ()

Gets the value of the oldDepartment property.

Returns:

possible object is Department

Boolean isEnable ()

Gets the value of the enable property.

Returns:

possible object is Boolean

void setAllowedTypeOfEmails (BigInteger *value*)

Sets the value of the allowedTypeOfEmails property.

Parameters:

value	allowed object is BigInteger

void setCreated (DateAndUser *value*)

Sets the value of the created property.

Parameters:

value	allowed object is DateAndUser

void setDepartment (Department *value*)

Sets the value of the department property.

Parameters:

value	allowed object is Department

void setEnable (Boolean *value*)

Sets the value of the enable property.

Parameters:

value	allowed object is Boolean

void setId (java.lang.String *value*)

Sets the value of the id property.

Parameters:

value	allowed object is java.lang.String

void setIssueTypes (IssueTypes *value*)

Sets the value of the issueTypes property.

Parameters:

value	allowed object is IssueTypes

void setLastModified (DateAndUser *value*)

Sets the value of the lastModified property.

Parameters:

value	allowed object is DateAndUser

void setMessageCenterId (long *value*)

Sets the value of the messageCenterId property.

Parameters:

value	allowed object is Long

void setNotification (Notification *value*)

Sets the value of the notification property.

Parameters:

value	allowed object is Notification

void setOldDepartment (Department *value*)

Sets the value of the oldDepartment property.

Parameters:

value	allowed object is Department

MoveContactPointsPage Class Reference

Detailed Description

Move Contact Points

Overview

This API allows users to move one or more contact points of a single contact person to a different contact person. Target contact person ID must be specified in the request body.

All activities (including completed activities) and all cases associated with the contact points listed in the URI, are updated to reflect the changes in customer, contact persons and contact points.

Criteria for successful execution

- All contact points listed in the request URI must belong to the same contact person.
- Contact points can only move across different contact persons belonging to different customers. Hence, contact person of the contact points listed in the URI should belong to a customer different from target contact persons's customer.
- If the customer is departmentalized, the department of the customer of contact points listed in the URI and the department of the target customer should be the same.
- Number of contact points specified in the request URI should not exceed 75.

Since:

11.6

APIs

Method	URL	Description
PUT	`/ws/v12/interaction/customer/contactperson/contactpoint/{IDs}/move`	Move contact points specified by IDs to target contact person specified in the request body. {IDs} represent a comma separated string of contact point IDs.

Authentication

Authentication is required. The client must be logged in to call this API. Each API request must contain X-egain-session request header returned by Login API.

Permissions

All of the following are required:

- 'Edit Customer' action.

- All the activities associated with the contact points in the URI should belong to either the user's home department, or to the department where the user is a foreign user.

Licenses

The logged in user must have the following licenses:

- ECE CIH Platform

Request

Request headers

Name	Description	Allowed values	Default value
X-egain-session	Session ID obtained from Login API response header	N/A	N/A
Accept	Content type accepted by client.	`application/xml` or `application/json`	N/A
Content-Type	Media type sent by the client	`application/xml` or `application/json`	N/A
Accept-Language	Language locale accepted by client (used for locale specific fields in resource representation and in error responses)	Supported 'Accept-Language' header codes	`default system language`

Required elements to be submitted in the request body

Name	Description	Type
customer.contactpersons.contactperson.id	Target contact person ID	Long

Optional elements allowed to be submitted in the request body

No optional elements in request body are supported by this API.

Request body xml schemas

- Customer Schema - used to send target contact person ID.

Supported API specific query parameters

No query parameter is supported by this API.

Supported common query parameters

No common query parameter is supported by this API.

Response

Response headers

Name	Description	Possible values
X-egain-session	Session ID of the current user session	N/A
Content-Type	Media type of response body	`application/xml` or `application/json`

Events logged

- 401 (change customer event for every activity updated)
- 402 (move contact point event for every contact point moved)

HTTP status codes

Success Status codes

204 - No Content

- Contact Points successfully moved.

Failure Status codes

400 - Bad Request

- Any query or common parameter is present in the request URL.
- Request body does not contain the required elements for moving contact points.
- Any element present in the request body is not a supported required or optional element.
- More than one target contact person is listed in the request body.
- Contact person in the request body does not exist.
- Request body is empty.
- Any criteria for successful execution mentioned in the Overview section is violated.

401 - Unauthorized

- X-egain-session request header is missing
- Session is invalid or expired

403 - Forbidden

- The user does not have sufficient permissions to move one or more of the requested resources.

404 - Not Found

- One or more contact point IDs, provided in the URI, do not exist.

406 - Not Acceptable

- Invalid 'Accept-Language' header value.

409 - Conflict

- One or more activities associated with any contact point IDs sent in the URI are locked by another user.

500 - Internal server error

Examples

All examples listed below assume that following are true:

- The user has the required permissions. See *Permissions* section for more info.
- All activities associated to the contact points moved, are updated to reflect the changes.

Example 1

This example demonstrates how to move a single contact point of a contact person to another contact person.

Request

Method	URL
PUT	`ws/v12/interaction/customer/contactperson/contactpoint/1001/move`

Response:

HTTP/1.1 204 No Content

XML

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Content-Type	application/xml
Accept-Language	en-US

Request body

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?><customer
xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/customer"
xmlns:ns1="http://bindings.egain.com/ws/model/v12/gen/interaction/contactperson"><contactPersons>
<ns1:contactPerson id="1003"/></contactPersons></customer>
```

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml

JSON

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/json
Content-Type	application/json
Accept-Language	en-US

Request body

```
{  "contactPersons": {    "contactPerson": [      {        "id": 1003      }    ]  }}
```

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json

Example 2

This example demonstrates how to move three contact points of a contact person to another contact person.

Request

Method	URL
PUT	`ws/v12/interaction/customer/contactperson/contactpoint/1004,1002,1003/move`

Response:

HTTP/1.1 204 No Content

XML

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Content-Type	application/xml
Accept-Language	en-US

Request body

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?><customer
xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/customer"
xmlns:ns1="http://bindings.egain.com/ws/model/v12/gen/interaction/contactperson"><contactPersons>
<ns1:contactPerson id="1003"/></contactPersons></customer>
```

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml

JSON

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/json
Content-Type	application/json
Accept-Language	en-US

Request body

```
{  "contactPersons": {    "contactPerson": [      {        "id": 1003      }    ]  }}
```

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json

MyActivitiesHTMLPage Class Reference

Detailed Description

my_activities.html

```
<html><head>   <style>        table {                                        width: 95%;
                              font-family: Segoe UI;               font-size: 8pt;
       font-style: normal;                  font-weight: normal;                 pane-spacing:
1;                    pane-divider-border-color: #ffffff;                 margin: 0px;
       padding: 0px;                                    }              th, td {
       text-align: left;                    padding: 8px;                 text-align: center;
       }              caption {                                          font-family: Segoe UI;
              font-size: 10pt;                       font-style: normal;
       font-weight: bold;                                    }
       tr:nth-child(even){background-color: #f2f2f2}               th {
       background-color: #C2EBED;                    color: black;          }      </style>
       <script src="../../common/jquery-1.7/jquery.min.js"></script>      <script
src="../../widget/platform/util/util.js"></script>          <script
src="../../widget/platform/framework/framework.js"></script>                <script>
       var topHandle = window.open("", getEgainCookie("mainWindowName"));         var
eGainCSRFToken = topHandle.getEgainSecurityToken();         var userId =
topHandle.getCache("userId");         $(document).ready(function(){           $.ajax({
url: "../../../ws/v12/interaction/activity?assignedTo=" + userId,                 type:'GET',
              headers:{                        'X-egain-csrf':eGainCSRFToken,
'Accept-Language':'en-US',                     'Accept':'application/json'               },
              complete:function(xhr, status){                       if (status=='success' &&
xhr.status=='200')                     {                          var activities =
JSON.parse(xhr.responseText);                       var activityTable =
document.getElementById("activityTable");                                                  var
numOfActivities = activities.activity.length;
         for (i = 0; i < numOfActivities; i++)                                 {
              var row = activityTable.insertRow(i+1);                                 var
idCol = row.insertCell(0);                                  var typeCol = row.insertCell(1);
                           var statusCol = row.insertCell(2);
       var subjectCol = row.insertCell(3);                                   idCol.innerHTML =
activities.activity[i].id;                                  typeCol.innerHTML =
activities.activity[i].type.displayValue;                                   statusCol.innerHTML =
activities.activity[i].status.displayValue;                                 subjectCol.innerHTML =
activities.activity[i].subject;                               }             }              }});
});     </script></head><body>    <table id="activityTable" style="width: 100%">
<caption>My Activities</caption>             <thead>            <tr>
<th>Id</th>                           <th>Type</th>                          <th>Status</th>
                    <th>Subject</th>                      </tr>           </thead>
<tbody id="tbody">             </tbody>      </table></body></html>
```

NetworkAttribute Class Reference

Public Member Functions

- java.lang.String getName ()
- java.lang.String getValue ()
- void setName (java.lang.String value)
- void setValue (java.lang.String value)

Detailed Description

NetworkAttribute Schema

This schema contains NetworkAttribute details.

XML Schema File

`model/v12/xsd/interaction/activity.xsd`

Name	Description	Type
`name`	Name of the network attribute parameter	String
`value`	Value of the network attribute parameter	String

Member Function Documentation

java.lang.String getName ()

Gets the value of the name property.

Returns:

possible object is java.lang.String

java.lang.String getValue ()

Gets the value of the value property.

Returns:

possible object is java.lang.String

void setName (java.lang.String *value*)

Sets the value of the name property.

Parameters:

value	allowed object is java.lang.String

void setValue (java.lang.String *value*)

Sets the value of the value property.

Parameters:

value	allowed object is java.lang.String

NetworkAttribute Class Reference

Public Member Functions

- java.lang.String getName ()
- java.lang.String getValue ()
- void setName (java.lang.String value)
- void setValue (java.lang.String value)

Detailed Description

NetworkAttribute Schema

This schema contains NetworkAttribute details.

XML Schema File

`model/v15/xsd/interaction/activity.xsd`

Name	Description	Type
`name`	Name of the network attribute parameter	String
`value`	Value of the network attribute parameter	String

Member Function Documentation

java.lang.String getName ()

Gets the value of the name property.

Returns:

possible object is java.lang.String

java.lang.String getValue ()

Gets the value of the value property.

Returns:

possible object is java.lang.String

void setName (java.lang.String *value*)

Sets the value of the name property.

Parameters:

value	allowed object is java.lang.String

void setValue (java.lang.String *value*)

Sets the value of the value property.

Parameters:

value	allowed object is java.lang.String

NetworkAttributes Class Reference

Public Member Functions

- java.util.List< NetworkAttribute > getNetworkAttribute ()

Detailed Description

NetworkAttributes Schema

This schema defines NetworkAttributes specific to a social network.

XML Schema File

`model/v12/xsd/interaction/activity.xsd`

Name	Description	Type
`networkAttribute`	List of network attributes specific to social network	NetworkAttribute

---

Member Function Documentation

java.util.List<NetworkAttribute> getNetworkAttribute ()

Gets the value of the networkAttribute property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the networkAttribute property.

For example, to add a new item, do as follows:

```
getNetworkAttribute().add(newItem);
```

Objects of the following type(s) are allowed in the list NetworkAttribute

NetworkAttributes Class Reference

Public Member Functions

- java.util.List< NetworkAttribute > getNetworkAttribute ()

Detailed Description

NetworkAttributes Schema

This schema defines NetworkAttributes specific to a social network.

XML Schema File

`model/v15/xsd/interaction/activity.xsd`

Name	Description	Type
`networkAttribute`	List of network attributes specific to social network	NetworkAttribute

---

Member Function Documentation

java.util.List<NetworkAttribute> getNetworkAttribute ()

Gets the value of the networkAttribute property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the networkAttribute property.

For example, to add a new item, do as follows:

```
getNetworkAttribute().add(newItem);
```

Objects of the following type(s) are allowed in the list NetworkAttribute

Note Class Reference

Public Member Functions

- java.lang.String getContent ()
- DateAndUser getCreated ()
- long getId ()
- void setContent (java.lang.String value)
- void setCreated (DateAndUser value)
- void setId (long value)

Detailed Description

Note Schema

This schema contains Note type details.

XML Schema File

`model/v15/xsd/common.xsd`

Name	Description	Type
`content`	Text of the note, should be of CDATA type	String
`created`	Creation details of the note	DateAndUser
`id`	ID of the note	Long

Member Function Documentation

java.lang.String getContent ()

Gets the value of the content property.

Returns:

possible object is java.lang.String

DateAndUser getCreated ()

Gets the value of the created property.

Returns:

possible object is DateAndUser

long getId ()

Gets the value of the id property.

Returns:

possible object is Long

void setContent (java.lang.String *value*)

Sets the value of the content property.

Parameters:

value	allowed object is java.lang.String

void setCreated (DateAndUser *value*)

Sets the value of the created property.

Parameters:

value	allowed object is DateAndUser

void setId (long *value*)

Sets the value of the id property.

Parameters:

value	allowed object is Long

Note Class Reference

Public Member Functions

- java.lang.String getContent ()
- DateAndTime getCreated ()
- long getId ()
- void setContent (java.lang.String value)
- void setCreated (DateAndTime value)
- void setId (long value)

Detailed Description

Note Schema

This schema contains Note type details.

XML Schema File

`model/v12/xsd/common.xsd`

Name	Description	Type
`content`	Text of the note, should be of CDATA type	String
`created`	Creation details of the note	Created
`id`	ID of the note	Long

Member Function Documentation

java.lang.String getContent ()

Gets the value of the content property.

Returns:

possible object is java.lang.String

DateAndTime getCreated ()

Gets the value of the created property.

Returns:

possible object is DateAndTime

long getId ()

Gets the value of the id property.

Returns:

possible object is Long

void setContent (java.lang.String *value*)

Sets the value of the content property.

Parameters:

value	allowed object is java.lang.String

void setCreated (DateAndTime *value*)

Sets the value of the created property.

Parameters:

value	allowed object is DateAndTime

void setId (long *value*)

Sets the value of the id property.

Parameters:

value	allowed object is Long

Notes Class Reference

Public Member Functions

- int getCount ()
- Link getLink ()
- java.util.List< Note > getNote ()
- PaginationInfo getPaginationInfo ()
- void setCount (int value)
- void setLink (Link value)
- void setPaginationInfo (PaginationInfo value)

Detailed Description

Notes Schema

This schema contains Notes type details.

XML Schema File

`model/v12/xsd/common.xsd`

Name	Description	Type
`link`	`self` link	Link
`paginationInfo`	Pagination details of notes	PaginationInfo
`note`	Details of a note	Note
`count`	Number of notes present	Int

Member Function Documentation

int getCount ()

Gets the value of the count property.

Returns:

possible object is Integer

Link getLink ()

Gets the value of the link property.

Returns:

possible object is Link

java.util.List<Note> getNote ()

Gets the value of the note property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the note property.

For example, to add a new item, do as follows:

```
getNote().add(newItem);
```

Objects of the following type(s) are allowed in the list Note

PaginationInfo getPaginationInfo ()

Gets the value of the paginationInfo property.

Returns:

possible object is PaginationInfo

void setCount (int *value*)

Sets the value of the count property.

Parameters:

value	allowed object is Integer

void setLink (Link *value*)

Sets the value of the link property.

Parameters:

value	allowed object is Link

void setPaginationInfo (PaginationInfo *value*)

Sets the value of the paginationInfo property.

Parameters:

value	allowed object is PaginationInfo

Notes Class Reference

Public Member Functions

- int getCount ()
- Link getLink ()
- java.util.List< Note > getNote ()
- PaginationInfo getPaginationInfo ()
- void setCount (int value)
- void setLink (Link value)
- void setPaginationInfo (PaginationInfo value)

Detailed Description

Notes Schema

This schema contains Notes type details.

XML Schema File

`model/v15/xsd/common.xsd`

Name	Description	Type
`link`	`self` link	Link
`paginationInfo`	Pagination details of notes	PaginationInfo
`note`	Details of a note	Note
`count`	Number of notes present	Int

Member Function Documentation

int getCount ()

Gets the value of the count property.

Returns:

possible object is Integer

Link getLink ()

Gets the value of the link property.

Returns:

possible object is Link

java.util.List<Note> getNote ()

Gets the value of the note property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the note property.

For example, to add a new item, do as follows:

```
getNote().add(newItem);
```

Objects of the following type(s) are allowed in the list Note

PaginationInfo getPaginationInfo ()

Gets the value of the paginationInfo property.

Returns:

possible object is PaginationInfo

void setCount (int *value*)

Sets the value of the count property.

Parameters:

value	allowed object is Integer

void setLink (Link *value*)

Sets the value of the link property.

Parameters:

value	allowed object is Link

void setPaginationInfo (PaginationInfo *value*)

Sets the value of the paginationInfo property.

Parameters:

value	allowed object is PaginationInfo

OAuthLoginResponse Class Reference

Public Member Functions

- java.lang.String getAccessToken ()
- java.lang.String getError ()
- java.lang.String getErrorDescription ()
- java.lang.String getTokenType ()
- void setAccessToken (java.lang.String value)
- void setError (java.lang.String value)
- void setErrorDescription (java.lang.String value)
- void setTokenType (java.lang.String value)

Detailed Description

Oauth Login Response Schema

Description of the elements used in OAuth response schema

XML Schema File

`model/v15/xsd/platform/oauth_response.xsd`

Name	Description	Type
access_token	Session ID created for the customer.	String
token_type	Type of access token created for the customer.	String
error	OAuth error code. Possible values are one of the below • invalid_request • unsupported_grant_type • invalid_grant • access_denied • server_error	String
error_description	User friendly error message, describing the details of the error occurred while serving the user request.	String

---

Member Function Documentation

java.lang.String getAccessToken ()

Gets the value of the accessToken property.

Returns:

possible object is java.lang.String

java.lang.String getError ()

Gets the value of the error property.

Returns:

possible object is java.lang.String

java.lang.String getErrorDescription ()

Gets the value of the errorDescription property.

Returns:

possible object is java.lang.String

java.lang.String getTokenType ()

Gets the value of the tokenType property.

Returns:

possible object is java.lang.String

void setAccessToken (java.lang.String *value*)

Sets the value of the accessToken property.

Parameters:

value	allowed object is java.lang.String

void setError (java.lang.String *value*)

Sets the value of the error property.

Parameters:

value	allowed object is java.lang.String

void setErrorDescription (java.lang.String *value*)

Sets the value of the errorDescription property.

Parameters:

value	allowed object is java.lang.String

void setTokenType (java.lang.String *value*)

Sets the value of the tokenType property.

Parameters:

value	allowed object is java.lang.String

OAuthLoginResponse Class Reference

Public Member Functions

- java.lang.String getAccessToken ()
- java.lang.String getError ()
- java.lang.String getErrorDescription ()
- java.lang.String getTokenType ()
- void setAccessToken (java.lang.String value)
- void setError (java.lang.String value)
- void setErrorDescription (java.lang.String value)
- void setTokenType (java.lang.String value)

Detailed Description

Oauth Login Response Schema

Description of the elements used in OAuth response schema

XML Schema File

`model/v12/xsd/platform/oauth_response.xsd`

Name	Description	Type
access_token	Session ID created for the customer.	String
token_type	Type of access token created for the customer.	String
error	OAuth error code. Possible values are one of the below • invalid_request • unsupported_grant_type • invalid_grant • access_denied • server_error	String
error_description	User friendly error message, describing the details of the error occurred while serving the user request.	String

---

Member Function Documentation

java.lang.String getAccessToken ()

Gets the value of the accessToken property.

Returns:

possible object is java.lang.String

java.lang.String getError ()

Gets the value of the error property.

Returns:

possible object is java.lang.String

java.lang.String getErrorDescription ()

Gets the value of the errorDescription property.

Returns:

possible object is java.lang.String

java.lang.String getTokenType ()

Gets the value of the tokenType property.

Returns:

possible object is java.lang.String

void setAccessToken (java.lang.String *value*)

Sets the value of the accessToken property.

Parameters:

value	allowed object is java.lang.String

void setError (java.lang.String *value*)

Sets the value of the error property.

Parameters:

value	allowed object is java.lang.String

void setErrorDescription (java.lang.String *value*)

Sets the value of the errorDescription property.

Parameters:

value	allowed object is java.lang.String

void setTokenType (java.lang.String *value*)

Sets the value of the tokenType property.

Parameters:

value	allowed object is java.lang.String

Option Class Reference

Public Member Functions

- Attribute getAttribute ()
- java.lang.String getDisplayValue ()
- java.lang.String getValue ()
- boolean isIsDefault ()
- void setAttribute (Attribute value)
- void setDisplayValue (java.lang.String value)
- void setIsDefault (boolean value)
- void setValue (java.lang.String value)

Detailed Description

Option Schema

This schema contains Option type details.

XML Schema File

`model/v15/xsd/common/attribute.xsd`

Name	Description	Type
`isDefault`	When true, this option is initialy selected.	Boolean
`value`	How this option is referred to internally.	String
`displayValue`	Label to display in UI for this option.	String
`attribute`	Attribute can be nested.	Attribute

Member Function Documentation

Attribute getAttribute ()

Gets the value of the attribute property.

Returns:

possible object is Attribute

java.lang.String getDisplayValue ()

Gets the value of the displayValue property.

Returns:

possible object is java.lang.String

java.lang.String getValue ()

Gets the value of the value property.

Returns:

possible object is java.lang.String

boolean isIsDefault ()

Gets the value of the isDefault property.

Returns:

possible object is Boolean

void setAttribute (Attribute *value*)

Sets the value of the attribute property.

Parameters:

value	allowed object is Attribute

void setDisplayValue (java.lang.String *value*)

Sets the value of the displayValue property.

Parameters:

value	allowed object is java.lang.String

void setIsDefault (boolean *value*)

Sets the value of the isDefault property.

Parameters:

value	allowed object is Boolean

void setValue (java.lang.String *value*)

Sets the value of the value property.

Parameters:

value	allowed object is java.lang.String

Option Class Reference

Public Member Functions

- Attribute getAttribute ()
- java.lang.String getDisplayValue ()
- java.lang.String getValue ()
- boolean isIsDefault ()
- void setAttribute (Attribute value)
- void setDisplayValue (java.lang.String value)
- void setIsDefault (boolean value)
- void setValue (java.lang.String value)

Detailed Description

Option Schema

This schema contains Option type details.

XML Schema File

`model/v12/xsd/common/attribute.xsd`

Name	Description	Type
`isDefault`	When true, this option is initialy selected.	Boolean
`value`	How this option is referred to internally.	String
`displayValue`	Label to display in UI for this option.	String
`attribute`	Attribute can be nested.	Attribute

Member Function Documentation

Attribute getAttribute ()

Gets the value of the attribute property.

Returns:

possible object is Attribute

java.lang.String getDisplayValue ()

Gets the value of the displayValue property.

Returns:

possible object is java.lang.String

java.lang.String getValue ()

Gets the value of the value property.

Returns:

possible object is java.lang.String

boolean isIsDefault ()

Gets the value of the isDefault property.

Returns:

possible object is Boolean

void setAttribute (Attribute *value*)

Sets the value of the attribute property.

Parameters:

value	allowed object is Attribute

void setDisplayValue (java.lang.String *value*)

Sets the value of the displayValue property.

Parameters:

value	allowed object is java.lang.String

void setIsDefault (boolean *value*)

Sets the value of the isDefault property.

Parameters:

value	allowed object is Boolean

void setValue (java.lang.String *value*)

Sets the value of the value property.

Parameters:

value	allowed object is java.lang.String

Options Class Reference

Public Member Functions

- java.util.List< Option > getOption ()
- boolean isIsMultiSelect ()
- void setIsMultiSelect (boolean value)

Detailed Description

Options Schema

This schema contains Options type details.

XML Schema File

`model/v12/xsd/common/attribute.xsd`

Name	Description	Type
`isMultiSelect`	True if more than 1 option can be selected.	Boolean
`option`	Option details.	Option

Member Function Documentation

java.util.List<Option> getOption ()

Gets the value of the option property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the option property.

For example, to add a new item, do as follows:

```
getOption().add(newItem);
```

Objects of the following type(s) are allowed in the list Option

boolean isIsMultiSelect ()

Gets the value of the isMultiSelect property.

Returns:

possible object is Boolean

void setIsMultiSelect (boolean *value*)

Sets the value of the isMultiSelect property.

Parameters:

value	allowed object is Boolean

Options Class Reference

Public Member Functions

- java.util.List< Option > getOption ()
- boolean isIsMultiSelect ()
- void setIsMultiSelect (boolean value)

Detailed Description

Options Schema

This schema contains Options type details.

XML Schema File

`model/v15/xsd/common/attribute.xsd`

Name	Description	Type
`isMultiSelect`	True if more than 1 option can be selected.	Boolean
`option`	Option details.	Option

Member Function Documentation

java.util.List<Option> getOption ()

Gets the value of the option property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the option property.

For example, to add a new item, do as follows:

```
getOption().add(newItem);
```

Objects of the following type(s) are allowed in the list Option

boolean isIsMultiSelect ()

Gets the value of the isMultiSelect property.

Returns:

possible object is Boolean

void setIsMultiSelect (boolean *value*)

Sets the value of the isMultiSelect property.

Parameters:

value	allowed object is Boolean

Owner Class Reference

Public Member Functions

- Folder getFolder ()
- User getUser ()
- void setFolder (Folder value)
- void setUser (User value)

Detailed Description

Owner Schema

This schema contains Owner type details.

XML Schema File

`model/v12/xsd/interaction/case.xsd`

Name	Description	Type
`user`	Details of the user who owns the case	User
`folder`	Folder details of the case	Folder

Member Function Documentation

Folder getFolder ()

Gets the value of the folder property.

Returns:

possible object is Folder

User getUser ()

Gets the value of the user property.

Returns:

possible object is User

void setFolder (Folder *value*)

Sets the value of the folder property.

Parameters:

value	allowed object is Folder

void setUser (User *value*)

Sets the value of the user property.

Parameters:

value	allowed object is User

Owner Class Reference

Public Member Functions

- java.lang.String getId ()
- java.lang.String getName ()
- void setId (java.lang.String value)
- void setName (java.lang.String value)

Detailed Description

Documentation to be added when the Authoring API is released.

Member Function Documentation

java.lang.String getId ()

Gets the value of the id property.

Returns:

possible object is java.lang.String

java.lang.String getName ()

Gets the value of the name property.

Returns:

possible object is java.lang.String

void setId (java.lang.String *value*)

Sets the value of the id property.

Parameters:

value	allowed object is java.lang.String

void setName (java.lang.String *value*)

Sets the value of the name property.

Parameters:

value	allowed object is java.lang.String

Owner Class Reference

Public Member Functions

- Folder getFolder ()
- User getUser ()
- void setFolder (Folder value)
- void setUser (User value)

Detailed Description

Owner Schema

This schema contains Owner type details.

XML Schema File

`model/v15/xsd/interaction/case.xsd`

Name	Description	Type
`user`	Details of the user who owns the case	User
`folder`	Folder details of the case	Folder

Member Function Documentation

Folder getFolder ()

Gets the value of the folder property.

Returns:

possible object is Folder

User getUser ()

Gets the value of the user property.

Returns:

possible object is User

void setFolder (Folder *value*)

Sets the value of the folder property.

Parameters:

value	allowed object is Folder

void setUser (User *value*)

Sets the value of the user property.

Parameters:

value	allowed object is User

PaginationInfo Class Reference

Public Member Functions

- int getCount ()
- java.util.List< Link > getLink ()
- int getPagenum ()
- int getPagesize ()
- void setCount (int value)
- void setPagenum (int value)
- void setPagesize (int value)

Detailed Description

PaginationInfo Schema

This schema contains PaginationInfo type details.

XML Schema File

`model/v15/xsd/common.xsd`

Name	Description	Type
`count`	Total number	Int
`pagenum`	Page number requested	Int
`pagesize`	Number of notes requested per page	Int
`link`	Can be `prev` , `next` link	Link

Member Function Documentation

int getCount ()

Gets the value of the count property.

java.util.List<Link> getLink ()

Gets the value of the link property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the link property.

For example, to add a new item, do as follows:

```
getLink().add(newItem);
```

Objects of the following type(s) are allowed in the list Link

int getPagenum ()

Gets the value of the pagenum property.

int getPagesize ()

Gets the value of the pagesize property.

void setCount (int *value*)

Sets the value of the count property.

void setPagenum (int *value*)

Sets the value of the pagenum property.

void setPagesize (int *value*)

Sets the value of the pagesize property.

PaginationInfo Class Reference

Public Member Functions

- int getCount ()
- java.util.List< Link > getLink ()
- int getPagenum ()
- int getPagesize ()
- void setCount (int value)
- void setPagenum (int value)
- void setPagesize (int value)

Detailed Description

PaginationInfo Schema

This schema contains PaginationInfo type details.

XML Schema File

`model/v12/xsd/common.xsd`

Name	Description	Type
`count`	Total number	Int
`pagenum`	Page number requested	Int
`pagesize`	Number of notes requested per page	Int
`link`	Can be `prev` , `next` link	Link

Member Function Documentation

int getCount ()

Gets the value of the count property.

java.util.List<Link> getLink ()

Gets the value of the link property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the link property.

For example, to add a new item, do as follows:

```
getLink().add(newItem);
```

Objects of the following type(s) are allowed in the list Link

int getPagenum ()

Gets the value of the pagenum property.

int getPagesize ()

Gets the value of the pagesize property.

void setCount (int *value*)

Sets the value of the count property.

void setPagenum (int *value*)

Sets the value of the pagenum property.

void setPagesize (int *value*)

Sets the value of the pagesize property.

Paging Class Reference

Public Member Functions

- int getCount ()
- int getMaxRange ()
- int getPageNumber ()
- int getRangeSize ()
- int getRangeStart ()
- void setCount (int value)
- void setMaxRange (int value)
- void setPageNumber (int value)
- void setRangeSize (int value)
- void setRangeStart (int value)

Detailed Description

Paging Schema

This schema contains information about the page of data returned and the number of items on the page.

XML Schema File

`model/v3/xsd/common.xsd`

Name	Description	Type
`count`	The number of resource items (for example, articles or topics) returned in this response.	int
`maxRange`	The total number of resource items that could be returned. For example, if 614 articles match a search query but only the first ten results are returned, the maxRange value will be 614.	int
`pageNumber`	The page number of results returned. The first page of results is page 1.	int
`rangeStart`	The index of the first result returned. The index starts at 0. For example, if the third page of results is returned and the page size is 10, rangeStart will be 20 because the page 1 range is 0-9, the page 2 range is 10-19, and the page 3 range is 20-29.	int
`rangeSize`	This is the same as the page	int

	size, if paging is used. This will be equal to the count field, if the number available is greater than or equal to the page size. For example, if page size is 10 and there are only 7 results, count will be 7 and rangeSize will be 10.	

Member Function Documentation

int getCount ()

Gets the value of the count property.

int getMaxRange ()

Gets the value of the maxRange property.

int getPageNumber ()

Gets the value of the pageNumber property.

int getRangeSize ()

Gets the value of the rangeSize property.

int getRangeStart ()

Gets the value of the rangeStart property.

void setCount (int *value*)

Sets the value of the count property.

void setMaxRange (int *value*)

Sets the value of the maxRange property.

void setPageNumber (int *value*)

Sets the value of the pageNumber property.

void setRangeSize (int *value*)

Sets the value of the rangeSize property.

void setRangeStart (int *value*)

Sets the value of the rangeStart property.

Parameter Class Reference

Public Member Functions

- java.lang.String getName ()
- java.lang.String getValue ()
- void setName (java.lang.String value)
- void setValue (java.lang.String value)

Detailed Description

Parameter Schema

This schema contains one form parameter defined by its name and value.

XML Schema File

`model/v3/xsd/common.xsd`

Name	Description	Type
`name`	The name of the form parameter.	string
`value`	The value of the form parameter.	string

Member Function Documentation

java.lang.String getName ()

Gets the value of the name property.

Returns:

possible object is java.lang.String

java.lang.String getValue ()

Gets the value of the value property.

Returns:

possible object is java.lang.String

void setName (java.lang.String *value*)

Sets the value of the name property.

Parameters:

value	allowed object is java.lang.String

void setValue (java.lang.String *value*)

Sets the value of the value property.

Parameters:

value	allowed object is java.lang.String

Parent Class Reference

Public Member Functions

- long getId ()
- void setId (long value)

Detailed Description

Parent Schema

This schema contains an ID that refers to a parent of an item.

XML Schema File

`model/v3/xsd/common.xsd`

Name	Description	Type
`id`	The ID of the parent.	long

Member Function Documentation

long getId ()

Gets the value of the id property.

void setId (long *value*)

Sets the value of the id property.

Payload Class Reference

Public Member Functions

- GenericActivityAttributes getCalltrack ()
- ChatAttributes getChat ()
- EmailAttributes getEmail ()
- SocialAttributes getSocial ()
- GenericActivityAttributes getTask ()
- GenericActivityAttributes getUserCreated ()
- WebAttributes getWeb ()
- void setCalltrack (GenericActivityAttributes value)
- void setChat (ChatAttributes value)
- void setEmail (EmailAttributes value)
- void setSocial (SocialAttributes value)
- void setTask (GenericActivityAttributes value)
- void setUserCreated (GenericActivityAttributes value)
- void setWeb (WebAttributes value)

Detailed Description

Payload Schema

This schema has the definition of Payload. Only one of the payload elements can be present.

XML Schema File

`model/v12/xsd/interaction/activity.xsd`

Name	Description	Type
`email`	This will have the attributes for the email activity.	EmailAttributes
`chat`	This will have the attributes for the chat activity.	ChatAttributes
`web`	This will have the attributes for the web activity.	WebAttributes
`social`	This will have the attributes for the social activity.	SocialAttributes
`task`	This will have the attributes for the task activity.	GenericActivityAttributes
`calltrack`	This will have the attributes for the calltrack activity.	GenericActivityAttributes
`userCreated`	This will have the attributes for any of the user created activity types.	GenericActivityAttributes

---

Member Function Documentation

GenericActivityAttributes getCalltrack ()

Gets the value of the calltrack property.

Returns:

possible object is GenericActivityAttributes

ChatAttributes getChat ()

Gets the value of the chat property.

Returns:

possible object is ChatAttributes

EmailAttributes getEmail ()

Gets the value of the email property.

Returns:

possible object is EmailAttributes

SocialAttributes getSocial ()

Gets the value of the social property.

Returns:

possible object is SocialAttributes

GenericActivityAttributes getTask ()

Gets the value of the task property.

Returns:

possible object is GenericActivityAttributes

GenericActivityAttributes getUserCreated ()

Gets the value of the userCreated property.

Returns:

possible object is GenericActivityAttributes

WebAttributes getWeb ()

Gets the value of the web property.

Returns:

possible object is WebAttributes

void setCalltrack (GenericActivityAttributes *value*)

Sets the value of the calltrack property.

Parameters:

value	allowed object is GenericActivityAttributes

void setChat (ChatAttributes *value*)

Sets the value of the chat property.

Parameters:

value	allowed object is ChatAttributes

void setEmail (EmailAttributes *value*)

Sets the value of the email property.

Parameters:

value	allowed object is EmailAttributes

void setSocial (SocialAttributes *value*)

Sets the value of the social property.

Parameters:

value	allowed object is SocialAttributes

void setTask (GenericActivityAttributes *value*)

Sets the value of the task property.

Parameters:

value	allowed object is GenericActivityAttributes

void setUserCreated (GenericActivityAttributes *value*)

Sets the value of the userCreated property.

Parameters:

value	allowed object is GenericActivityAttributes

void setWeb (WebAttributes *value*)

Sets the value of the web property.

Parameters:

value	allowed object is WebAttributes

Payload Class Reference

Public Member Functions

- GenericActivityAttributes getCalltrack ()
- ChatAttributes getChat ()
- EmailAttributes getEmail ()
- SocialAttributes getSocial ()
- GenericActivityAttributes getTask ()
- GenericActivityAttributes getUserCreated ()
- WebAttributes getWeb ()
- void setCalltrack (GenericActivityAttributes value)
- void setChat (ChatAttributes value)
- void setEmail (EmailAttributes value)
- void setSocial (SocialAttributes value)
- void setTask (GenericActivityAttributes value)
- void setUserCreated (GenericActivityAttributes value)
- void setWeb (WebAttributes value)

Detailed Description

Payload Schema

This schema has the definition of Payload. Only one of the payload elements can be present.

XML Schema File

`model/v15/xsd/interaction/activity.xsd`

Name	Description	Type
`email`	This will have the attributes for the email activity.	EmailAttributes
`chat`	This will have the attributes for the chat activity.	ChatAttributes
`web`	This will have the attributes for the web activity.	WebAttributes
`social`	This will have the attributes for the social activity.	SocialAttributes
`task`	This will have the attributes for the task activity.	GenericActivityAttributes
`calltrack`	This will have the attributes for the calltrack activity.	GenericActivityAttributes
`userCreated`	This will have the attributes for any of the user created activity types.	GenericActivityAttributes

---

Member Function Documentation

GenericActivityAttributes getCalltrack ()

Gets the value of the calltrack property.

Returns:

possible object is GenericActivityAttributes

ChatAttributes getChat ()

Gets the value of the chat property.

Returns:

possible object is ChatAttributes

EmailAttributes getEmail ()

Gets the value of the email property.

Returns:

possible object is EmailAttributes

SocialAttributes getSocial ()

Gets the value of the social property.

Returns:

possible object is SocialAttributes

GenericActivityAttributes getTask ()

Gets the value of the task property.

Returns:

possible object is GenericActivityAttributes

GenericActivityAttributes getUserCreated ()

Gets the value of the userCreated property.

Returns:

possible object is GenericActivityAttributes

WebAttributes getWeb ()

Gets the value of the web property.

Returns:

possible object is WebAttributes

void setCalltrack (GenericActivityAttributes *value*)

Sets the value of the calltrack property.

Parameters:

value	allowed object is GenericActivityAttributes

void setChat (ChatAttributes *value*)

Sets the value of the chat property.

Parameters:

value	allowed object is ChatAttributes

void setEmail (EmailAttributes *value*)

Sets the value of the email property.

Parameters:

value	allowed object is EmailAttributes

void setSocial (SocialAttributes *value*)

Sets the value of the social property.

Parameters:

value	allowed object is SocialAttributes

void setTask (GenericActivityAttributes *value*)

Sets the value of the task property.

Parameters:

value	allowed object is GenericActivityAttributes

void setUserCreated (GenericActivityAttributes *value*)

Sets the value of the userCreated property.

Parameters:

value	allowed object is GenericActivityAttributes

void setWeb (WebAttributes *value*)

Sets the value of the web property.

Parameters:

value	allowed object is WebAttributes

PermissionTypes Enum Reference

Detailed Description

Java class for PermissionTypes.

The following schema fragment specifies the expected content contained within this class.

```
<simpleType name="PermissionTypes">  <restriction base="{http://www.w3.org/2001/XMLSchema}string">
<enumeration value="own_folder"/>    <enumeration value="view_folder"/>    <enumeration
value="create_folder"/>    <enumeration value="delete_folder"/>    <enumeration
value="edit_folder"/>    <enumeration value="create_article"/>    <enumeration
value="edit_article"/>    <enumeration value="delete_article"/>    <enumeration
value="suggest_article"/>    <enumeration value="manage_suggestions"/>
</restriction></simpleType>
```

Phone Class Reference

Public Member Functions

- java.lang.String getAreaCode ()
- Availability getAvailability ()
- java.lang.String getCountryCode ()
- java.lang.String getExtension ()
- long getId ()
- DateAndUser getLastModified ()
- java.lang.String getPhoneNo ()
- L10NString getType ()
- void setAreaCode (java.lang.String value)
- void setAvailability (Availability value)
- void setCountryCode (java.lang.String value)
- void setExtension (java.lang.String value)
- void setId (long value)
- void setLastModified (DateAndUser value)
- void setPhoneNo (java.lang.String value)
- void setType (L10NString value)

Detailed Description

Phone Schema

Definition of Phone contact point schema.

XML Schema File

`model/v12/xsd/interaction/contact_point.xsd`

Name	Description	Type
`id`	contact point ID	Long
`type`	Type of phone contact point	L10NString
`phoneNo`	Phone number of the phone contact point	String
`countryCode`	Country code of the phone contact point	String
`areaCode`	Area code of the phone contact point	String
`extension`	Extension of the phone contact point	String
`availability`	Availability details of the phone contact point	Availability
`lastModified`	Last modification details of the contact point	DateAndUser

---

Member Function Documentation

java.lang.String getAreaCode ()

Gets the value of the areaCode property.

Returns:
possible object is java.lang.String

Availability getAvailability ()

Gets the value of the availability property.

Returns:
possible object is Availability

java.lang.String getCountryCode ()

Gets the value of the countryCode property.

Returns:
possible object is java.lang.String

java.lang.String getExtension ()

Gets the value of the extension property.

Returns:
possible object is java.lang.String

long getId ()

Gets the value of the id property.

Returns:
possible object is Long

DateAndUser getLastModified ()

Gets the value of the lastModified property.

Returns:
possible object is DateAndUser

java.lang.String getPhoneNo ()

Gets the value of the phoneNo property.

Returns:
possible object is java.lang.String

L10NString getType ()

Gets the value of the type property.

Returns:
possible object is L10NString

void setAreaCode (java.lang.String *value*)

Sets the value of the areaCode property.

Parameters:

value	allowed object is java.lang.String

void setAvailability (Availability *value*)

Sets the value of the availability property.

Parameters:

value	allowed object is Availability

void setCountryCode (java.lang.String *value*)

Sets the value of the countryCode property.

Parameters:

value	allowed object is java.lang.String

void setExtension (java.lang.String *value*)

Sets the value of the extension property.

Parameters:

value	allowed object is java.lang.String

void setId (long *value*)

Sets the value of the id property.

Parameters:

value	allowed object is Long

void setLastModified (DateAndUser *value*)

Sets the value of the lastModified property.

Parameters:

value	allowed object is DateAndUser

void setPhoneNo (java.lang.String *value*)

Sets the value of the phoneNo property.

Parameters:

value	allowed object is java.lang.String

void setType (L10NString *value*)

Sets the value of the type property.

Parameters:

value	allowed object is L10NString

Phone Class Reference

Public Member Functions

- java.lang.String getAreaCode ()
- Availability getAvailability ()
- java.lang.String getCountryCode ()
- java.lang.String getExtension ()
- long getId ()
- DateAndUser getLastModified ()
- java.lang.String getPhoneNo ()
- L10NString getType ()
- void setAreaCode (java.lang.String value)
- void setAvailability (Availability value)
- void setCountryCode (java.lang.String value)
- void setExtension (java.lang.String value)
- void setId (long value)
- void setLastModified (DateAndUser value)
- void setPhoneNo (java.lang.String value)
- void setType (L10NString value)

Detailed Description

Phone Schema

Definition of Phone contact point schema.

XML Schema File

`model/v15/xsd/interaction/contact_point.xsd`

Name	Description	Type
`id`	contact point ID	Long
`type`	type of phone contact point	L10NString
`phoneNo`	Phone number of the phone contact point	String
`countryCode`	Country code of the phone contact point	String
`areaCode`	Area code of the phone contact point	String
`extension`	Extension of the phone contact point	String
`availability`	Availability details of the phone contact point	Availability
`lastModified`	Last modification details of the contact point	DateAndUser

---

Member Function Documentation

java.lang.String getAreaCode ()

Gets the value of the areaCode property.

Returns:
possible object is java.lang.String

Availability getAvailability ()

Gets the value of the availability property.

Returns:
possible object is Availability

java.lang.String getCountryCode ()

Gets the value of the countryCode property.

Returns:
possible object is java.lang.String

java.lang.String getExtension ()

Gets the value of the extension property.

Returns:
possible object is java.lang.String

long getId ()

Gets the value of the id property.

Returns:
possible object is Long

DateAndUser getLastModified ()

Gets the value of the lastModified property.

Returns:
possible object is DateAndUser

java.lang.String getPhoneNo ()

Gets the value of the phoneNo property.

Returns:
possible object is java.lang.String

L10NString getType ()

Gets the value of the type property.

Returns:
possible object is L10NString

void setAreaCode (java.lang.String *value*)

Sets the value of the areaCode property.

Parameters:

value	allowed object is java.lang.String

void setAvailability (Availability *value*)

Sets the value of the availability property.

Parameters:

value	allowed object is Availability

void setCountryCode (java.lang.String *value*)

Sets the value of the countryCode property.

Parameters:

value	allowed object is java.lang.String

void setExtension (java.lang.String *value*)

Sets the value of the extension property.

Parameters:

value	allowed object is java.lang.String

void setId (long *value*)

Sets the value of the id property.

Parameters:

value	allowed object is Long

void setLastModified (DateAndUser *value*)

Sets the value of the lastModified property.

Parameters:

value	allowed object is DateAndUser

void setPhoneNo (java.lang.String *value*)

Sets the value of the phoneNo property.

Parameters:

value	allowed object is java.lang.String

void setType (L10NString *value*)

Sets the value of the type property.

Parameters:

value	allowed object is L10NString

PickActivityExamples Class Reference

Detailed Description

Examples for pick activities

Example 1 - Pick an activity

This example demonstrates the following:

- Picking a single activity.

XML

Request

Method	URL
PUT	`/ws/v12/interaction/activity/pick`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Content-Type	application/xml
Accept-Language	en-US

Request body:

```
<?xml version="1.0" encoding="UTF-8"?><activities
xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/activity">   <activity id="1217">
<lastModified date="2014-11-24T09:09:08.000Z" />   </activity></activities>
```

Response:

HTTP/1.1 204 No Content

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml

JSON

Request

Method	URL
PUT	`/ws/v12/interaction/activity`

	/pick

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/json
Content-Type	application/json
Accept-Language	en-US

Request body:

```
{  "activity": {    "id": "1217",    "lastModified": {      "date": "2014-11-24T09:09:08.000Z"    }
}}
```

Response:

HTTP/1.1 204 No Content

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json

Example 2 - Pick multiple activities

This example demonstrates the following:

- Picking multiple activities. In this example, two activities are picked.
- Using the "unpin" query parameter.

XML

Request

Method	URL
PUT	/ws/v12/interaction/activity/pick?unpin=yes

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Content-Type	application/xml
Accept-Language	en-US

Request body:

```
<?xml version="1.0" encoding="UTF-8"?><activities
xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/activity">   <activity id="1217">
```

```
<lastModified date="2014-11-24T09:09:08.000Z" />   </activity>   <activity id="1220">
<lastModified date="2014-12-20T09:16:40.000Z" />   </activity></activities>
```

Response:

HTTP/1.1 204 No Content

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml

JSON

Request

Method	URL
PUT	`/ws/v12/interaction/activity/pick?unpin=yes`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/json
Content-Type	application/json
Accept-Language	en-US

Request body:

```
{  "activity": [    {      "id": "1217",      "lastModified": {        "date":
"2014-11-24T09:09:08.000Z"      }    },    {      "id": "1220",      "lastModified": {
"date": "2014-12-20T09:16:40.000Z"      }    }   ]}
```

Response:

HTTP/1.1 204 No Content

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json

PostActivityJSONExampleResponseHeadersSection Class Reference

Detailed Description

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json
Location	/system/ws/v12/interaction/activity/2795

PostActivityResponseHeadersSection Class Reference

Detailed Description

Response headers

Name	Description	Possible values
X-egain-session	Session ID of the current user session	N/A
Content-Type	Media type of response body	`application/xml` or `application/json`
Location	Location of the new created activity	N/A

PostActivityXMLExampleResponseHeadersSection Class Reference

Detailed Description

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml
Location	/system/ws/v12/interaction/activity/2795

Postal Class Reference

Public Member Functions

- java.lang.String getAddress1 ()
- java.lang.String getAddress2 ()
- java.lang.String getCity ()
- java.lang.String getCompleteAddress ()
- java.lang.String getCountry ()
- long getId ()
- DateAndUser getLastModified ()
- java.lang.String getRegion ()
- java.lang.String getState ()
- L10NString getType ()
- java.lang.String getZip ()
- void setAddress1 (java.lang.String value)
- void setAddress2 (java.lang.String value)
- void setCity (java.lang.String value)
- void setCompleteAddress (java.lang.String value)
- void setCountry (java.lang.String value)
- void setId (long value)
- void setLastModified (DateAndUser value)
- void setRegion (java.lang.String value)
- void setState (java.lang.String value)
- void setType (L10NString value)
- void setZip (java.lang.String value)

Detailed Description

Postal Schema

Definition of Postal contact point schema.

XML Schema File

`model/v15/xsd/interaction/contact_point.xsd`

Name	Description	Type
`id`	contact point ID	Long
`type`	type of postal contact point	L10NString
`completeAddress`	Complete address of the postal contact point	String
`address_1`	Address line 1 of the postal contact point	String
`address_2`	Address line 2 of the postal contact point	String
`city`	City of the postal contact point	String
`state`	State of the postal contact point	String

`zip`	Zip code of the postal contact point	String
`country`	Country of the postal contact point	String
`region`	Region of the postal contact point	String
`lastModified`	Last modification details of the contact point	DateAndUser

---

Member Function Documentation

java.lang.String getAddress1 ()

Gets the value of the address1 property.

Returns:

possible object is java.lang.String

java.lang.String getAddress2 ()

Gets the value of the address2 property.

Returns:

possible object is java.lang.String

java.lang.String getCity ()

Gets the value of the city property.

Returns:

possible object is java.lang.String

java.lang.String getCompleteAddress ()

Gets the value of the completeAddress property.

Returns:

possible object is java.lang.String

java.lang.String getCountry ()

Gets the value of the country property.

Returns:

possible object is java.lang.String

long getId ()

Gets the value of the id property.

Returns:

possible object is Long

DateAndUser getLastModified ()

Gets the value of the lastModified property.

Returns:

possible object is DateAndUser

java.lang.String getRegion ()

Gets the value of the region property.

Returns:

possible object is java.lang.String

java.lang.String getState ()

Gets the value of the state property.

Returns:

possible object is java.lang.String

L10NString getType ()

Gets the value of the type property.

Returns:

possible object is L10NString

java.lang.String getZip ()

Gets the value of the zip property.

Returns:

possible object is java.lang.String

void setAddress1 (java.lang.String *value*)

Sets the value of the address1 property.

Parameters:

value	allowed object is java.lang.String

void setAddress2 (java.lang.String *value*)

Sets the value of the address2 property.

Parameters:

value	allowed object is java.lang.String

void setCity (java.lang.String *value*)

Sets the value of the city property.

Parameters:

value	allowed object is java.lang.String

void setCompleteAddress (java.lang.String *value*)

Sets the value of the completeAddress property.

Parameters:

value	allowed object is java.lang.String

void setCountry (java.lang.String *value*)

Sets the value of the country property.

Parameters:

value	allowed object is java.lang.String

void setId (long *value*)

Sets the value of the id property.

Parameters:

value	allowed object is Long

void setLastModified (DateAndUser *value*)

Sets the value of the lastModified property.

Parameters:

value	allowed object is DateAndUser

void setRegion (java.lang.String *value*)

Sets the value of the region property.

Parameters:

value	allowed object is java.lang.String

void setState (java.lang.String *value*)

Sets the value of the state property.

Parameters:

value	allowed object is java.lang.String

void setType (L10NString *value*)

Sets the value of the type property.

Parameters:

value	allowed object is L10NString

void setZip (java.lang.String *value*)

Sets the value of the zip property.

Parameters:

value	allowed object is java.lang.String

Postal Class Reference

Public Member Functions

- java.lang.String getAddress1 ()
- java.lang.String getAddress2 ()
- java.lang.String getCity ()
- java.lang.String getCompleteAddress ()
- java.lang.String getCountry ()
- long getId ()
- DateAndUser getLastModified ()
- java.lang.String getRegion ()
- java.lang.String getState ()
- L10NString getType ()
- java.lang.String getZip ()
- void setAddress1 (java.lang.String value)
- void setAddress2 (java.lang.String value)
- void setCity (java.lang.String value)
- void setCompleteAddress (java.lang.String value)
- void setCountry (java.lang.String value)
- void setId (long value)
- void setLastModified (DateAndUser value)
- void setRegion (java.lang.String value)
- void setState (java.lang.String value)
- void setType (L10NString value)
- void setZip (java.lang.String value)

Detailed Description

Postal Schema

Definition of Postal contact point schema.

XML Schema File

`model/v12/xsd/interaction/contact_point.xsd`

Name	Description	Type
`id`	contact point ID	Long
`type`	Type of postal contact point	L10NString
`completeAddress`	Complete address of the postal contact point	String
`address_1`	Address line 1 of the postal contact point	String
`address_2`	Address line 2 of the postal contact point	String
`city`	City of the postal contact point	String
`state`	State of the postal contact point	String

`zip`	Zip code of the postal contact point	String
`country`	Country of the postal contact point	String
`region`	Region of the postal contact point	String
`lastModified`	Last modification details of the contact point	DateAndUser

---

Member Function Documentation

java.lang.String getAddress1 ()

Gets the value of the address1 property.

Returns:

possible object is java.lang.String

java.lang.String getAddress2 ()

Gets the value of the address2 property.

Returns:

possible object is java.lang.String

java.lang.String getCity ()

Gets the value of the city property.

Returns:

possible object is java.lang.String

java.lang.String getCompleteAddress ()

Gets the value of the completeAddress property.

Returns:

possible object is java.lang.String

java.lang.String getCountry ()

Gets the value of the country property.

Returns:

possible object is java.lang.String

long getId ()

Gets the value of the id property.

Returns:

possible object is Long

DateAndUser getLastModified ()

Gets the value of the lastModified property.

Returns:

possible object is DateAndUser

java.lang.String getRegion ()

Gets the value of the region property.

Returns:

possible object is java.lang.String

java.lang.String getState ()

Gets the value of the state property.

Returns:

possible object is java.lang.String

L10NString getType ()

Gets the value of the type property.

Returns:

possible object is L10NString

java.lang.String getZip ()

Gets the value of the zip property.

Returns:

possible object is java.lang.String

void setAddress1 (java.lang.String *value*)

Sets the value of the address1 property.

Parameters:

value	allowed object is java.lang.String

void setAddress2 (java.lang.String *value*)

Sets the value of the address2 property.

Parameters:

value	allowed object is java.lang.String

void setCity (java.lang.String *value*)

Sets the value of the city property.

Parameters:

value	allowed object is java.lang.String

void setCompleteAddress (java.lang.String *value*)

Sets the value of the completeAddress property.

Parameters:

value	allowed object is java.lang.String

void setCountry (java.lang.String *value*)

Sets the value of the country property.

Parameters:

value	allowed object is java.lang.String

void setId (long *value*)

Sets the value of the id property.

Parameters:

value	allowed object is Long

void setLastModified (DateAndUser *value*)

Sets the value of the lastModified property.

Parameters:

value	allowed object is DateAndUser

void setRegion (java.lang.String *value*)

Sets the value of the region property.

Parameters:

value	allowed object is java.lang.String

void setState (java.lang.String *value*)

Sets the value of the state property.

Parameters:

value	allowed object is java.lang.String

void setType (L10NString *value*)

Sets the value of the type property.

Parameters:

value	allowed object is L10NString

void setZip (java.lang.String *value*)

Sets the value of the zip property.

Parameters:

value	allowed object is java.lang.String

PostCaseJSONExampleResponseHeadersSection Class Reference

Detailed Description

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json
Location	/system/ws/v12/interaction/case/1019

PostCaseXMLExampleResponseHeadersSection Class Reference

Detailed Description

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml
Location	/system/ws/v12/interaction/case/1019

PostContextActivityJSONExampleResponseHeadersSection Class Reference

Detailed Description

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json
Location	/system/ws/v15/context/interaction/activity/2795

PostContextActivityXMLExampleResponseHeadersSection Class Reference

Detailed Description

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml
Location	/system/ws/v15/context/interaction/activity/2795

PostCustomerHTTPStatusSection Class Reference

Detailed Description

HTTP status codes

Success Status codes

201 - Created

- The request was successfully executed.

Failure Status codes

400 - Bad Request

- Any query parameter is sent in the request.
- Request body does not contain the required elements.
- An unsupported element is present in the request body.
- Elements provided do not adhere to the rules stated in the "Request Body" section.
- Request body is empty.

401 - Unauthorized

- X-egain-session request header is missing.
- Session is invalid or expired.

403 - Forbidden

- The user does not have sufficient permissions.

500 - Internal server error

PostCustomerResponseHeadersSection Class Reference

Detailed Description

Response headers

Name	Description	Possible values
X-egain-session	Session ID of the current user session	N/A
Content-Type	Media type of response body	`application/xml` or `application/json`
Location	Location of the new created customer	N/A

PostExampleHeadersPostSection Class Reference

Detailed Description

Request headers

Name	Value
X-egain-session	Valid session ID
Content-Type	application/xml
Accept-Language	en-US

PostJSONExampleRequestHeadersSection Class Reference

Detailed Description

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/json
Content-Type	application/json
Accept-Language	en-US

PostJSONExampleResponseHeadersSection Class Reference

Detailed Description

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json

PostPutRequestHeadersSection Class Reference

Detailed Description

Request headers

Name	Description	Allowed values	Default value
X-egain-session	Session ID obtained from Login API response header	N/A	N/A
Accept	Content type accepted by client.	`application/xml` or `application/json`	N/A
Content-Type	Media type sent by the client	`application/xml` or `application/json`	N/A
Accept-Language	Language locale accepted by client (used for locale specific fields in resource representation and in error responses)	Supported 'Accept-Language' header codes	`default system language`

PostXMLExampleRequestHeadersSection Class Reference

Detailed Description

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Content-Type	application/xml
Accept-Language	en-US

PostXMLExampleResponseHeadersSection Class Reference

Detailed Description

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml

Profile Class Reference

Public Member Functions

- java.lang.String getAlternateId ()
- long getId ()
- java.lang.String getName ()
- void setAlternateId (java.lang.String value)
- void setId (long value)
- void setName (java.lang.String value)

Detailed Description

Profile

This schema contains information about Profile.

XML Schema File

`model/v15/xsd/kb/profile.xsd`

Name	Description	Type
`id` *	ID of the Profile.	Long
`alternateId` *	Readable Id of the Profile.	String
`name`	Name of Profile.	String

Note : In XML response, items marked with * are returned as XML attributes while others are returned as XML elements.

Member Function Documentation

java.lang.String getAlternateId ()

Gets the value of the alternateId property.

Returns:

possible object is java.lang.String

long getId ()

Gets the value of the id property.

Returns:

possible object is Long

java.lang.String getName ()

Gets the value of the name property.

Returns:

possible object is java.lang.String

void setAlternateId (java.lang.String *value*)

Sets the value of the alternateId property.

Parameters:

value	allowed object is java.lang.String

void setId (long *value*)

Sets the value of the id property.

Parameters:

value	allowed object is Long

void setName (java.lang.String *value*)

Sets the value of the name property.

Parameters:

value	allowed object is java.lang.String

Profiles Class Reference

Public Member Functions

- Language getLanguage ()
- java.util.List< Profile > getProfile ()
- void setLanguage (Language value)

Detailed Description

Profiles

This schema contains information about Profiles.

XML Schema File

`model/v15/xsd/kb/profile.xsd`

Name	Description	Type
`profile`	One or more instances of Profile.	Profile
`language`	Language	Language Schema

Member Function Documentation

Language getLanguage ()

Gets the value of the language property.

Returns:

possible object is Language

java.util.List<Profile> getProfile ()

Gets the value of the profile property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the profile property.

For example, to add a new item, do as follows:

```
getProfile().add(newItem);
```

Objects of the following type(s) are allowed in the list Profile

void setLanguage (Language *value*)

Sets the value of the language property.

Parameters:

value	allowed object is Language

Provider Class Reference

Public Member Functions

- java.lang.String getId ()
- IDP getIdp ()
- Boolean isDefault ()
- void setDefault (Boolean value)
- void setId (java.lang.String value)
- void setIdp (IDP value)

Detailed Description

Provider Schema

This schema contains the details of provider.

XML Schema File

`model/v3/xsd/common.xsd`

Name	Description	Type
`idp`	Details of the Identity provider.	IDP
`default`	Indicates if provider is default or not.	boolean
`id`	Identifier of provider.	string

Member Function Documentation

java.lang.String getId ()

Gets the value of the id property.

Returns:

possible object is java.lang.String

IDP getIdp ()

Gets the value of the idp property.

Returns:

possible object is IDP

Boolean isDefault ()

Gets the value of the default property.

Returns:

possible object is Boolean

void setDefault (Boolean *value*)

Sets the value of the default property.

Parameters:

value	allowed object is Boolean

void setId (java.lang.String *value*)

Sets the value of the id property.

Parameters:

value	allowed object is java.lang.String

void setIdp (IDP *value*)

Sets the value of the idp property.

Parameters:

value	allowed object is IDP

Provider Class Reference

Public Member Functions

- java.lang.String getId ()
- IDP getIdp ()
- Boolean isDefault ()
- void setDefault (Boolean value)
- void setId (java.lang.String value)
- void setIdp (IDP value)

Detailed Description

Provider Schema

This schema contains the details of provider.

XML Schema File

`model/v15/xsd/common.xsd`

Name	Description	Type
`idp`	Details of the Identity provider.	IDP
`default`	Indicates if provider is default or not.	Boolean
`id`	Identifier of provider.	String

Member Function Documentation

java.lang.String getId ()

Gets the value of the id property.

Returns:

possible object is java.lang.String

IDP getIdp ()

Gets the value of the idp property.

Returns:

possible object is IDP

Boolean isDefault ()

Gets the value of the default property.

Returns:

possible object is Boolean

void setDefault (Boolean *value*)

Sets the value of the default property.

Parameters:

value	allowed object is Boolean

void setId (java.lang.String *value*)

Sets the value of the id property.

Parameters:

value	allowed object is java.lang.String

void setIdp (IDP *value*)

Sets the value of the idp property.

Parameters:

value	allowed object is IDP

Providers Class Reference

Public Member Functions

- java.util.List< Provider > getProvider ()

Detailed Description

Providers Schema

This schema contains a list of configured providers in the application.

XML Schema File

`model/v3/xsd/common.xsd`

Name	Description	Type
`provider`	Details of a configured provider.	Provider

Member Function Documentation

java.util.List<Provider> getProvider ()

Gets the value of the provider property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the provider property.

For example, to add a new item, do as follows:

```
getProvider().add(newItem);
```

Objects of the following type(s) are allowed in the list Provider

Providers Class Reference

Public Member Functions

- java.util.List< Provider > getProvider ()

Detailed Description

Providers Schema

This schema contains a list of configured providers in the application.

XML Schema File

`model/v15/xsd/common.xsd`

Name	Description	Type
`provider`	Details of a configured provider.	Provider

Member Function Documentation

java.util.List<Provider> getProvider ()

Gets the value of the provider property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the provider property.

For example, to add a new item, do as follows:

```
getProvider().add(newItem);
```

Objects of the following type(s) are allowed in the list Provider

PullActivitiesExamples Class Reference

Detailed Description

Examples for Pull Activities

Example 1 - Pull activities when activities are available to pull

This example demonstrates the following:

- Successfully pulling one or more activities.

XML

Request

Method	URL
PUT	`/ws/v12/interaction/activity/pull`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Accept-Language	en-US

Request body

Request body is not allowed.

Response

HTTP/1.1 200 OK

```
<activities    xmlns=" http://bindings.egain.com/ws/model/v12/gen/interaction/activity"
xmlns:ns2=" http://bindings.egain.com/ws/model/v12/gen/interaction/case"    xmlns:ns3="
http://bindings.egain.com/ws/model/v12/gen/platform"    xmlns:ns4="
http://bindings.egain.com/ws/model/v12/gen/common"    xmlns:ns5="
http://bindings.egain.com/ws/model/v12/gen/interaction/folder"    xmlns:ns6="
http://bindings.egain.com/ws/model/v12/gen/interaction/customer"    xmlns:ns7="
http://bindings.egain.com/ws/model/v12/gen/interaction/contactperson"    xmlns:ns8="
http://bindings.egain.com/ws/model/v12/gen/interaction/contactpoint"    xmlns:ns9="
http://bindings.egain.com/ws/model/v12/gen/interaction/attachment"    xmlns:ns10="
http://bindings.egain.com/ws/model/v12/gen/mail/alias"    xmlns:ns11="
http://bindings.egain.com/ws/model/v12/gen/live/entrypoint">    <activityid="1000">
<linkrel="self"href=" /system/ws/v12/interaction/activity/1000"/>    </activity></activities>
```

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml

JSON

Request

Method	URL
PUT	`/ws/v12/interaction/activity/pull`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/json
Accept-Language	en-US

Request body

Request body is not allowed.

Response

HTTP/1.1 200 OK

```
{    "activity":[      {        "link":{          "rel":"self",
"href":"/system/ws/v12/interaction/activity/1000"      },      "id":1000    }  ]}
```

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json

Example 2 - Pull activities when no activities are available to pull

This example demonstrates the following:

- The scenario when there are no activities in the queues configured in "Pull Options".

XML

Request

Method	URL
PUT	`/ws/v12/interaction/activity/pull`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Accept-Language	en-US

Request body

Request body is not allowed.

Response

HTTP/1.1 204 No Content

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml

JSON

Request

Method	URL
PUT	`/ws/v12/interaction/activity/pull`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/json
Accept-Language	en-US

Request body

Request body is not allowed.

Response

HTTP/1.1 204 No Content

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json

PullActivitiesPage Class Reference

Detailed Description

Pull Activities

Overview

This API can be used by the logged in users to pull activities from queues. Unlike the Pick operation (where the user chooses specific activities to pick for work), the Pull operation pulls and assigns activities to the user according to the "Pull Options" configured in the Agent Console.

Chat type of activities cannot be pulled using this API.

For this API to execute successfully:

- User must have configured at least one queue in the "Pull Options".
-

As part of completing this request:

- User load is not considered, i.e., activities will be assigned to the logged in user regardless of the user's existing work load.
- Number of activities pulled depends upon the value configured in user setting "Maximum activities to pull". If the configured queues do not have sufficient activities , the actual number of activities pulled may be less than the configured value.
- Email activities will be pulled only if logged in user has ECE Mail license.
- Task and Generic activities will be pulled only if logged in user has ECE CIH Platform license.

Since:

11.6

APIs

Method	URL	Description
PUT	`/ws/v12/interaction/activity/pull`	Pull activities in status "in queue waiting to be assigned".

Authentication

Authentication is required. The client must be logged in to call this API. Each API request must contain X-egain-session request header returned by Login API.

Permissions

- User must have 'Pull Activities' action.

- User must have 'Pull Activities' permission on at least one of the queues configured in the "Pull Options".

Licenses

The logged in user must have the following licenses:

- ECE CIH Platform

Request

Request headers

Name	Description	Allowed values	Default value
X-egain-session	Session ID obtained from Login API response header	N/A	N/A
Accept	Content type accepted by the client. Used for success and error response both.	`application/xml` or `application/json`	N/A
Accept-Language	Language locale accepted by client (used for locale specific fields in resource representation and in error responses)	Supported 'Accept-Language' header codes	`default system language`

Request Body

Request body is not allowed.

Supported API specific query parameters

None

Supported common query parameters

None

Response

Response headers

Name	Description	Possible values
X-egain-session	ID of the current user session	N/A
Content-Type	Media type of response body	`application/xml` or `application/json`

Response Body

Response body will be present if the request is successful and at least one activity is pulled. The response body can be in either XML or JSON format.

Elements sent in the response body

'activities' element will be present in the response body. At least one 'activity' element will be present in the 'activities' element. Each 'activity' element will contain the following elements:

Name	Description
id	ID of the activity pulled.
link	Self link of the activity pulled.

Response body XML schemas:

- Activity Schema
- Error - used in case of error

HTTP status codes

Success Status codes

200 - OK

- Successfully pulled the activities.

204 - No Content

- Successfully executed the request, but there were no activities available to pull.

Failure Status codes

400 - Bad Request

- Any query parameter is sent in the request.
- Any criteria for successful execution mentioned in the Overview section is violated.
- A request body is sent as part of the request

401 - Unauthorized

- X-egain-session request header is missing.
- Session is invalid or expired.

403 - Forbidden

- If the user does not have the appropriate permissions for this operation. Refer the Permissions section.

406 - Not Acceptable

- Invalid 'Accept-Language' header value.

500 - Internal server error

Examples:

Example 1 - Pull activities when activities are available to pull
Example 2 - Pull activities when no activities are available to pull

PutChangeCasePage Class Reference

Detailed Description

Change Case of Activities

Overview

This API can be used to change the case of one or more open activities of the same case. The target case can be a new case or an existing case.

For this API to execute successfully:

- All activities must exist in the application.
- All activities must belong to the same case and the case must exist in the application.
- The status of all activities in the request must be "in queue waiting to be assigned" or "assigned to a user".
- The customer associated with both the original and the target case must be the same.
- If the target case is an existing case, the case ID must be an existing case ID.
- If a response exists for any of the activities in the request body, they must be in "Completed" status.
- No more than 75 activities must be sent in one request

As part of completing this API request:

- If the target case is closed, it will be reopened.
- If the source case is left with no open activities, it will be closed.
- If any of the activities have responses which are in "Completed" status, the case of these activities will also be changed.
- If the target case is a new case:
  - The new case will be created in the same department as the original case.
  - The created case will be in open status.
  - The owner of the new case will be the same as the original case.
  - The customer of the new case will be the same as the original case. If the original case does not have a customer, the new case will not have a customer either.
  - The originatingChannel for the new case will be the same as original case.

Since:

11.6

APIs

Method	URL	Description
PUT	`/ws/v12/interaction/activity/{IDs}/changecase`	Change case of one or more activities. {IDs}: a comma separated string of activity IDs that belong to the same case.

Authentication

Authentication is required. The client must be logged in to call this API. Each API request must contain X-egain-session request header returned by Login API.

Permissions

All of the following are required:

- User must have "Change Case" action on "Activity" resource.
- All the activities must belong to either the user's home department, or to a department in which the user is a foreign user.

Licenses

The logged in user must have the following licenses:

- ECE CIH Platform
- ECE Mail: To change the case of email activities.

Request

Request headers

Name	Description	Allowed values	Default value
X-egain-session	Session ID obtained from Login API response header	N/A	N/A
Accept	Content type accepted by client.	`application/xml` or `application/json`	N/A
Content-Type	Media type sent by the client	`application/xml` or `application/json`	N/A
Accept-Language	Language locale accepted by client (used for locale specific fields in resource representation and in error responses)	Supported 'Accept-Language' header codes	`default system language`

Request Body

The request body is mandatory and can be in either XML or JSON format. The request body varies depending on whether the target case for activities is a new case or an existing case.

Elements required in the request body for existing case

If the target case for activities is an existing case, the 'case' element in the request body must contain:

Name	Description
id	Must be an existing case ID in the application

Optional elements allowed in the request body for existing case

None

Elements required in the request body for new case

None, although the request body must be present with the case element.

Optional elements allowed in the request body for new case

Name	Description
case.dueDate	Must be a valid date, in the future.
case.severity.value	Must be 'urgent', 'high', 'medium' or 'low'.
case.subject	If not provided, the subject of the original case would be used as the subject of the case as well. Must not exceed 1024 characters.
case.description	Must not exceed 1024 characters.
case.solution	Must not exceed 1024 characters.
case.customAttributes	Names of the custom attributes must exist in ECE application. If the attribute is an enumeration, the values sent must be one from the list of allowed values.

Request body XML schemas:

- Case Schema

Supported API specific query parameters

None

Supported common query parameters

None

Response

Response headers

Name	Description	Possible values
X-egain-session	ID of the current user	N/A

	session	
Content-Type	Media type of response body	`application/xml` or `application/json`

If a new case is created, URI of the newly created case is returned in the Location response header:

Name	Description	Possible values
Location	URI of new resource, in the format /{context-root}/ws/v12/interaction/case/{ID}	N/A

Response body

The response body will be sent only in case of error. It can be in either XML or JSON format.

Response body XML schemas:

- Error - used in case of error

HTTP status codes

Success Status codes

201 - Created

- Successfully created a new case and changed the case of the activities the newly created case. The response will contain a "Location" header indicating the URI of the newly created case.

204 - No Content

- Successfully changed the case of the activities to the target case.

Failure Status codes

400 - Bad Request

- Any query parameter is sent in the request.
- Any criteria for successful execution mentioned in the Overview and Request Body sections are violated.

401 - Unauthorized

- X-egain-session request header is missing.
- Session is invalid or expired.

403 - Forbidden

- The user does not have sufficient permissions. Refer the Permissions section for details.
- One or more activities in the request URI are locked by another user.

404 - Not Found

- One or more activities in the request URI do not exist.

406 - Not Acceptable

- Invalid 'Accept-Language' header value.

500 - Internal server error

Examples:

Example 1 - Change case of an activity to a new case without optional attributes
Example 2 - Change case of an activity to an existing case
Example 3 - Change case of multiple activities to an existing case
Example 4 - Change case of multiple activities to a new case by providing all case attributes

PutChangeCustomerPage Class Reference

Detailed Description

Change Customer of Activities

Overview

This API can be used to change the customer of one or more activities of a case.

For this API to execute successfully:

- At least one activity must be present in the request body.
- The target customer of any of the activities must not be same as the current customer.
- All activities provided in the request body must exist in the application.
- All activities must be in status "in queue waiting to be assigned" or "assigned to a user".
- If a response exists in application for any of the activities provided in the request body, the response must be in "Completed" status.
- All activities must belong to the same case, and the case must exist in the application.
- None of the activities must be locked by another user.
- For each activity, a contact point must be provided. The following rules apply:
  - An email activity can be associated only with an email contact point.
  - All other types of activities can be associated with any contact point.
-
- All contact points provided in the request body must exist in the application and belong to the same customer.
- If "Customer departmentalization" setting is enabled in the application, the customer of the target contact point and the customer of the activity must belong to the same department.
- No more than 75 activities must be sent in the request body.

As part of completing this API request:

- Customer, contact person and contact point of the activities provided in the request body will be changed.
- If any of the activities have responses which are in "Completed" status, the customer, contact person and contact point for those response activities will also be changed.
- The value of the field "contactPointData" of the activity is not changed. This is retained with the original value. Only the customer association of the activity is changed.

Since:

11.6

APIs

Method	URL	Description
PUT	`/ws/v12/interaction/activity/changecustomer`	Change customer of activities provided in the request body.

Authentication

Authentication is required. The client must be logged in to call this API. Each API request must

contain X-egain-session request header returned by Login API.

Permissions

All of the following are required:

- User must have "Change Customer" action on "Customer" resource.
- All the activities must belong to either the user's home department, or to a department in which the user is a foreign user.

Licenses

The logged in user must have the following licenses:

- ECE CIH Platform
- ECE Mail: To change the customer of email activities.

Request

Request headers

Name	Description	Allowed values	Default value
X-egain-session	Session ID obtained from Login API response header	N/A	N/A
Accept	Content type accepted by client.	`application/xml` or `application/json`	N/A
Content-Type	Media type sent by the client	`application/xml` or `application/json`	N/A
Accept-Language	Language locale accepted by client (used for locale specific fields in resource representation and in error responses)	Supported 'Accept-Language' header codes	`default system language`

Request Body

The request body is mandatory and can be in either XML or JSON format.

Elements required in the request body

"activities" element must be present in the request body. At least one "activity" element must be present in the "activities" element. Each "activity" element must contain the following elements:

Name	Description

id	ID of the activity
customer.contactpersons.contactperson.contactpoints.contactpoint.id	ID of the contact point

Optional elements allowed in the request body

None

Request body XML schemas:

- Activity Schema

Supported API specific query parameters

None

Supported common query parameters

None

Response

Response headers

Name	Description	Possible values
X-egain-session	ID of the current user session	N/A
Content-Type	Media type of response body	`application/xml` or `application/json`

Response body

The response body will be sent only in case of error. It can be in either XML or JSON format.

Response body XML schemas:

- Error - used in case of error

HTTP status codes

Success Status codes

204 - No Content

- Successfully changed customer of all activities.

Failure Status codes

400 - Bad Request

- Any query parameter is sent in the request.

- Any criteria for successful execution mentioned in the Overview and Request Body sections are violated (except when activity is locked, which will result in 403-Forbidden).

401 - Unauthorized

- X-egain-session request header is missing.
- Session is invalid or expired.

403 - Forbidden

- The user does not have sufficient permissions. Refer the Permissions section for details.
- One or more activities sent in the request are locked by another user.

406 - Not Acceptable

- Invalid 'Accept-Language' header value.

500 - Internal server error

Examples:

Example 1 - Change customer of an activity
Example 2 - Change customer of multiple activities using different contact points
Example 3 - Change customer of multiple activities

PutCompleteActivityPage Class Reference

Detailed Description

Complete Activities

Overview

This API can be used to complete multiple activities assigned to the logged in user. These activities may or may not have a case and the activities may belong to different cases. API cannot be used to complete draft replies created for email activities.

For this API to execute successfully:

- All activities must exist in the application.
- All the activities must be assigned to the logged in user, and must be in "Assigned" status.
- The activities must be of type Email. Chat activities cannot be completed by this API.
- If the value of the setting "Force activity categorization" for the department of the activity is "yes", the activity must be classified with a category (as configured in the application)
- If the value of the setting "Force resolution code" for the department of the activity is "yes", the activity must be classified with a resolution code (as configured in the application)
- No more than 75 activities must be sent in one request.
- None of the activities must be awaiting supervision, i.e., waiting for supervisor to accept or reject the activity.

As part of completing this API request:

- The activities sent in the request will be completed.
- Upon completing an activity, the case of the activity will also be closed if there are no other open activities in that case.

Since:

11.6

APIs

Method	URL	Description
PUT	`/ws/v12/interaction/activity/complete`	Complete one or more activities assigned to self.

Authentication

Authentication is required. The client must be logged in to call this API. Each API request must contain X-egain-session request header returned by Login API.

Permissions

All of the following are required:

- Use must have "Complete" action on "Activity" resource.

- All the activities must either belong to the user's home department, or to a department in which the user is a foreign user.

Licenses

The logged in user must have the following licenses:

- ECE CIH Platform
- ECE Mail: To complete email activities.

Request

Request headers

Name	Description	Allowed values	Default value
X-egain-session	Session ID obtained from Login API response header	N/A	N/A
Accept	Content type accepted by client.	`application/xml` or `application/json`	N/A
Content-Type	Media type sent by the client	`application/xml` or `application/json`	N/A
Accept-Language	Language locale accepted by client (used for locale specific fields in resource representation and in error responses)	Supported 'Accept-Language' header codes	`default system language`

Request Body

The request body is mandatory and can be in either XML or JSON format.

Elements required in the request body

"activities" element must be present in the request body. At least one "activity" element must be present in the "activities" element. Each "activity" element must contain the following elements:

Name	Description
id	ID of the activity
lastModified.date	Value of last modified date of the activity

Optional elements allowed in the request body

None

Request body XML schemas:

- Activity Schema

Supported API specific query parameters

None

Supported common query parameters

None

Response

Response headers

Name	Description	Possible values
X-egain-session	ID of the current user session	N/A
Content-Type	Media type of response body	`application/xml` or `application/json`

Response Body

Response body will have all the activities that were sent for completion. The response body can be in either XML or JSON format.

Elements sent in the response body

'activities' element will be present in the response body. At least one 'activity' element will be present in the 'activities' element. Each 'activity' element will contain the following elements:

Name	Description
id	ID of the activity completed.
link	Self link of the activity completed.

If the activity has a case, then 'case' element will be present in the response body. Each 'case' element will contain the following elements:

Name	Description
id	ID of the case.
link	Link to the case.
status.value	The status of the case.

Response body XML schemas:

- Activities Schema - used in case of success
- Error - used in case of error

HTTP status codes

Success Status codes

200 - Success

- Successfully completed the activities sent in the request body.

Failure Status codes

400 - Bad Request

- Any query parameter is sent in the request.
- Any criteria for successful execution mentioned in the Overview and Request Body sections are violated.

401 - Unauthorized

- X-egain-session request header is missing.
- Session is invalid or expired.

403 - Forbidden

- The user does not have sufficient permissions. Refer the Permissions section for details.

406 - Not Acceptable

- Invalid 'Accept-Language' header value.

409 - Conflict

- The lastModified date of any activity in the request does not match its lastModified date on the server.

500 - Internal server error

Examples:

Example 1 - Complete activities of multiple cases
Example 2 - Complete single activity resulting in case getting closed
Example 3 - Complete single activity without a case

PutPickActivityPage Class Reference

Detailed Description

Pick Activities

Overview

This API can be used by the logged in user to pick specific activities from other users and queues.

This API cannot be used to pick draft responses created for incoming email activities.

For this API to execute successfully:

- All activities must exist in the application.
- The activities must be of type Email. Chat type of activities cannot be picked using this API.
- The activities must not be assigned to the user performing this operation.
- The status of all activities in the request must be either "in queue waiting to be assigned" or "assigned to a user".
- If an activity is assigned to a different user then:
  - The activity must not be locked by that user.
  - If the activity is pinned by the user, the query parameter "unpin" must be sent with a value of "yes".
-
- No more than 75 activities must be sent in one request.

As part of completing this API request:

- User load is not considered, i.e., activities will be assigned to the logged in user regardless of the user's existing work load.

Since:

11.6

APIs

Method	URL	Description
PUT	`/ws/v12/interaction/activity/pick`	Pick one or more activities from other users and queues.

Authentication

Authentication is required. The client must be logged in to call this API. Each API request must contain X-egain-session request header returned by Login API.

Permissions

All of the following are required:

- User must have 'Pick Activities' action on 'Activity' resource.
- If status of any activity is "assigned to a user" then:

- The logged in user must have "Pull activities" permission on the user to whom the activity is currently assigned.
- If the activity is pinned by a user, and the query parameter "unpin" is sent with a value of "yes":
  - The logged in user must have 'Unpin' action on 'Activity' resource.
-
-
- If status of any activity is "in queue waiting to be assigned" then:
  - The logged in user must have "Pull activities" permission on the activities' queue.
-
- All the activities must either belong to the logged in user's home department, or to a department in which the user is a foreign user.

Licenses

The logged in user must have the following licenses:

- ECE CIH Platform
- ECE Mail: If any email activity is picked

Request

Request headers

Name	Description	Allowed values	Default value
X-egain-session	Session ID obtained from Login API response header	N/A	N/A
Accept	Content type accepted by client.	`application/xml` or `application/json`	N/A
Content-Type	Media type sent by the client	`application/xml` or `application/json`	N/A
Accept-Language	Language locale accepted by client (used for locale specific fields in resource representation and in error responses)	Supported 'Accept-Language' header codes	`default system language`

Request Body

The request body is mandatory and can be in either XML or JSON format.

Elements required in the request body

'activities' element must be present in the request body. At least one 'activity' element must be present in the 'activities' element. Each 'activity' element must contain the following elements:

Name	Description
id	ID of the activity to be picked
lastModified.date	Value of last modified date of the activity

Optional elements allowed in the request body

None

Request body XML schemas:

- Activity Schema

Supported API specific query parameters

Query parameters allowed in the request

- unpin: The only value allowed for this query parameter is "yes". This is required to pick activities even if they are pinned by a user. If any of the activities is pinned by a user and the "unpin" query parameter is not provided in the request, the request will fail.

Supported common query parameters

None

Response

Response headers

Name	Description	Possible values
X-egain-session	ID of the current user session	N/A
Content-Type	Media type of response body	`application/xml` or `application/json`

Response body

The response body will be sent only in case of error. It can be in either XML or JSON format.

Response body XML schemas:

- Error - used in case of error

HTTP status codes

Success Status codes

204 - No Content

- Successfully picked the requested activities.

Failure Status codes

400 - Bad Request

- Unsupported query parameter is sent in the request.
- Unsupported query parameter value is sent in the request.
- Request body does not contain the required elements.
- Unsupported element is present in the request body.
- Any criteria for successful execution mentioned in the Overview and Request Body sections are violated (except when activity is locked, which will result in 403-Forbidden).

401 - Unauthorized

- X-egain-session request header is missing.
- Session is invalid or expired.

403 - Forbidden

- The user does not have sufficient permissions. Refer the Permissions section for details.
- One or more activities sent in the request are locked by another user.

406 - Not Acceptable

- Invalid 'Accept-Language' header value.

409 - Conflict

- The lastModified date of any activity in the request does not match its lastModified date on the server.

500 - Internal server error

Examples:

Example 1 - Pick an activity
Example 2 - Pick multiple activities

PutResponseHeadersSection Class Reference

Detailed Description

Response headers

Name	Description	Possible values
X-egain-session	ID of the current user session	N/A
Content-Type	Media type of response body	`application/xml` or `application/json`

PutTransferActivityToDepartmentPage Class Reference

Detailed Description

Transfer Activities to Department

Overview

This API can be used by the logged in user to transfer specific activities to a target department.

Activities to be transferred can belong to a single case or multiple cases.

For this API to execute successfully:

- All activities must exist in the application.
- 'Transfer Workflow' must be configured in the target department.
- The activities must be of type Email. Chat type of activities cannot be transferred to a department.
- For Email activities, only inbound or composed activities can be transferred.
- The status of all activities in the request must be either "in queue waiting to be assigned" or "assigned to a user".
- If status of an activity is "assigned to a user" then:
  - If the activity is assigned to a user other than the logged in user, activity must not be locked by the user.
  - If the activity is pinned by the user, the query parameter "unpin" must be sent with a value of "yes".
-
- None of the activities must belong to the target department.
- No more than 75 activities must be sent in one request.

As part of completing this API request:

- Any draft replies created for incoming email activities will also be transferred along with the original activity.

Since:

11.6

APIs

Method	URL	Description
PUT	`/ws/v12/interaction/activity/transfer?department={ID}`	Transfer one or more activities to a department.

Authentication

Authentication is required. The client must be logged in to call this API. Each API request must contain X-egain-session request header returned by Login API.

Permissions

All of the following are required:

- The target department must be shared with the activity department.

- All the activities must either belong to the home department of the logged in user, or to a department in which the user is a foreign user.
- If activity is not assigned to the logged in user, the logged in user must have the permissions as required by Pick Activities API. Refer Permissions section for details.

Licenses

The logged in user must have the following licenses:

- ECE CIH Platform
- If activity is not assigned to the logged in user, the logged in user must have the licenses as required by Pick Activities API. Refer Licenses section for details.

Request

Request headers

Name	Description	Allowed values	Default value
X-egain-session	Session ID obtained from Login API response header	N/A	N/A
Accept	Content type accepted by client.	`application/xml` or `application/json`	N/A
Content-Type	Media type sent by the client	`application/xml` or `application/json`	N/A
Accept-Language	Language locale accepted by client (used for locale specific fields in resource representation and in error responses)	Supported 'Accept-Language' header codes	`default system language`

Request Body

The request body is mandatory and can be in either XML or JSON format.

Elements required in the request body

'activities' element must be present in the request body. At least one 'activity' element must be present in the 'activities' element. Each 'activity' element must contain the following elements:

Name	Description
id	ID of the activity to be transferred
lastModified.date	Value of last modified date of the activity

Optional elements allowed in the request body

None

Request body XML schemas:

- Activity Schema

Supported API specific query parameters

Query parameters required in the request

- department: ID of the department to which the activities should be transferred. This must be an existing department.

Query parameters allowed in the request

- unpin: The only value allowed for this query parameter is "yes". This is required to transfer activities even if they are pinned by a user. If any of the activities is pinned by a user and the "unpin" query parameter is not provided in the request, the request will fail.
- reassign: The only value allowed for this query parameter is "yes". This parameter indicates whether the activities being transferred can be reassigned to the logged in user by application. If the parameter is not provided, the system will not reassign the transferred activity to the logged in user.

Supported common query parameters

None

Response

Response headers

Name	Description	Possible values
X-egain-session	ID of the current user session	N/A
Content-Type	Media type of response body	`application/xml` or `application/json`

Response body

The response body will be sent only in case of error. It can be in either XML or JSON format.

Response body XML schemas:

- Error - used in case of error

HTTP status codes

Success Status codes

204 - No Content

- Successfully transferred the requested activities.

Failure Status codes

400 - Bad Request

- Unsupported query parameter is sent in the request.
- Unsupported query parameter value is sent in the request.
- Required API specific query parameters are not provided.
- Request body does not contain the required elements.
- Unsupported element is present in the request body.
- Any criteria for successful execution mentioned in the Overview or Request Body sections are violated (except when activity is locked, which will result in 403-Forbidden).

401 - Unauthorized

- X-egain-session request header is missing.
- Session is invalid or expired.

403 - Forbidden

- The user does not have sufficient permissions. Refer the Permissions section for details.
- One or more activities sent in the request are locked by another user.

406 - Not Acceptable

- Invalid 'Accept-Language' header value.

409 - Conflict

- The lastModified date of any activity in the request does not match its lastModified date on the server.

500 - Internal server error

Examples:

Example 1 - Transfer an activity to a department
Example 2 - Transfer multiple activities to a department

PutTransferActivityToQueuePage Class Reference

Detailed Description

Transfer Activities to Queue

Overview

This API can be used by the logged in user to transfer specific activities to a target queue.

Activities to be transferred can belong to a single case or multiple cases.

For this API to execute successfully:

- All activities must exist in the application.
- The activities must be of type Email. Chat type of activities cannot be transferred to a queue.
- For Email type of activities, only inbound or composed activities can be transferred.
- The status of all activities in the request must be either "in queue waiting to be assigned" or "assigned to a user".
- If status of an activity is "assigned to a user" then:
  - If the activity is assigned to a user other than the logged in user, activity must not be locked by the user.
  - If the activity is pinned by the user, the query parameter "unpin" must be sent with a value of "yes".
-
- Activities in status "in queue waiting to be assigned" must not belong to the target queue.
- All activities must belong to the same department as that of the queue.
- No more than 75 activities must be sent in one request.

As part of completing this API request:

- Any draft replies created for incoming email activities will also be transferred along with the original activity.

Since:

11.6

APIs

Method	URL	Description
PUT	`/ws/v12/interaction/activity/transfer?queue={ID}`	Transfer one or more activities to a queue.

Authentication

Authentication is required. The client must be logged in to call this API. Each API request must contain X-egain-session request header returned by Login API.

Permissions

All of the following are required:

- The logged in user must have transfer permission on the target queue.

- All the activities must either belong to the home department of the logged in user, or to a department in which the user is a foreign user.
- If activity is not assigned to the logged in user, the logged in user must have the permissions as required by Pick Activities API. Refer Permissions section for details.

Licenses

The logged in user must have the following licenses:

- ECE CIH Platform
- If activity is not assigned to the logged in user, the logged in user must have the licenses as required by Pick Activities API. Refer Licenses section for details.

Request

Request headers

Name	Description	Allowed values	Default value
X-egain-session	Session ID obtained from Login API response header	N/A	N/A
Accept	Content type accepted by client.	`application/xml` or `application/json`	N/A
Content-Type	Media type sent by the client	`application/xml` or `application/json`	N/A
Accept-Language	Language locale accepted by client (used for locale specific fields in resource representation and in error responses)	Supported 'Accept-Language' header codes	`default system language`

Request Body

The request body is mandatory and can be in either XML or JSON format.

Elements required in the request body

'activities' element must be present in the request body. At least one 'activity' element must be present in the 'activities' element. Each 'activity' element must contain the following elements:

Name	Description
id	ID of the activity to be transferred
lastModified.date	Value of last modified date of the activity

Optional elements allowed in the request body

None

Request body XML schemas:

- Activity Schema

Supported API specific query parameters

Query parameters required in the request

- queue: ID of the queue to which the activities should be transferred. This must be an existing queue.

Query parameters allowed in the request

- unpin: The only value allowed for this query parameter is "yes". This is required to transfer activities even if they are pinned by a user. If any of the activities is pinned by a user and the "unpin" query parameter is not provided in the request, the request will fail.
- reassign: The only value allowed for this query parameter is "yes". This parameter indicates whether the activities being transferred can be reassigned to the logged in user by application. If the parameter is not provided, the system will not reassign the transferred activity to the logged in user.

Supported common query parameters

None

Response

Response headers

Name	Description	Possible values
X-egain-session	ID of the current user session	N/A
Content-Type	Media type of response body	`application/xml` or `application/json`

Response body

The response body will be sent only in case of error. It can be in either XML or JSON format.

Response body XML schemas:

- Error - used in case of error

HTTP status codes

Success Status codes

204 - No Content

- Successfully transferred the requested activities.

Failure Status codes

400 - Bad Request

- Unsupported query parameter is sent in the request.
- Unsupported query parameter value is sent in the request.
- Required API specific query parameters are not provided.
- Request body does not contain the required elements.
- Unsupported element is present in the request body.
- Any criteria for successful execution mentioned in the Overview or Request Body sections are violated (except when activity is locked, which will result in 403-Forbidden).

401 - Unauthorized

- X-egain-session request header is missing.
- Session is invalid or expired.

403 - Forbidden

- The user does not have sufficient permissions. Refer the Permissions section for details.
- One or more activities sent in the request are locked by another user.

406 - Not Acceptable

- Invalid 'Accept-Language' header value.

409 - Conflict

- The lastModified date of any activity in the request does not match its lastModified date on the server.

500 - Internal server error

Examples:

Example 1 - Transfer an activity to queue
Example 2 - Transfer multiple activities to a queue

PutTransferActivityToUserPage Class Reference

Detailed Description

Transfer Activities to User

Overview

This API can be used by the logged in user to transfer specific activities to a target user.

Activities to be transferred can belong to a single case or multiple cases.

For this API to execute successfully:

- All activities must exist in the application.
- The activities must be of type Email. Chat type of activities cannot be transferred to a user.
- For Email type of activities, only inbound or composed activities can be transferred.
- The status of all activities in the request must be either "in queue waiting to be assigned" or "assigned to a user".
- If status of an activity is "assigned to a user" then:
  - If the activity is assigned to a user other than the logged in user, activity must not be locked by the user.
  - If the activity is pinned by the user, the query parameter "unpin" must be sent with a value of "yes".
-
- None of the activities must be assigned to the target user.
- All activities must belong to the home department of the target user, or to departments in which the target user is a foreign user.
- The target user must have the following licenses:
  - ECE Mail license for an email activity.
  - ECE CIH Platform license for a task or generic activity.
-
- No more than 75 activities must be sent in one request.

As part of completing this API request:

- User load of target user is not considered, i.e., activities will be transferred to the target user regardless of the user's work load.
- Any draft replies created for incoming email activities will also be transferred along with the original activity.

Since:

11.6

APIs

Method	URL	Description
PUT	`/ws/v12/interaction/activity/transfer?user={ID}`	Transfer one or more activities to a user.

Authentication

Authentication is required. The client must be logged in to call this API. Each API request must

contain X-egain-session request header returned by Login API.

Permissions

All of the following are required:

- The logged in user must have transfer permission on the target user.
- All the activities must either belong to the home department of the logged in user, or to a department in which the user is a foreign user.
- If activity is not assigned to the logged in user, the logged in user must have the permissions as required by Pick Activities API. Refer Permissions section for details.

Licenses

The logged in user must have the following licenses:

- ECE CIH Platform
- If activity is not assigned to the logged in user, the logged in user must have the licenses as required by Pick Activities API. Refer Licenses section for details.
- The target user must have the following licenses:
  - ECE Mail license for an email activity.
  - ECE CIH Platform license for a task or generic activity.

Request

Request headers

Name	Description	Allowed values	Default value
X-egain-session	Session ID obtained from Login API response header	N/A	N/A
Accept	Content type accepted by client.	`application/xml` or `application/json`	N/A
Content-Type	Media type sent by the client	`application/xml` or `application/json`	N/A
Accept-Language	Language locale accepted by client (used for locale specific fields in resource representation and in error responses)	Supported 'Accept-Language' header codes	`default system language`

Request Body

The request body is mandatory and can be in either XML or JSON format.

Elements required in the request body

'activities' element must be present in the request body. At least one 'activity' element must be present in the 'activities' element. Each 'activity' element must contain the following elements:

Name	Description
id	ID of the activity to be transferred
lastModified.date	Value of last modified date of the activity

Optional elements allowed in the request body

None

Request body XML schemas:

- Activity Schema

Supported API specific query parameters

Query parameters required in the request

- user: ID of the user to whom the activities should be transferred. This must be an existing user.

Query parameters allowed in the request

- unpin: The only value allowed for this query parameter is "yes". This is required to transfer activities even if they are pinned by a user. If any of the activities is pinned by a user and the "unpin" query parameter is not provided in the request, the request will fail.
- reassign: The only value allowed for this query parameter is "yes". This parameter indicates whether the activities being transferred can be reassigned to the logged in user by application. If the parameter is not provided, the system will not reassign the transferred activity to the logged in user.

Supported common query parameters

None

Response

Response headers

Name	Description	Possible values
X-egain-session	ID of the current user session	N/A
Content-Type	Media type of response body	`application/xml` or `application/json`

Response body

The response body will be sent only in case of error. It can be in either XML or JSON format.

Response body XML schemas:

- Error - used in case of error

HTTP status codes

Success Status codes

204 - No Content

- Successfully transferred the requested activities.

Failure Status codes

400 - Bad Request

- Unsupported query parameter is sent in the request.
- Unsupported query parameter value is sent in the request.
- Required API specific query parameters are not provided.
- Request body does not contain the required elements.
- Unsupported element is present in the request body.
- Any criteria for successful execution mentioned in the Overview or Request Body sections are violated (except when activity is locked, which will result in 403-Forbidden).

401 - Unauthorized

- X-egain-session request header is missing.
- Session is invalid or expired.

403 - Forbidden

- The user does not have sufficient permissions. Refer the Permissions section for details.
- One or more activities sent in the request are locked by another user.

406 - Not Acceptable

- Invalid 'Accept-Language' header value.

409 - Conflict

- The lastModified date of any activity in the request does not match its lastModified date on the server.

500 - Internal server error

Examples:

Example 1 - Transfer an activity to user
Example 2 - Transfer multiple activities to a user

Queue Class Reference

Public Member Functions

- java.lang.String getDescription ()
- long getId ()
- Link getLink ()
- java.lang.String getName ()
- void setDescription (java.lang.String value)
- void setId (long value)
- void setLink (Link value)
- void setName (java.lang.String value)

Detailed Description

Queue Schema

Description of the elements used in Queue schema.

XML Schema File

`model/v15/xsd/platform/queue.xsd`

Name	Description	Type
`id`	ID of the queue	Long
name	Queue name	String
`link`	`self` link to the queue resource	Link
description	Queue description	String

Member Function Documentation

java.lang.String getDescription ()

Gets the value of the description property.

Returns:

possible object is java.lang.String

long getId ()

Gets the value of the id property.

Returns:

possible object is Long

Link getLink ()

Gets the value of the link property.

Returns:

possible object is Link

java.lang.String getName ()

Gets the value of the name property.

Returns:

possible object is java.lang.String

void setDescription (java.lang.String *value*)

Sets the value of the description property.

Parameters:

value	allowed object is java.lang.String

void setId (long *value*)

Sets the value of the id property.

Parameters:

value	allowed object is Long

void setLink (Link *value*)

Sets the value of the link property.

Parameters:

value	allowed object is Link

void setName (java.lang.String *value*)

Sets the value of the name property.

Parameters:

value	allowed object is java.lang.String

Queue Class Reference

Public Member Functions

- long getId ()
- Link getLink ()
- java.lang.String getName ()
- void setId (long value)
- void setLink (Link value)
- void setName (java.lang.String value)

Detailed Description

Queue Schema

Description of the elements used in Queue schema.

XML Schema File

`model/v12/xsd/platform/queue.xsd`

Name	Description	Type
`id`	ID of the queue	Long
name	Queue name	String
`link`	`self` link to the queue resource	Link

Member Function Documentation

long getId ()

Gets the value of the id property.

Returns:

possible object is Long

Link getLink ()

Gets the value of the link property.

Returns:

possible object is Link

java.lang.String getName ()

Gets the value of the name property.

Returns:

possible object is java.lang.String

void setId (long *value*)

Sets the value of the id property.

Parameters:

value	allowed object is Long

void setLink (Link *value*)

Sets the value of the link property.

Parameters:

value	allowed object is Link

void setName (java.lang.String *value*)

Sets the value of the name property.

Parameters:

value	allowed object is java.lang.String

Referrer Class Reference

Public Member Functions

- java.lang.String getName ()
- java.lang.String getUrl ()
- void setName (java.lang.String value)
- void setUrl (java.lang.String value)

Detailed Description

Java class for Referrer complex type.

The following schema fragment specifies the expected content contained within this class.

```
<complexType name="Referrer">  <complexContent>    <restriction
base="{http://www.w3.org/2001/XMLSchema}anyType">      <sequence>        <element name="name"
type="{http://www.w3.org/2001/XMLSchema}string" minOccurs="0"/>        <element name="url"
type="{http://www.w3.org/2001/XMLSchema}string" minOccurs="0"/>      </sequence>
</restriction>  </complexContent></complexType>
```

Member Function Documentation

java.lang.String getName ()

Gets the value of the name property.

Returns:

possible object is java.lang.String

java.lang.String getUrl ()

Gets the value of the url property.

Returns:

possible object is java.lang.String

void setName (java.lang.String *value*)

Sets the value of the name property.

Parameters:

value	allowed object is java.lang.String

void setUrl (java.lang.String *value*)

Sets the value of the url property.

Parameters:

value	allowed object is java.lang.String

Referrer Class Reference

Public Member Functions

- java.lang.String getName ()
- java.lang.String getUrl ()
- void setName (java.lang.String value)
- void setUrl (java.lang.String value)

Detailed Description

Java class for Referrer complex type.

The following schema fragment specifies the expected content contained within this class.

```
<complexType name="Referrer">  <complexContent>    <restriction
base="{http://www.w3.org/2001/XMLSchema}anyType">      <sequence>        <element name="name"
type="{http://www.w3.org/2001/XMLSchema}string" minOccurs="0"/>        <element name="url"
type="{http://www.w3.org/2001/XMLSchema}string" minOccurs="0"/>      </sequence>
</restriction>  </complexContent></complexType>
```

Member Function Documentation

java.lang.String getName ()

Gets the value of the name property.

Returns:

possible object is java.lang.String

java.lang.String getUrl ()

Gets the value of the url property.

Returns:

possible object is java.lang.String

void setName (java.lang.String *value*)

Sets the value of the name property.

Parameters:

value	allowed object is java.lang.String

void setUrl (java.lang.String *value*)

Sets the value of the url property.

Parameters:

value	allowed object is java.lang.String

ReImport Class Reference

Public Member Functions

- java.lang.String getDescription ()
- java.lang.String getKeywords ()
- java.lang.String getName ()
- void setDescription (java.lang.String value)
- void setKeywords (java.lang.String value)
- void setName (java.lang.String value)

Detailed Description

ReImport Schema

This schema contains ReImport type details.

XML Schema File

`model/v12/xsd/kb/folder.xsd`

Name	Description	Type
name	Signifies whether folder name should be re-imported. Allowed values : • false • true	String
description	Signifies whether folder description should be re-imported. Allowed values : • false • true	String
keywords	Signifies whether folder keywrods should be re-imported. Allowed values : • false • true	String

---

Member Function Documentation

java.lang.String getDescription ()

Gets the value of the description property.

Returns:

possible object is java.lang.String

java.lang.String getKeywords ()

Gets the value of the keywords property.

Returns:

possible object is java.lang.String

java.lang.String getName ()

Gets the value of the name property.

Returns:

possible object is java.lang.String

void setDescription (java.lang.String *value*)

Sets the value of the description property.

Parameters:

value	allowed object is java.lang.String

void setKeywords (java.lang.String *value*)

Sets the value of the keywords property.

Parameters:

value	allowed object is java.lang.String

void setName (java.lang.String *value*)

Sets the value of the name property.

Parameters:

value	allowed object is java.lang.String

RelatedQuestions Class Reference

Public Member Functions

- int getCount ()
- java.util.List< java.lang.String > getRelatedQuestion ()
- void setCount (int value)

Detailed Description

Related Question Schema

This schema contains RelatedQuestions type details.

XML Schema File

`model/v12/xsd/kb/article.xsd`

Name	Description	Type
`relatedQuestion`	Text of the related questions	String
`count`	Count of related questions	Int

Member Function Documentation

int getCount ()

Gets the value of the count property.

Returns:

possible object is Integer

java.util.List<java.lang.String> getRelatedQuestion ()

Gets the value of the relatedQuestion property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the relatedQuestion property.

For example, to add a new item, do as follows:

```
getRelatedQuestion().add(newItem);
```

Objects of the following type(s) are allowed in the list java.lang.String

void setCount (int *value*)

Sets the value of the count property.

Parameters:

value	allowed object is Integer

Request Class Reference

Public Member Functions

- java.util.List< Parameter > getFormParam ()
- java.lang.String getMethod ()
- java.lang.String getRequestBodyText ()
- java.lang.String getUrl ()
- void setMethod (java.lang.String value)
- void setRequestBodyText (java.lang.String value)
- void setUrl (java.lang.String value)

Detailed Description

Request Schema

A Request encapsulates one web service API request inside a CompositeRequest call.

XML Schema File

`model/v3/xsd/meta/compositeRequest.xsd`

Name	Description	Type	Included?
`method`	The HTTP method, such as GET or POST.	string	Always
`url`	The full URL of the request.	string	Always
`formParam`	Zero or more form parameters, if used.	Parameter	Optional
`requestBodyText`	Any required body of the request, if a POST or PUT.	string	Optional

---

Member Function Documentation

java.util.List<Parameter> getFormParam ()

Gets the value of the formParam property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the formParam property.

For example, to add a new item, do as follows:

```
getFormParam().add(newItem);
```

Objects of the following type(s) are allowed in the list Parameter

java.lang.String getMethod ()

Gets the value of the method property.

Returns:

possible object is java.lang.String

java.lang.String getRequestBodyText ()

Gets the value of the requestBodyText property.

Returns:

possible object is java.lang.String

java.lang.String getUrl ()

Gets the value of the url property.

Returns:

possible object is java.lang.String

void setMethod (java.lang.String *value*)

Sets the value of the method property.

Parameters:

value	allowed object is java.lang.String

void setRequestBodyText (java.lang.String *value*)

Sets the value of the requestBodyText property.

Parameters:

value	allowed object is java.lang.String

void setUrl (java.lang.String *value*)

Sets the value of the url property.

Parameters:

value	allowed object is java.lang.String

RequestHeadersActivityPostSection Class Reference

Detailed Description

Request headers

Name	Description	Allowed values	Default value
X-egain-session	Session ID obtained from Login API response header	N/A	N/A
Content-Type	Media type sent by the client.	`application/xml` or `application/json` or `multipart/form-data`	N/A
Accept	Content type accepted by the client.	`application/xml` or `application/json`	N/A
Accept-Language	Language locale accepted by client (used for locale specific fields in resource representation and in error responses)	Supported 'Accept-Language' header codes	`default system language`

RequestHeadersSection Class Reference

Detailed Description

Request headers

Name	Description	Allowed values	Default value
X-egain-session	Session ID obtained from Login API response header	N/A	N/A
Accept	Content type accepted by client	`application/xml` or `application/json`	N/A
Accept-Language	Language locale accepted by client (used for locale specific fields in resource representation and in error responses)	Supported 'Accept-Language' header codes	`default system language`

ResolutionCode Class Reference

Public Member Functions

- long getId ()
- java.lang.String getName ()
- void setId (long value)
- void setName (java.lang.String value)

Detailed Description

ResolutionCode Schema

This schema contains details of the ResolutionCode type.

XML Schema File

`model/v15/xsd/interaction/activity.xsd`

Name	Description	Type
`id`	ID of the resolution code.	Long
`name`	An element that holds name of the resolution code.	String

---

Member Function Documentation

long getId ()

Gets the value of the id property.

Returns:

possible object is Long

java.lang.String getName ()

Gets the value of the name property.

Returns:

possible object is java.lang.String

void setId (long *value*)

Sets the value of the id property.

Parameters:

value	allowed object is Long

void setName (java.lang.String *value*)

Sets the value of the name property.

Parameters:

value	allowed object is java.lang.String

ResolutionCode Class Reference

Public Member Functions

- long getId ()
- java.lang.String getName ()
- void setId (long value)
- void setName (java.lang.String value)

Detailed Description

ResolutionCode Schema

This schema contains details of the ResolutionCode type.

XML Schema File

`model/v12/xsd/interaction/activity.xsd`

Name	Description	Type
`id`	ID of the resolution code.	Long
`name`	An element that holds name of the resolution code.	String

---

Member Function Documentation

long getId ()

Gets the value of the id property.

Returns:

possible object is Long

java.lang.String getName ()

Gets the value of the name property.

Returns:

possible object is java.lang.String

void setId (long *value*)

Sets the value of the id property.

Parameters:

value	allowed object is Long

void setName (java.lang.String *value*)

Sets the value of the name property.

Parameters:

value	allowed object is java.lang.String

Resource1 Class Reference

Public Member Functions

- Article getArticle ()
- Attachment getAttachment ()
- Topic getTopic ()
- void setArticle (Article value)
- void setAttachment (Attachment value)
- void setTopic (Topic value)

Detailed Description

Java class for Resource1 complex type.

The following schema fragment specifies the expected content contained within this class.

```
<complexType name="Resource1">  <complexContent>    <restriction
base="{http://www.w3.org/2001/XMLSchema}anyType">      <group
ref="{http://bindings.egain.com/ws/model/v12/gen/platform}ResourceGroup"/>    </restriction>
</complexContent></complexType>
```

Member Function Documentation

Article getArticle ()

Gets the value of the article property.

Returns:

possible object is Article

Attachment getAttachment ()

Gets the value of the attachment property.

Returns:

possible object is Attachment

Topic getTopic ()

Gets the value of the topic property.

Returns:

possible object is Topic

void setArticle (Article *value*)

Sets the value of the article property.

Parameters:

value	allowed object is Article

void setAttachment (Attachment *value*)

Sets the value of the attachment property.

Parameters:

value	allowed object is Attachment

void setTopic (Topic *value*)

Sets the value of the topic property.

Parameters:

value	allowed object is Topic

Resource2 Class Reference

Public Member Functions

- java.util.List< Serializable > getResourceGroup ()

Detailed Description

Java class for Resource2 complex type.

The following schema fragment specifies the expected content contained within this class.

```
<complexType name="Resource2">  <complexContent>    <restriction
base="{http://www.w3.org/2001/XMLSchema}anyType">      <group
ref="{http://bindings.egain.com/ws/model/v12/gen/platform}ResourceGroup" maxOccurs="unbounded"/>
</restriction>  </complexContent></complexType>
```

Member Function Documentation

java.util.List<Serializable> getResourceGroup ()

Gets the value of the resourceGroup property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the resourceGroup property.

For example, to add a new item, do as follows:

```
   getResourceGroup().add(newItem);
```

Objects of the following type(s) are allowed in the list Article Topic Attachment

ResponseHeadersSection Class Reference

Detailed Description

Response headers

Name	Description	Possible values
X-egain-session	Session ID of the current user session	N/A
Content-Type	Media type of response body	`application/xml` or `application/json`

Result Class Reference

Detailed Description

Documentation to be added when the Authoring API is released.

Result Class Reference

Public Member Functions

- Element getAny ()
- java.lang.String getHttpStatus ()
- java.lang.String getMessage ()
- void setAny (Element value)
- void setHttpStatus (java.lang.String value)
- void setMessage (java.lang.String value)

Detailed Description

Result Schema

A Result includes the HTTP status and an optional message for each API call made. The message is non-null only if an error occurred.

XML Schema File

`model/v3/xsd/meta/result.xsd`

Name	Description	Type	Included?
`httpStatus`	The status (200, 201, etc.) of the call.	string	Always
`message`	An optional error message.	string	Optional

Member Function Documentation

Element getAny ()

Gets the value of the any property.

Returns:

possible object is Element

java.lang.String getHttpStatus ()

Gets the value of the httpStatus property.

Returns:

possible object is java.lang.String

java.lang.String getMessage ()

Gets the value of the message property.

Returns:

possible object is java.lang.String

void setAny (Element *value*)

Sets the value of the any property.

Parameters:

value	allowed object is Element

void setHttpStatus (java.lang.String *value*)

Sets the value of the httpStatus property.

Parameters:

value	allowed object is java.lang.String

void setMessage (java.lang.String *value*)

Sets the value of the message property.

Parameters:

value	allowed object is java.lang.String

ResultV12 Class Reference

Public Member Functions

- Object getAny ()
- java.lang.String getHttpStatus ()
- java.lang.String getMessage ()
- void setAny (Object value)
- void setHttpStatus (java.lang.String value)
- void setMessage (java.lang.String value)

Detailed Description

ResultObject Schema

A ResultObject contains a response for one call made through /v12/composite API.

XML Schema File

`model/v3/xsd/meta/resultV12.xsd`

Name	Description	Type	Included?
`'any'` in json, and an actual element name in xml	A server response for one call submitted through Composite API.	xs:any	Always
`httpStatus`	The status (200, 201, etc.) of the call.	string	Always
`message`	An optional error message.	string	Optional

Member Function Documentation

Object getAny ()

Gets the value of the any property.

Returns:

possible object is Element Object

java.lang.String getHttpStatus ()

Gets the value of the httpStatus property.

Returns:

possible object is java.lang.String

java.lang.String getMessage ()

Gets the value of the message property.

Returns:

possible object is java.lang.String

void setAny (Object *value*)

Sets the value of the any property.

Parameters:

value	allowed object is Element Object

void setHttpStatus (java.lang.String *value*)

Sets the value of the httpStatus property.

Parameters:

value	allowed object is java.lang.String

void setMessage (java.lang.String *value*)

Sets the value of the message property.

Parameters:

value	allowed object is java.lang.String

ReviewStage Class Reference

Public Member Functions

- long getId ()
- java.lang.String getName ()
- void setId (long value)
- void setName (java.lang.String value)

Detailed Description

Review Stage Schema

This schema contains ReviewStage type details.

XML Schema File

`model/v12/xsd/kb/article.xsd`

Name	Description	Type
`id`	ID of the review stage	Long
`name`	Name of the review stage	String

Member Function Documentation

long getId ()

Gets the value of the id property.

Returns:

possible object is Long

java.lang.String getName ()

Gets the value of the name property.

Returns:

possible object is java.lang.String

void setId (long *value*)

Sets the value of the id property.

Parameters:

value	allowed object is Long

void setName (java.lang.String *value*)

Sets the value of the name property.

Parameters:

value	allowed object is java.lang.String

Search Class Reference

Public Member Functions

- Long getId ()
- java.lang.String getName ()
- void setId (Long value)
- void setName (java.lang.String value)

Detailed Description

Search Schema

This schema contains Search details of a social activity.

XML Schema File

`model/v12/xsd/interaction/activity.xsd`

Name	Description	Type
`id`	Unique ID given to each search. This ID is unique across all departments	Long
`name`	Name of the search	String

Member Function Documentation

Long getId ()

Gets the value of the id property.

Returns:

possible object is Long

java.lang.String getName ()

Gets the value of the name property.

Returns:

possible object is java.lang.String

void setId (Long *value*)

Sets the value of the id property.

Parameters:

value	allowed object is Long

void setName (java.lang.String *value*)

Sets the value of the name property.

Parameters:

value	allowed object is java.lang.String

Search Class Reference

Public Member Functions

- Long getId ()
- java.lang.String getName ()
- void setId (Long value)
- void setName (java.lang.String value)

Detailed Description

Search Schema

This schema contains Search details of a social activity.

XML Schema File

`model/v15/xsd/interaction/activity.xsd`

Name	Description	Type
`id`	Unique ID given to each search. This ID is unique across all departments	Long
`name`	Name of the search	String

Member Function Documentation

Long getId ()

Gets the value of the id property.

Returns:

possible object is Long

java.lang.String getName ()

Gets the value of the name property.

Returns:

possible object is java.lang.String

void setId (Long *value*)

Sets the value of the id property.

Parameters:

value	allowed object is Long

void setName (java.lang.String *value*)

Sets the value of the name property.

Parameters:

value	allowed object is java.lang.String

SearchActivitiesExamples Class Reference

Detailed Description

Examples for Search Customer Activities

Example 1 - Search for activities with pagination parameters

This example demonstrates the following:

- Getting summary attributes of activities belonging to logged in customer.
- Using pagination parameters in the request ($pagenum and $pagesize). The paginationInfo element in the response shows the links to the previous and next pages.
- Default sorting (sorting on activity ID in ascending order).

XML

Request

Method	URL
GET	`/ws/v15/context/interaction/activity?$pagesize=2&$pagenum=2`

Request headers

Name	Values
X-egain-session	valid session ID
Accept	`application/xml`
Accept-Language	`en-US`

Response:

HTTP/1.1 200 OK

Response headers

Name	Values
X-egain-session	current session ID
Content-Type	`application/xml`

Response body

```
<?xml version="1.0" encoding="UTF-8" standalone="yes" ?><activities
xmlns="http://bindings.egain.com/ws/model/v15/gen/interaction/activity"
xmlns:ns2="http://bindings.egain.com/ws/model/v15/gen/interaction/case"
xmlns:ns3="http://bindings.egain.com/ws/model/v15/gen/platform"
xmlns:ns4="http://bindings.egain.com/ws/model/v15/gen/common"
xmlns:ns5="http://bindings.egain.com/ws/model/v15/gen/interaction/folder"
xmlns:ns6="http://bindings.egain.com/ws/model/v15/gen/interaction/customer"
xmlns:ns7="http://bindings.egain.com/ws/model/v15/gen/interaction/contactperson"
xmlns:ns8="http://bindings.egain.com/ws/model/v15/gen/interaction/contactpoint"
xmlns:ns9="http://bindings.egain.com/ws/model/v15/gen/interaction/attachment"
```

```
xmlns:ns10="http://bindings.egain.com/ws/model/v15/gen/mail/alias"
xmlns:ns11="http://bindings.egain.com/ws/model/v15/gen/live/entrypoint">    <activity id="1017">
<link rel="self" href="/system/ws/v15/context/interaction/activity/1017"/>        <case id="1003">
<ns2:link rel="case" href="/system/ws/v15/context/interaction/case/1003"/>        </case>
<mode>            <ns4:value>inbound</ns4:value>
<ns4:displayValue>Inbound</ns4:displayValue>        </mode>        <type>
<value>chat</value>            <displayValue>Chat</displayValue>            <subtype>
<ns4:value>text</ns4:value>                <ns4:displayValue>Text</ns4:displayValue>
</subtype>        </type>        <isSecure>false</isSecure>        <status>
<value>completed</value>            <displayValue>Completed</displayValue>        </status>
<isRead>true</isRead>        <lastModified>            <ns4:user>
<ns3:firstName>Jenny</ns3:firstName>                <ns3:lastName>Anthony</ns3:lastName>
</ns4:user>        </lastModified>        <subject>I am looking for a new laptop.</subject>
<customer id="1002">            <ns6:link rel="customer"
href="/system/ws/v15/context/interaction/customer"/>            <ns6:customerName>John
Davis</ns6:customerName>            <ns6:contacts>                <ns7:contact id="1002">
<ns7:firstName>John</ns7:firstName>                    <ns7:lastName>Davis</ns7:lastName>
<ns7:email id="1004">
<ns8:emailAddress>johndavis@example.com</ns8:emailAddress>                    </ns7:email>
</ns7:contact>            </ns6:contacts>        </customer>        <attachments>
<ns9:count>0</ns9:count>            <ns9:link rel="attachment"
href="/system/ws/v15/context/interaction/activity/1017/attachment"/>        </attachments>
</activity>    <activity id="1018">        <link rel="self"
href="/system/ws/v15/context/interaction/activity/1018"/>        <case id="1003">
<ns2:link rel="case" href="/system/ws/v15/context/interaction/case/1003"/>        </case>
<mode>            <ns4:value>inbound</ns4:value>
<ns4:displayValue>Inbound</ns4:displayValue>        </mode>        <type>
<value>chat</value>            <displayValue>Chat</displayValue>            <subtype>
<ns4:value>text</ns4:value>                <ns4:displayValue>Text</ns4:displayValue>
</subtype>        </type>        <isSecure>false</isSecure>        <status>
<value>completed</value>            <displayValue>Completed</displayValue>        </status>
<isRead>true</isRead>        <lastModified>            <ns4:user>
<ns3:firstName>Jenny</ns3:firstName>                <ns3:lastName>Anthony</ns3:lastName>
</ns4:user>        </lastModified>        <subject>I am looking for a new laptop.</subject>
<customer id="1002">            <ns6:link rel="customer"
href="/system/ws/v15/context/interaction/customer"/>            <ns6:customerName>John
Davis</ns6:customerName>            <ns6:contacts>                <ns7:contact id="1002">
<ns7:firstName>John</ns7:firstName>                    <ns7:lastName>Davis</ns7:lastName>
<ns7:email id="1004">
<ns8:emailAddress>johndavis@example.com</ns8:emailAddress>                    </ns7:email>
</ns7:contact>            </ns6:contacts>        </customer>        <attachments>
<ns9:count>0</ns9:count>            <ns9:link rel="attachment"
href="/system/ws/v15/context/interaction/activity/1018/attachment"/>        </attachments>
</activity>    <paginationInfo>        <ns4:count>9</ns4:count>
<ns4:pagenum>2</ns4:pagenum>        <ns4:pagesize>2</ns4:pagesize>        <ns4:link rel="prev"
href="/system/ws/v15/context/interaction/activity?$pagesize=2&amp;$pagenum=1"/>        <ns4:link
rel="next" href="/system/ws/v15/context/interaction/activity?$pagesize=2&amp;$pagenum=3"/>
</paginationInfo></activities>
```

JSON

Request

Method	URL
GET	`/ws/v15/context/interaction/activity?$pagesize=2&$pagenum=2`

Request headers

Name	Values
X-egain-session	valid session ID
Accept	`application/json`

Accept-Language	en-US

Response:

HTTP/1.1 200 OK

Response headers

Name	Values
X-egain-session	current session ID
Content-Type	application/json

Response body


```
{    "activity": [        {            "link": {                "rel": "self",
"href": "/system/ws/v15/context/interaction/activity/1017"            },            "case": {
"link": {                    "rel": "case",                    "href":
"/system/ws/v15/context/interaction/case/1003"                },                "id": 1003
},            "mode": {                "value": "inbound",                "displayValue":
"Inbound"            },            "type": {                "value": "chat",
"displayValue": "Chat",                "subtype": {                    "value": "text",
"displayValue": "Text"                }            },            "isSecure": false,
"status": {                "value": "completed",                "displayValue": "Completed"
},            "isRead": true,            "lastModified":{                "user":{
"firstName": "Jenny",                    "lastName": "Anthony"                }            },
"subject": "I am looking for a new laptop.",            "customer": {                "link": {
"rel": "customer",                    "href": "/system/ws/v15/context/interaction/customer"
},                "customerName": "John Davis",                "contacts": {
"contact": [                    {                        "firstName": "John",
"lastName": "Davis",                        "email": [                            {
"emailAddress": "johndavis@example.com",                            "id": 1004
}                        ],                        "id": 1002                    }
]                },                "id": 1002            },            "attachments": {
"count": 0,                "link": {                    "rel": "attachment",
"href": "/system/ws/v15/context/interaction/activity/1017/attachment"                }
},            "id": 1017        },        {            "link": {                "rel": "self",
"href": "/system/ws/v15/context/interaction/activity/1018"            },            "case": {
"link": {                    "rel": "case",                    "href":
"/system/ws/v15/context/interaction/case/1003"                },                "id": 1003
},            "mode": {                "value": "inbound",                "displayValue":
"Inbound"            },            "type": {                "value": "chat",
"displayValue": "Chat",                "subtype": {                    "value": "text",
"displayValue": "Text"                }            },            "isSecure": false,
"status": {                "value": "completed",                "displayValue": "Completed"
},            "isRead": true,            "lastModified":{                "user":{
"firstName": "Jenny",                    "lastName": "Anthony"                }            },
"subject": "I am looking for a new laptop.",            "customer": {                "link": {
"rel": "customer",                    "href": "/system/ws/v15/context/interaction/customer"
},                "customerName": "John Davis",                "contacts": {
"contact": [                    {                        "firstName": "John",
"lastName": "Davis",                        "email": [                            {
"emailAddress": "johndavis@example.com",                            "id": 1004
}                        ],                        "id": 1002                    }
]                },                "id": 1002            },            "attachments": {
"count": 0,                "link": {                    "rel": "attachment",
"href": "/system/ws/v15/context/interaction/activity/1018/attachment"                }
},            "id": 1018        }    ],    "paginationInfo": {        "count": 9,
"pagenum": 2,        "pagesize": 2,        "link": [            {                "rel": "prev",
"href": "/system/ws/v15/context/interaction/activity?$pagesize=2&$pagenum=1"            },
{                "rel": "next",                "href":
"/system/ws/v15/context/interaction/activity?$pagesize=2&$pagenum=3"            }        ]    }}
```

Example 2 - Search for activities by case

This example demonstrates the following:

- Get all attributes of the activities of the logged in customer based on case ID.
- Default sorting (sorting on activity ID in ascending order).

XML

Request

Method	URL
GET	`/ws/v15/context/interaction/activity?case=1003&$attribute=all`

Request headers

Name	Values
X-egain-session	valid session ID
Accept	`application/xml`
Accept-Language	`en-US`

Response:

HTTP/1.1 200 OK

Response headers

Name	Values
X-egain-session	current session ID
Content-Type	`application/xml`

Response body

```
<?xml version="1.0" encoding="UTF-8" standalone="yes" ?><activities
xmlns="http://bindings.egain.com/ws/model/v15/gen/interaction/activity"
xmlns:ns2="http://bindings.egain.com/ws/model/v15/gen/interaction/case"
xmlns:ns3="http://bindings.egain.com/ws/model/v15/gen/platform"
xmlns:ns4="http://bindings.egain.com/ws/model/v15/gen/common"
xmlns:ns5="http://bindings.egain.com/ws/model/v15/gen/interaction/folder"
xmlns:ns6="http://bindings.egain.com/ws/model/v15/gen/interaction/customer"
xmlns:ns7="http://bindings.egain.com/ws/model/v15/gen/interaction/contactperson"
xmlns:ns8="http://bindings.egain.com/ws/model/v15/gen/interaction/contactpoint"
xmlns:ns9="http://bindings.egain.com/ws/model/v15/gen/interaction/attachment"
xmlns:ns10="http://bindings.egain.com/ws/model/v15/gen/mail/alias"
xmlns:ns11="http://bindings.egain.com/ws/model/v15/gen/live/entrypoint">    <activity id="1017">
<link rel="self" href="/system/ws/v15/context/interaction/activity/1017"/>        <case id="1003">
<ns2:link rel="case" href="/system/ws/v15/context/interaction/case/1003"/>        </case>
<mode>            <ns4:value>inbound</ns4:value>
<ns4:displayValue>Inbound</ns4:displayValue>        </mode>        <type>
<value>chat</value>            <displayValue>Chat</displayValue>            <subtype>
<ns4:value>text</ns4:value>                <ns4:displayValue>Text</ns4:displayValue>
</subtype>        </type>        <isSecure>false</isSecure>        <status>
<value>completed</value>            <displayValue>Completed</displayValue>        </status>
<isRead>true</isRead>        <created date="2016-04-01T21:42:41.000Z"/>        <lastModified>
<ns4:user>                <ns3:firstName>Jenny</ns3:firstName>
<ns3:lastName>Anthony</ns3:lastName>            </ns4:user>        </lastModified>
<subject>I am looking for a new laptop.</subject>        <customer id="1002">            <ns6:link
rel="customer" href="/system/ws/v15/context/interaction/customer"/>
<ns6:customerName>John Davis</ns6:customerName>            <ns6:contacts>
<ns7:contact id="1002">                <ns7:firstName>John</ns7:firstName>
<ns7:lastName>Davis</ns7:lastName>                    <ns7:email id="1004">
```

```
<ns8:emailAddress>johndavis@example.com</ns8:emailAddress>                    </ns7:email>
</ns7:contact>            </ns6:contacts>        </customer>        <attachments>
<ns9:count>0</ns9:count>            <ns9:link rel="attachment"
href="/system/ws/v15/context/interaction/activity/1017/attachment"/>        </attachments>
<payload>            <chat>                <custDisplayName>amy</custDisplayName>
</chat>        </payload>        <customAttributes>            <ns4:customAttribute>
<ns4:attribName>ordertype</ns4:attribName>                <ns4:attribValues>
<ns4:attribValue>                        <ns4:value>enquiry</ns4:value>
<ns4:displayValue>Enquiry</ns4:displayValue>                    </ns4:attribValue>
</ns4:attribValues>            </ns4:customAttribute>        </customAttributes>    </activity>
<paginationInfo>        <ns4:count>1</ns4:count>        <ns4:pagenum>1</ns4:pagenum>
<ns4:pagesize>25</ns4:pagesize>    </paginationInfo></activities>
```

JSON

Request

Method	URL
GET	`/ws/v15/context/interaction/activity?case=1003&$attribute=all`

Request headers

Name	Values
X-egain-session	valid session ID
Accept	`application/json`
Accept-Language	`en-US`

Response:

HTTP/1.1 200 OK

Response headers

Name	Values
X-egain-session	current session ID
Content-Type	`application/json`

Response body

```
{    "activity": [        {            "link": {                "rel": "self",
"href": "/system/ws/v15/context/interaction/activity/1017"            },            "case": {
"link": {                    "rel": "case",                    "href":
"/system/ws/v15/context/interaction/case/1003"                },                "id": 1003
},            "mode": {                "value": "inbound",                "displayValue":
"Inbound"            },            "type": {                "value": "chat",
"displayValue": "Chat",                "subtype": {                    "value": "text",
"displayValue": "Text"                }            },            "isSecure": false,
"status": {                "value": "completed",                "displayValue": "Completed"
},            "isRead": true,            "created": {                "date":
"2016-04-01T21:42:41.000Z"            },                "lastModified":{
"user":{                    "firstName": "Jenny",                    "lastName": "Anthony"
}            },            "subject": "I am looking for a new laptop.",            "customer": {
"link": {                    "rel": "customer",                    "href":
"/system/ws/v15/context/interaction/customer"                },                "customerName":
"John Davis",                "contacts": {                "contact": [
{                    "firstName": "John",                    "lastName": "Davis",
"email": [                    {                    "emailAddress":
"johndavis@example.com",                "id": 1004
```

```
}                          ],                          "id": 1002                        }
]              },                "id": 1002            },            "attachments": {
"count": 0,                "link": {                    "rel": "attachment",
"href": "/system/ws/v15/context/interaction/activity/1017/attachment"                }
},            "payload": {                "chat": {                    "custDisplayName": "amy"
}            },            "customAttributes": {                "customAttribute": [
{                        "attribName": "ordertype",                        "attribValues": {
"attribValue": [                                {                                "value":
"enquiry",                                "displayValue": "Enquiry"
}                          ]                        }                    }                ]
},            "id": 1017        }    ],    "paginationInfo": {        "count": 1,
"pagenum": 1,        "pagesize": 25    }}
```

Example 3 - Search for activities by status with range parameters

This example demonstrates the following:

- Searching activities of logged in customer based on status. In this example, the activities in open status are retrieved.
- Using range parameters ($rangestart and $rangesize) in the request. Note that no paginationInfo node is returned for range parameters.
- Requesting additional attributes, including a custom attribute, through $attribute system parameter. In this example, the additional attributes requested are "created" and "custom.complainttype".

XML

Request

Method	URL
GET	`/ws/v15/context/interaction/activity?status=open&$rangestart=2&$rangesize=2&$attribute=created,custom.complainttype`

Request headers

Name	Values
X-egain-session	valid session ID
Accept	`application/xml`
Accept-Language	`en-US`

Response:

HTTP/1.1 200 OK

Response headers

Name	Values
X-egain-session	current session ID
Content-Type	`application/xml`

Response body


```
<?xml version="1.0" encoding="UTF-8" standalone="yes" ?><activities
xmlns="http://bindings.egain.com/ws/model/v15/gen/interaction/activity"
```

```
xmlns:ns2="http://bindings.egain.com/ws/model/v15/gen/interaction/case"
xmlns:ns3="http://bindings.egain.com/ws/model/v15/gen/platform"
xmlns:ns4="http://bindings.egain.com/ws/model/v15/gen/common"
xmlns:ns5="http://bindings.egain.com/ws/model/v15/gen/interaction/folder"
xmlns:ns6="http://bindings.egain.com/ws/model/v15/gen/interaction/customer"
xmlns:ns7="http://bindings.egain.com/ws/model/v15/gen/interaction/contactperson"
xmlns:ns8="http://bindings.egain.com/ws/model/v15/gen/interaction/contactpoint"
xmlns:ns9="http://bindings.egain.com/ws/model/v15/gen/interaction/attachment"
xmlns:ns10="http://bindings.egain.com/ws/model/v15/gen/mail/alias"
xmlns:ns11="http://bindings.egain.com/ws/model/v15/gen/live/entrypoint">    <activity id="1019">
<link rel="self" href="/system/ws/v15/context/interaction/activity/1019"/>        <case id="1002">
<ns2:link rel="case" href="/system/ws/v15/context/interaction/case/1002"/>        </case>
<mode>            <ns4:value>outbound</ns4:value>
<ns4:displayValue>Outbound</ns4:displayValue>        </mode>        <type>
<value>email</value>            <displayValue>Email</displayValue>            <subtype>
<ns4:value>general</ns4:value>                <ns4:displayValue>General</ns4:displayValue>
</subtype>        </type>        <isSecure>false</isSecure>        <status>
<value>open</value>            <displayValue>Open</displayValue>        </status>
<isRead>true</isRead>        <created date="2016-04-01T22:00:52.000Z"/>        <lastModified>
<ns4:user>                <ns3:firstName>Jenny</ns3:firstName>
<ns3:lastName>Anthony</ns3:lastName>            </ns4:user>        </lastModified>
<subject>Summary of phone call [#1002]</subject>        <customer id="1002">            <ns6:link
rel="customer" href="/system/ws/v15/context/interaction/customer"/>
<ns6:customerName>John Davis</ns6:customerName>            <ns6:contacts>
<ns7:contact id="1002">                    <ns7:firstName>John</ns7:firstName>
<ns7:lastName>Davis</ns7:lastName>                    <ns7:email id="1004">
<ns8:emailAddress>johndavis@example.com</ns8:emailAddress>                    </ns7:email>
</ns7:contact>            </ns6:contacts>        </customer>                <customAttributes>
<ns4:customAttribute>                <ns4:attribName>complainttype</ns4:attribName>
<ns4:attribValues>                    <ns4:attribValue>
<ns4:value>defective_product</ns4:value>                        <ns4:displayValue>Defective
Product</ns4:displayValue>                    </ns4:attribValue>
</ns4:attribValues>            </ns4:customAttribute>        </customAttributes>    </activity>
<activity id="1021">        <link rel="self"
href="/system/ws/v15/context/interaction/activity/1021"/>        <case id="1007">
<ns2:link rel="case" href="/system/ws/v15/context/interaction/case/1007"/>        </case>
<mode>            <ns4:value>outbound</ns4:value>
<ns4:displayValue>Outbound</ns4:displayValue>        </mode>        <type>
<value>email</value>            <displayValue>Email</displayValue>            <subtype>
<ns4:value>general</ns4:value>                <ns4:displayValue>General</ns4:displayValue>
</subtype>        </type>        <isSecure>false</isSecure>        <status>
<value>open</value>            <displayValue>Open</displayValue>        </status>
<isRead>false</isRead>        <created date="2016-04-01T22:04:52.000Z">            <ns4:user>
                    <ns3:firstName>Frank</ns3:firstName>
       <ns3:lastName>Bright</ns3:lastName>                </ns4:user>            </created>
<lastModified>            <ns4:user>                <ns3:firstName>Jenny</ns3:firstName>
<ns3:lastName>Anthony</ns3:lastName>            </ns4:user>        </lastModified>
<subject>No Subject</subject>        <customer id="1002">            <ns6:link rel="customer"
href="/system/ws/v15/context/interaction/customer"/>            <ns6:customerName>John
Davis</ns6:customerName>            <ns6:contacts>                <ns7:contact id="1002">
<ns7:firstName>John</ns7:firstName>                    <ns7:lastName>Davis</ns7:lastName>
<ns7:email id="1004">
<ns8:emailAddress>johndavis@example.com</ns8:emailAddress>                    </ns7:email>
</ns7:contact>            </ns6:contacts>        </customer>        <attachments>
<ns9:count>0</ns9:count>            <ns9:link rel="attachment"
href="/system/ws/v15/context/interaction/activity/1021/attachment"/>        </attachments>
</activity></activities>
```

JSON

Request

Method	URL
GET	/ws/v15/context/interaction/activity?status=open&$ranges

	tart=2&$rangesize=2&$attribute=created,custom.complainttype

Request headers

Name	Values
X-egain-session	valid session ID
Accept	application/json
Accept-Language	en-US

Response:

HTTP/1.1 200 OK

Response headers

Name	Values
X-egain-session	current session ID
Content-Type	application/json

Response body


```
{    "activity": [        {            "link": {                "rel": "self",
"href": "/system/ws/v15/context/interaction/activity/1019"           },            "case": {
"link": {                    "rel": "case",                "href":
"/system/ws/v15/context/interaction/case/1002"               },               "id": 1002
},            "mode": {                "value": "outbound",                "displayValue":
"Outbound"           },            "type": {                "value": "email",
"displayValue": "Email",                "subtype": {                    "value": "general",
"displayValue": "General"                }            },            "isSecure": false,
"status": {                "value": "open",                "displayValue": "Open"           },
"isRead": true,            "created": {                "date": "2016-04-01T22:00:52.000Z"
},            "lastModified":{                "user":{                    "firstName": "Jenny",
"lastName": "Anthony"                }            },            "subject": "Summary of phone call
[#1002]",            "customer": {                "link": {                    "rel": "customer",
"href": "/system/ws/v15/context/interaction/customer"               },
"customerName": "John Davis",                "contacts": {                    "contact": [
{                        "firstName": "John",                        "lastName": "Davis",
"email": [                        {                            "emailAddress":
"johndavis@example.com",                            "id": 1004
}                        ],                        "id": 1002                    }
]                },               "id": 1002           },            "customAttributes": {
"customAttribute": [                    {                        "attribName": "complainttype",
"attribValues": {                        "attribValue": [                            {
"value": "defective_product",                            "displayValue": "Defective
Product"                        }                        ]                    }
}                ]            },            "id": 1019        },        {            "link": {
"rel": "self",                "href": "/system/ws/v15/context/interaction/activity/1021"
},            "case": {                "link": {                    "rel": "case",
"href": "/system/ws/v15/context/interaction/case/1007"               },               "id": 1007
},            "mode": {                "value": "outbound",                "displayValue":
"Outbound"           },            "type": {                "value": "email",
"displayValue": "Email",                "subtype": {                    "value": "general",
"displayValue": "General"                }            },            "isSecure": false,
"status": {                "value": "open",                "displayValue": "Open"           },
"isRead": false,            "created": {            "user": {
       "firstName": "Frank",                        "lastName": "Bright"
       },               "date": "2016-04-01T22:04:52.000Z"           },
"lastModified":{                "user":{                    "firstName": "Jenny",
"lastName": "Anthony"                }            },                "subject": "No
Subject",            "customer": {                "link": {                    "rel": "customer",
"href": "/system/ws/v15/context/interaction/customer"               },
"customerName": "John Davis",                "contacts": {                    "contact": [
{                        "firstName": "John",                        "lastName": "Davis",
```

```
"email": [                                {                                    "emailAddress":
"johndavis@example.com",                                    "id": 1004
}                            ],                            "id": 1002                        }
]                },                "id": 1002            },            "attachments": {
"count": 0,                "link": {                    "rel": "attachment",
"href": "/system/ws/v15/context/interaction/activity/1021/attachment"                }
},            "id": 1021        }    ]}
```

Example 4 - Search for activities by mode sorted by activity ID

This example demonstrates the following:

- Searching activities of the logged in customer based on mode. In this example, all outbound activities are retrieved.
- Using default sort column, but in descending order. (default sorting is on activity ID)
- Retrieving all the activity attributes, through $attribute system parameter.

XML

Request

Method	URL
GET	`/ws/v15/context/interaction/activity?mode=outbound&$sort=id&$order=desc&$attribute=all`

Request headers

Name	Values
X-egain-session	valid session ID
Accept	`application/xml`
Accept-Language	`en-US`

Response:

HTTP/1.1 200 OK

Response headers

Name	Values
X-egain-session	current session ID
Content-Type	`application/xml`

Response body


```
<?xml version="1.0" encoding="UTF-8" standalone="yes" ?><activities
xmlns="http://bindings.egain.com/ws/model/v15/gen/interaction/activity"
xmlns:ns2="http://bindings.egain.com/ws/model/v15/gen/interaction/case"
xmlns:ns3="http://bindings.egain.com/ws/model/v15/gen/platform"
xmlns:ns4="http://bindings.egain.com/ws/model/v15/gen/common"
xmlns:ns5="http://bindings.egain.com/ws/model/v15/gen/interaction/folder"
xmlns:ns6="http://bindings.egain.com/ws/model/v15/gen/interaction/customer"
xmlns:ns7="http://bindings.egain.com/ws/model/v15/gen/interaction/contactperson"
xmlns:ns8="http://bindings.egain.com/ws/model/v15/gen/interaction/contactpoint"
xmlns:ns9="http://bindings.egain.com/ws/model/v15/gen/interaction/attachment"
xmlns:ns10="http://bindings.egain.com/ws/model/v15/gen/mail/alias"
```

```
xmlns:ns11="http://bindings.egain.com/ws/model/v15/gen/live/entrypoint">    <activity id="1021">
<link rel="self" href="/system/ws/v15/context/interaction/activity/1021"/>        <case id="1007">
<ns2:link rel="case" href="/system/ws/v15/context/interaction/case/1007"/>        </case>
<mode>            <ns4:value>outbound</ns4:value>
<ns4:displayValue>Outbound</ns4:displayValue>        </mode>        <type>
<value>email</value>            <displayValue>Email</displayValue>            <subtype>
<ns4:value>general</ns4:value>                <ns4:displayValue>General</ns4:displayValue>
</subtype>        </type>        <isSecure>false</isSecure>        <status>
<value>open</value>            <displayValue>Open</displayValue>        </status>
<isRead>false</isRead>        <created date="2016-04-01T22:04:52.000Z">            <ns4:user>
                    <ns3:firstName>Frank</ns3:firstName>
       <ns3:lastName>Bright</ns3:lastName>                </ns4:user>            </created>
<lastModified>            <ns4:user>                <ns3:firstName>Jenny</ns3:firstName>
<ns3:lastName>Anthony</ns3:lastName>            </ns4:user>        </lastModified>
<subject>No Subject</subject>        <customer id="1002">            <ns6:link rel="customer"
href="/system/ws/v15/context/interaction/customer"/>            <ns6:customerName>John
Davis</ns6:customerName>            <ns6:contacts>                <ns7:contact id="1002">
<ns7:firstName>John</ns7:firstName>                    <ns7:lastName>Davis</ns7:lastName>
<ns7:email id="1004">
<ns8:emailAddress>johndavis@example.com</ns8:emailAddress>                    </ns7:email>
</ns7:contact>            </ns6:contacts>        </customer>        <attachments>
<ns9:count>0</ns9:count>            <ns9:link rel="attachment"
href="/system/ws/v15/context/interaction/activity/1021/attachment"/>        </attachments>
<payload>            <email>                <date date="2016-04-01T21:32:25.000Z"/>
<emailAddresses>                <from>johndavis@example.com</from>                    <to>
<address>johndavis@example.com</address>                    </to>
</emailAddresses>            </email>        </payload>    </activity>    <activity id="1019">
<link rel="self" href="/system/ws/v15/context/interaction/activity/1019"/>        <case id="1002">
<ns2:link rel="case" href="/system/ws/v15/context/interaction/case/1002"/>        </case>
<mode>            <ns4:value>outbound</ns4:value>
<ns4:displayValue>Outbound</ns4:displayValue>        </mode>        <type>
<value>email</value>            <displayValue>Email</displayValue>            <subtype>
<ns4:value>general</ns4:value>                <ns4:displayValue>General</ns4:displayValue>
</subtype>        </type>        <isSecure>false</isSecure>        <status>
<value>open</value>            <displayValue>Open</displayValue>        </status>
<isRead>true</isRead>        <created date="2016-04-01T22:00:52.000Z"/>        <lastModified>
<ns4:user>                <ns3:firstName>Jenny</ns3:firstName>
<ns3:lastName>Anthony</ns3:lastName>            </ns4:user>        </lastModified>
<subject>Summary of phone call [#1002]</subject>        <customer id="1002">            <ns6:link
rel="customer" href="/system/ws/v15/context/interaction/customer"/>
<ns6:customerName>John Davis</ns6:customerName>            <ns6:contacts>
<ns7:contact id="1002">                    <ns7:firstName>John</ns7:firstName>
<ns7:lastName>Davis</ns7:lastName>                    <ns7:email id="1004">
<ns8:emailAddress>johndavis@example.com</ns8:emailAddress>                    </ns7:email>
</ns7:contact>            </ns6:contacts>        </customer>        <customAttributes>
<ns4:customAttribute>                <ns4:attribName>complainttype</ns4:attribName>
<ns4:attribValues>                    <ns4:attribValue>
<ns4:value>defective_product</ns4:value>                        <ns4:displayValue>Defective
Product</ns4:displayValue>                    </ns4:attribValue>
</ns4:attribValues>            </ns4:customAttribute>        </customAttributes>    </activity>
<activity id="1016">        <link rel="self"
href="/system/ws/v15/context/interaction/activity/1016"/>        <case id="1002">
<ns2:link rel="case" href="/system/ws/v15/context/interaction/case/1002"/>        </case>
<mode>            <ns4:value>outbound</ns4:value>
<ns4:displayValue>Outbound</ns4:displayValue>        </mode>        <type>
<value>email</value>            <displayValue>Email</displayValue>            <subtype>
<ns4:value>general</ns4:value>                <ns4:displayValue>General</ns4:displayValue>
</subtype>        </type>        <isSecure>false</isSecure>        <status>
<value>completed</value>            <displayValue>Completed</displayValue>        </status>
<isRead>false</isRead>        <created date="2016-04-01T21:32:25.000Z">            <ns4:user>
                    <ns3:firstName>Jenny</ns3:firstName>
       <ns3:lastName>Anthony</ns3:lastName>                </ns4:user>            </created>
<lastModified>            <ns4:user>                <ns3:firstName>Jenny</ns3:firstName>
<ns3:lastName>Anthony</ns3:lastName>            </ns4:user>        </lastModified>
<subject>Re: offers [#1002]</subject>        <customer id="1002">            <ns6:link
rel="customer" href="/system/ws/v15/context/interaction/customer"/>
<ns6:customerName>John Davis</ns6:customerName>            <ns6:contacts>
<ns7:contact id="1002">                    <ns7:firstName>John</ns7:firstName>
<ns7:lastName>Davis</ns7:lastName>                    <ns7:email id="1004">
<ns8:emailAddress>johndavis@example.com</ns8:emailAddress>                    </ns7:email>
</ns7:contact>            </ns6:contacts>        </customer>        <attachments>
```

```
<ns9:count>0</ns9:count>            <ns9:link rel="attachment"
href="/system/ws/v15/context/interaction/activity/1016/attachment"/>        </attachments>
<payload>            <email>                <date date="2016-04-01T21:32:25.000Z"/>
<emailAddresses>                    <from>johndavis@example.com</from>                    <to>
<address>johndavis@example.com</address>                    </to>
</emailAddresses>            </email>        </payload>    </activity>    <paginationInfo>
<ns4:count>3</ns4:count>        <ns4:pagenum>1</ns4:pagenum>
<ns4:pagesize>25</ns4:pagesize>    </paginationInfo></activities>
```

JSON

Request

Method	URL
GET	`/ws/v15/context/interaction/activity?mode=outbound&$sort=id&$order=desc&$attribute=all`

Request headers

Name	Values
X-egain-session	valid session ID
Accept	`application/json`
Accept-Language	`en-US`

Response:

HTTP/1.1 200 OK

Response headers

Name	Values
X-egain-session	current session ID
Content-Type	`application/json`

Response body

```
{    "activity": [        {            "link": {                "rel": "self",
"href": "/system/ws/v15/context/interaction/activity/1021"            },            "case": {
"link": {                    "rel": "case",                    "href":
"/system/ws/v15/context/interaction/case/1007"                },                "id": 1007
},            "mode": {                "value": "outbound",                "displayValue":
"Outbound"            },            "type": {                "value": "email",
"displayValue": "Email",                "subtype": {                    "value": "general",
"displayValue": "General"                }            },            "isSecure": false,
"status": {                "value": "open",                "displayValue": "Open"            },
"isRead": false,            "created": {            "user": {
       "firstName": "Frank",                                "lastName": "Bright"
       },                "date": "2016-04-01T22:04:52.000Z"            },
"lastModified":{                "user":{                    "firstName": "Jenny",
"lastName": "Anthony"                }            },            "subject": "No Subject",
"customer": {                "link": {                    "rel": "customer",
"href": "/system/ws/v15/context/interaction/customer"                },
"customerName": "John Davis",                "contacts": {                    "contact": [
{                        "firstName": "John",                        "lastName": "Davis",
"email": [                        {                            "emailAddress":
"johndavis@example.com",                            "id": 1004
}                        ],                        "id": 1002                    }
]            },                "id": 1002            },            "attachments": {
```

```
"count": 0,                "link": {                    "rel": "attachment",
"href": "/system/ws/v15/context/interaction/activity/1021/attachment"                }
},            "payload": {                "email": {                    "date": {
"date": "2016-04-01T21:32:25.000Z"                    },                    "emailAddresses": {
"from": "johndavis@example.com",                    "to": {
"address": [                                "johndavis@example.com"                                ]
}                    }                }            },            "id": 1021        },        {
"link": {                "rel": "self",                "href":
"/system/ws/v15/context/interaction/activity/1019"            },            "case": {
"link": {                    "rel": "case",                    "href":
"/system/ws/v15/context/interaction/case/1002"                },                "id": 1002
},            "mode": {                "value": "outbound",                "displayValue":
"Outbound"            },            "type": {                "value": "email",
"displayValue": "Email",                "subtype": {                    "value": "general",
"displayValue": "General"                }            },            "isSecure": false,
"status": {                "value": "open",                "displayValue": "Open"            },
"isRead": true,            "created": {                "date": "2016-04-01T22:00:52.000Z"
},            "lastModified":{                "user":{                    "firstName": "Jenny",
"lastName": "Anthony"                }            },            "subject": "Summary of phone call
[#1002]",            "customer": {                "link": {                    "rel": "customer",
"href": "/system/ws/v15/context/interaction/customer"                },
"customerName": "John Davis",                "contacts": {                    "contact": [
{                            "firstName": "John",                            "lastName": "Davis",
"email": [                                {                                    "emailAddress":
"johndavis@example.com",                                    "id": 1004
}                            ],                                "id": 1002                        }
]                },                "id": 1002            },                "payload": {
"email": {                    "date": {                        "date": "2016-04-01T21:32:25.000Z"
},                    "emailAddresses": {                        "from": "johndavis@example.com",
"to": {                            "address": [
"johndavis@example.com"                            ]                        }
}                }            },            "customAttributes": {
"customAttribute": [                    {                        "attribName": "complainttype",
"attribValues": {                        "attribValue": [                                {
"value": "defective_product",                                    "displayValue": "Defective
Product"                                }                            ]                        }
}                ]            },            "id": 1019        },        {            "link": {
"rel": "self",                "href": "/system/ws/v15/context/interaction/activity/1016"
},            "case": {                "link": {                    "rel": "case",
"href": "/system/ws/v15/context/interaction/case/1002"                },                "id": 1002
},            "mode": {                "value": "outbound",                "displayValue":
"Outbound"            },            "type": {                "value": "email",
"displayValue": "Email",                "subtype": {                    "value": "general",
"displayValue": "General"                }            },            "isSecure": false,
"status": {                "value": "completed",                "displayValue": "Completed"
},            "isRead": false,            "created": {                "user": {
                "firstName": "Jenny",                                "lastName": "Anthony"
                },                "date": "2016-04-01T21:32:25.000Z"            },
"lastModified":{                "user":{                    "firstName": "Jenny",
"lastName": "Anthony"                }            },                            "subject": "Re:
offers [#1002]",            "customer": {                "link": {                    "rel":
"customer",                    "href": "/system/ws/v15/context/interaction/customer"
},                "customerName": "John Davis",                "contacts": {
"contact": [                        {                        "firstName": "John",
"lastName": "Davis",                        "email": [                                {
"emailAddress": "johndavis@example.com",                                    "id": 1004
}                            ],                                "id": 1002                        }
]                },                "id": 1002            },            "attachments": {
"count": 0,                "link": {                    "rel": "attachment",
"href": "/system/ws/v15/context/interaction/activity/1016/attachment"                }
},            "payload": {                "email": {                    "date": {
"date": "2016-04-01T21:32:25.000Z"                    },                    "emailAddresses": {
"from": "johndavis@example.com",                    "to": {
"address": [                                "johndavis@example.com"                                ]
}                    }                }            },            "id": 1016        }    ],
"paginationInfo": {        "count": 3,        "pagenum": 1,        "pagesize": 25    }}
```

Example 5 - Search for unread activities sorted by case ID

This example demonstrates the following:

- Searching activities for logged in customer that are unread.
- Specifying the sorting explicitly. In this example, sorting is on case in descending order.

XML

Request

Method	URL
GET	`/ws/v15/context/interaction/activity?read=no&$sort=case&$order=asc`

Request headers

Name	Values
X-egain-session	valid session ID
Accept	`application/xml`
Accept-Language	`en-US`

Response:

HTTP/1.1 200 OK

Response headers

Name	Values
X-egain-session	current session ID
Content-Type	`application/xml`

Response body

```
<?xml version="1.0" encoding="UTF-8" standalone="yes" ?><activities
xmlns="http://bindings.egain.com/ws/model/v15/gen/interaction/activity"
xmlns:ns2="http://bindings.egain.com/ws/model/v15/gen/interaction/case"
xmlns:ns3="http://bindings.egain.com/ws/model/v15/gen/platform"
xmlns:ns4="http://bindings.egain.com/ws/model/v15/gen/common"
xmlns:ns5="http://bindings.egain.com/ws/model/v15/gen/interaction/folder"
xmlns:ns6="http://bindings.egain.com/ws/model/v15/gen/interaction/customer"
xmlns:ns7="http://bindings.egain.com/ws/model/v15/gen/interaction/contactperson"
xmlns:ns8="http://bindings.egain.com/ws/model/v15/gen/interaction/contactpoint"
xmlns:ns9="http://bindings.egain.com/ws/model/v15/gen/interaction/attachment"
xmlns:ns10="http://bindings.egain.com/ws/model/v15/gen/mail/alias"
xmlns:ns11="http://bindings.egain.com/ws/model/v15/gen/live/entrypoint">    <activity id="1016">
<link rel="self" href="/system/ws/v15/context/interaction/activity/1016"/>        <case id="1002">
<ns2:link rel="case" href="/system/ws/v15/context/interaction/case/1002"/>        </case>
<mode>            <ns4:value>outbound</ns4:value>
<ns4:displayValue>Outbound</ns4:displayValue>        </mode>        <type>
<value>email</value>            <displayValue>Email</displayValue>            <subtype>
<ns4:value>general</ns4:value>                <ns4:displayValue>General</ns4:displayValue>
</subtype>        </type>        <isSecure>false</isSecure>        <status>
<value>completed</value>            <displayValue>Completed</displayValue>        </status>
<isRead>false</isRead>        <lastModified>            <ns4:user>
<ns3:firstName>Jenny</ns3:firstName>                <ns3:lastName>Anthony</ns3:lastName>
</ns4:user>        </lastModified>        <subject>Re: offers [#1002]</subject>        <customer
id="1002">            <ns6:link rel="customer"
href="/system/ws/v15/context/interaction/customer"/>            <ns6:customerName>John
Davis</ns6:customerName>            <ns6:contacts>                <ns7:contact id="1002">
```

```
<ns7:firstName>John</ns7:firstName>                    <ns7:lastName>Davis</ns7:lastName>
<ns7:email id="1004">
<ns8:emailAddress>johndavis@example.com</ns8:emailAddress>                    </ns7:email>
</ns7:contact>            </ns6:contacts>        </customer>        <attachments>
<ns9:count>0</ns9:count>            <ns9:link rel="attachment"
href="/system/ws/v15/context/interaction/activity/1016/attachment"/>        </attachments>
</activity>    <paginationInfo>        <ns4:count>1</ns4:count>
<ns4:pagenum>1</ns4:pagenum>        <ns4:pagesize>25</ns4:pagesize>
</paginationInfo></activities>
```

JSON

Request

Method	URL
GET	`/ws/v15/context/interaction/activity?read=no&$sort=case&$order=asc`

Request headers

Name	Values
X-egain-session	valid session ID
Accept	`application/json`
Accept-Language	`en-US`

Response:

HTTP/1.1 200 OK

Response headers

Name	Values
X-egain-session	current session ID
Content-Type	`application/json`

Response body

```
{    "activity": [        {            "link": {                "rel": "self",
"href": "/system/ws/v15/context/interaction/activity/1016"            },            "case": {
"link": {                    "rel": "case",                    "href":
"/system/ws/v15/context/interaction/case/1002"                },                "id": 1002
},            "mode": {                "value": "outbound",                "displayValue":
"Outbound"            },            "type": {                "value": "email",
"displayValue": "Email",                "subtype": {                    "value": "general",
"displayValue": "General"                }            },            "isSecure": false,
"status": {                "value": "completed",                "displayValue": "Completed"
},            "isRead": false,            "lastModified":{                "user":{
"firstName": "Jenny",                "lastName": "Anthony"                }            },
"subject": "Re: offers [#1002]",            "customer": {                "link": {
"rel": "customer",                    "href": "/system/ws/v15/context/interaction/customer"
},                "customerName": "John Davis",                "contacts": {
"contact": [                    {                    "firstName": "John",
"lastName": "Davis",                "email": [                    {
"emailAddress": "johndavis@example.com",                    "id": 1004
}                ],                "id": 1002            }
]            },            "id": 1002        },        "attachments": {
"count": 0,                "link": {                "rel": "attachment",
"href": "/system/ws/v15/context/interaction/activity/1016/attachment"            }
```

```
},            "id": 1016        }    ],    "paginationInfo": {        "count": 1,
"pagenum": 1,        "pagesize": 25    }}
```

Example 6 - Get count of inbound read activities in completed status

This example demonstrates the following:

- Getting count of activities by using $count system parameter. This example retrieves the count of activities for logged in customer that are read and in completed status.
- The response when $count is specified. Note that the link to the first page has all the parameters as specified in the original request except the $count parameter.

XML

Request

Method	URL
GET	`/ws/v15/context/interaction/activity?read=yes&mode=inbound&status=completed&$count=yes&$attribute=all`

Request headers

Name	Values
X-egain-session	valid session ID
Accept	`application/xml`
Accept-Language	`en-US`

Response:

HTTP/1.1 200 OK

Response headers

Name	Values
X-egain-session	current session ID
Content-Type	`application/xml`

Response body


```
<?xml version="1.0" encoding="UTF-8" standalone="yes" ?><activities
xmlns="http://bindings.egain.com/ws/model/v15/gen/interaction/activity"
xmlns:ns2="http://bindings.egain.com/ws/model/v15/gen/interaction/case"
xmlns:ns3="http://bindings.egain.com/ws/model/v15/gen/platform"
xmlns:ns4="http://bindings.egain.com/ws/model/v15/gen/common"
xmlns:ns5="http://bindings.egain.com/ws/model/v15/gen/interaction/folder"
xmlns:ns6="http://bindings.egain.com/ws/model/v15/gen/interaction/customer"
xmlns:ns7="http://bindings.egain.com/ws/model/v15/gen/interaction/contactperson"
xmlns:ns8="http://bindings.egain.com/ws/model/v15/gen/interaction/contactpoint"
xmlns:ns9="http://bindings.egain.com/ws/model/v15/gen/interaction/attachment"
xmlns:ns10="http://bindings.egain.com/ws/model/v15/gen/mail/alias"
xmlns:ns11="http://bindings.egain.com/ws/model/v15/gen/live/entrypoint" count="5">    <link
rel="self"
```

```
href="/system/ws/v15/context/interaction/activity?read=yes&amp;mode=inbound&amp;status=completed&
amp;$attribute=all"/></activities>
```

JSON

Request

Method	URL
GET	`/ws/v15/context/interaction/activity?read=yes&mode=inbound&status=completed&$count=yes&$attribute=all`

Request headers

Name	Values
X-egain-session	valid session ID
Accept	`application/json`
Accept-Language	`en-US`

Response:

HTTP/1.1 200 OK

Response headers

Name	Values
X-egain-session	current session ID
Content-Type	`application/json`

Response body

```
{    "link": {        "rel": "self",        "href":
"/system/ws/v15/context/interaction/activity?read=yes&mode=inbound&status=completed&$attribute=al
l"    },    "count": 5}
```

Example 7 - Search for secure email activities

This example demonstrates the following:

- Searching activities for logged in customer that are of type email and secure.
- Retrieving all the activity attributes, through $attribute system parameter.

XML

Request

Method	URL
GET	`/ws/v15/context/interaction/activity?secure=yes&type=email&$at`

	tribute=all

Request headers

Name	Values
X-egain-session	valid session ID
Accept	application/xml
Accept-Language	en-US

Response:

HTTP/1.1 200 OK

Response headers

Name	Values
X-egain-session	current session ID
Content-Type	application/xml

Response body

```
<?xml version="1.0" encoding="UTF-8" standalone="yes" ?><activities
xmlns="http://bindings.egain.com/ws/model/v15/gen/interaction/activity"
xmlns:ns2="http://bindings.egain.com/ws/model/v15/gen/interaction/case"
xmlns:ns3="http://bindings.egain.com/ws/model/v15/gen/platform"
xmlns:ns4="http://bindings.egain.com/ws/model/v15/gen/common"
xmlns:ns5="http://bindings.egain.com/ws/model/v15/gen/interaction/folder"
xmlns:ns6="http://bindings.egain.com/ws/model/v15/gen/interaction/customer"
xmlns:ns7="http://bindings.egain.com/ws/model/v15/gen/interaction/contactperson"
xmlns:ns8="http://bindings.egain.com/ws/model/v15/gen/interaction/contactpoint"
xmlns:ns9="http://bindings.egain.com/ws/model/v15/gen/interaction/attachment"
xmlns:ns10="http://bindings.egain.com/ws/model/v15/gen/mail/alias"
xmlns:ns11="http://bindings.egain.com/ws/model/v15/gen/live/entrypoint">    <activity id="1117">
<link rel="self" href="/system/ws/v15/context/interaction/activity/1117"/>        <case id="1002">
<ns2:link rel="case" href="/system/ws/v15/context/interaction/case/1002"/>        </case>
<mode>            <ns4:value>outbound</ns4:value>
<ns4:displayValue>Outbound</ns4:displayValue>        </mode>        <type>
<value>email</value>            <displayValue>Email</displayValue>            <subtype>
<ns4:value>general</ns4:value>                <ns4:displayValue>General</ns4:displayValue>
</subtype>        </type>        <isSecure>true</isSecure>        <status>
<value>completed</value>            <displayValue>Completed</displayValue>        </status>
<isRead>false</isRead>        <created date="2016-06-17T23:04:24.000Z">            <ns4:user>
                    <ns3:firstName>Jenny</ns3:firstName>
       <ns3:lastName>Anthony</ns3:lastName>                </ns4:user>            </created>
<lastModified>            <ns4:user>                <ns3:firstName>Jenny</ns3:firstName>
<ns3:lastName>Anthony</ns3:lastName>            </ns4:user>        </lastModified>
<subject>Re: Issue with mobile phone [#1002]</subject>        <customer id="1002">
<ns6:link rel="customer" href="/system/ws/v15/context/interaction/customer"/>
<ns6:customerName>John Davis</ns6:customerName>            <ns6:contacts>
<ns7:contact id="1002">                    <ns7:firstName>John</ns7:firstName>
<ns7:lastName>Davis</ns7:lastName>                    <ns7:email id="1004">
<ns8:emailAddress>johndavis@example.com</ns8:emailAddress>                    </ns7:email>
</ns7:contact>            </ns6:contacts>        </customer>        <attachments>
<ns9:count>0</ns9:count>            <ns9:link rel="attachment"
href="/system/ws/v15/context/interaction/activity/1117/attachment"/>        </attachments>
<payload>            <email>                <date date="2016-06-17T23:04:24.000Z"/>
<emailAddresses>                    <from>support@business.com</from>                    <to>
<address>johndavis@example.com</address>                    </to>
</emailAddresses>            </email>        </payload>        <customAttributes>
<ns4:customAttribute>                <ns4:attribName>complainttype</ns4:attribName>
<ns4:attribValues>                    <ns4:attribValue>
<ns4:value>defective_product</ns4:value>                    <ns4:displayValue>Defective
Product</ns4:displayValue>                    </ns4:attribValue>
</ns4:attribValues>            </ns4:customAttribute>        </customAttributes>    </activity>
<paginationInfo>        <ns4:count>1</ns4:count>        <ns4:pagenum>1</ns4:pagenum>
<ns4:pagesize>25</ns4:pagesize>    </paginationInfo></activities>
```

JSON

Request

Method	URL
GET	`/ws/v15/context/interaction/activity?secure=yes&type=email&$attribute=all`

Request headers

Name	Values
X-egain-session	valid session ID
Accept	`application/json`
Accept-Language	`en-US`

Response:

HTTP/1.1 200 OK

Response headers

Name	Values
X-egain-session	current session ID
Content-Type	`application/json`

Response body


```
{    "activity": [        {            "link": {                "rel": "self",
"href": "/system/ws/v15/context/interaction/activity/1117"           },            "case": {
"link": {                    "rel": "case",                "href":
"/system/ws/v15/context/interaction/case/1002"               },               "id": 1002
},            "mode": {                "value": "outbound",                "displayValue":
"Outbound"           },            "type": {                "value": "email",
"displayValue": "Email",                "subtype": {                    "value": "general",
"displayValue": "General"                }            },            "isSecure": true,
"status": {                "value": "completed",                "displayValue": "Completed"
},            "isRead": false,            "created": {                "user": {
 "firstName": "Jenny",                                    "lastName": "Anthony"
 },                "date": "2016-06-17T23:04:24.000Z"            },
"lastModified": {                "user": {                    "firstName": "Jenny",
"lastName": "Anthony"                }            },            "subject": "Re: Issue with mobile
phone [#1002]",            "customer": {                "link": {                    "rel":
"customer",                    "href": "/system/ws/v15/context/interaction/customer"
},               "customerName": "John Davis",                "contacts": {
"contact": [                    {                    "firstName": "John",
"lastName": "Davis",                        "email": [                            {
"emailAddress": "johndavis@example.com",                            "id": 1004
}                        ],                        "id": 1002                    }
]               },               "id": 1002            },            "attachments": {
"count": 0,                "link": {                    "rel": "attachment",
"href": "/system/ws/v15/context/interaction/activity/1117/attachment"               }
},            "payload": {                "email": {                    "date": {
"date": "2016-06-17T23:04:24.000Z"                    },                    "emailAddresses": {
"from": "support@business.com",                    "to": {
"address": [                        "johndavis@example.com"                            ]
}                }                }            },            "customAttributes": {
"customAttribute": [                  {                    "attribName": "complainttype",
"attribValues": {                        "attribValue": [                            {
```

```
"value": "defective_product",                                    "displayValue": "Defective
Product"                                }                                ]                        }
}                ]            },            "id": 1117        }    ],    "paginationInfo": {
"count": 1,        "pagenum": 1,        "pagesize": 25    }}
```

Example 8 - Search for secure email activities of another customer

This example demonstrates the following:

- Searching secure email activities of another customer, belonging to a specific case.
- Retrieving just the summary attributes.
- URLs in the links of an activity representation when activity belongs to another customer.

XML

Request

Method	URL
GET	`/ws/v15/context/interaction/activity?customer=1000&secure=yes&type=email&case=1095`

Request headers

Name	Values
X-egain-session	valid session ID
Accept	`application/xml`
Accept-Language	`en-US`

Response:

HTTP/1.1 200 OK

Response headers

Name	Values
X-egain-session	current session ID
Content-Type	`application/xml`

Response body


```
<?xml version="1.0" encoding="UTF-8" standalone="yes" ?><activities
xmlns="http://bindings.egain.com/ws/model/v15/gen/interaction/activity"xmlns:ns2="http://bindings
.egain.com/ws/model/v15/gen/interaction/case"xmlns:ns3="http://bindings.egain.com/ws/model/v15/ge
n/platform"xmlns:ns4="http://bindings.egain.com/ws/model/v15/gen/common"xmlns:ns5="http://binding
s.egain.com/ws/model/v15/gen/interaction/folder"xmlns:ns6="http://bindings.egain.com/ws/model/v15
/gen/interaction/customer"
xmlns:ns7="http://bindings.egain.com/ws/model/v15/gen/interaction/contactperson"xmlns:ns8="http:/
/bindings.egain.com/ws/model/v15/gen/interaction/contactpoint"xmlns:ns9="http://bindings.egain.co
m/ws/model/v15/gen/interaction/attachment"xmlns:ns10="http://bindings.egain.com/ws/model/v15/gen/
mail/alias"xmlns:ns11="http://bindings.egain.com/ws/model/v15/gen/live/entrypoint">    <activity
id="1205">        <link rel="self"
href="/system/ws/v15/context/interaction/activity/1205?customer=1000"/>        <case id="1095">
<ns2:link rel="self" href="/system/ws/v15/context/interaction/case/1095?customer=1000"/>
</case>        <mode>            <ns4:value>inbound</ns4:value>
<ns4:displayValue>Inbound</ns4:displayValue>        </mode>        <type>
```

```
<value>email</value>            <displayValue>Email</displayValue>            <subtype>
<ns4:value>general</ns4:value>               <ns4:displayValue>General</ns4:displayValue>
</subtype>        </type>        <isSecure>true</isSecure>        <status>
<value>open</value>            <displayValue>Open</displayValue>        </status>
<isRead>true</isRead>        <subject>Issue with mobile</subject>        <customer>
<ns6:contacts>                <ns7:contact id="1000">
<ns7:firstName>John</ns7:firstName>                    <ns7:lastName>Tierney</ns7:lastName>
</ns7:contact>            </ns6:contacts>        </customer>        <attachments>
<ns9:count>0</ns9:count>            <ns9:link rel="attachment"
href="/system/ws/v15/context/interaction/activity/1205/attachment?customer=1000"/>
</attachments>    </activity>    <paginationInfo>        <ns4:count>1</ns4:count>
<ns4:pagenum>1</ns4:pagenum>        <ns4:pagesize>25</ns4:pagesize>
</paginationInfo></activities>
```

JSON

Request

Method	URL
GET	`ws/v15/context/interaction/activity?customer=1000&secure=yes&type=email&case=1095`

Request headers

Name	Values
X-egain-session	valid session ID
Accept	`application/json`
Accept-Language	`en-US`

Response:

HTTP/1.1 200 OK

Response headers

Name	Values
X-egain-session	current session ID
Content-Type	`application/json`

Response body

```
{    "activity": [        {            "link": {                "rel": "self",
"href": "/system/ws/v15/context/interaction/activity/1205?customer=1000"            },
"case": {                "link": {                    "rel": "self",                    "href":
"/system/ws/v15/context/interaction/case/1095?customer=1000"                },
"id": 1095            },            "mode": {                "value": "inbound",
"displayValue": "Inbound"            },            "type": {                "value": "email",
"displayValue": "Email",                "subtype": {                    "value": "general",
"displayValue": "General"                }            },            "isSecure": true,
"status": {                "value": "open",                "displayValue": "Open"            },
"isRead": true,            "subject": "Issue with mobile",            "customer": {
"contacts": {                    "contact": [                    {
"firstName": "John",                                "lastName": "Tierney",
"id": 1000                    }                ]            }        },
"attachments": {                "count": 0,                "link": {                    "rel":
"attachment",                "href":
"/system/ws/v15/context/interaction/activity/1205/attachment?customer=1000"                }
},            "id": 1205        }    ],    "paginationInfo": {        "count": 1,
"pagenum": 1,        "pagesize": 25    }}
```

SearchCasesExamples Class Reference

Detailed Description

Examples for search for cases

Example 1 - Search for cases by status with range parameters

This example demonstrates the following:

- Get summary attributes for cases based on status. In this example, all open cases are retrieved.
- Sorting on case ID in descending order.
- Using range parameters ($rangestart and $rangesize) in the request. Note that paginationInfo node is not returned for range parameters.

XML

Request

Method	URL
GET	`/ws/v15/context/interaction/case?status=open&$rangestart=5&$rangesize=2&$sort=id&$order=desc`

Request headers

Name	Values
X-egain-session	valid session ID
Accept	`application/xml`
Accept-Language	`en-US`

Response:

HTTP/1.1 200 OK

Response headers

Name	Values
X-egain-session	current session ID
Content-Type	`application/xml`

Response body

```
<?xml version="1.0" encoding="UTF-8" standalone="yes" ?><cases
xmlns="http://bindings.egain.com/ws/model/v15/gen/interaction/case"
xmlns:ns2="http://bindings.egain.com/ws/model/v15/gen/interaction/activity"
xmlns:ns3="http://bindings.egain.com/ws/model/v15/gen/platform"
xmlns:ns4="http://bindings.egain.com/ws/model/v15/gen/common"
xmlns:ns5="http://bindings.egain.com/ws/model/v15/gen/interaction/folder"
xmlns:ns6="http://bindings.egain.com/ws/model/v15/gen/interaction/customer"
xmlns:ns7="http://bindings.egain.com/ws/model/v15/gen/interaction/contactperson"
xmlns:ns8="http://bindings.egain.com/ws/model/v15/gen/interaction/contactpoint"
```

```
xmlns:ns9="http://bindings.egain.com/ws/model/v15/gen/interaction/attachment"
xmlns:ns10="http://bindings.egain.com/ws/model/v15/gen/mail/alias"
xmlns:ns11="http://bindings.egain.com/ws/model/v15/gen/live/entrypoint">    <case id="1007">
<link rel="self" href="/system/ws/v15/context/interaction/case/1007"/>        <activities>
<ns2:link rel="activity" href="/system/ws/v15/context/interaction/activity?case=1007"/>
</activities>        <status>            <ns4:value>open</ns4:value>
<ns4:displayValue>Open</ns4:displayValue>        </status>        <customer id="1002">
<ns6:link rel="customer" href="/system/ws/v15/context/interaction/customer"/>
<ns6:customerName>John Davis</ns6:customerName>        </customer>        <subject>No
Subject</subject>    </case>    <case id="1002">        <link rel="self"
href="/system/ws/v15/context/interaction/case/1002"/>        <activities>            <ns2:link
rel="activity" href="/system/ws/v15/context/interaction/activity?case=1002"/>
</activities>        <status>            <ns4:value>open</ns4:value>
<ns4:displayValue>Open</ns4:displayValue>        </status>        <customer id="1002">
<ns6:link rel="customer" href="/system/ws/v15/context/interaction/customer"/>
<ns6:customerName>John Davis</ns6:customerName>        </customer>
<subject>offers</subject>    </case></cases>
```

JSON

Request

Method	URL
GET	`/ws/v15/context/interaction/case?status=open&$rangestart=5&$rangesize=2&$sort=id&$order=descl`

Request headers

Name	Values
X-egain-session	valid session ID
Accept	`application/json`
Accept-Language	`en-US`

Response:

HTTP/1.1 200 OK

Response headers

Name	Values
X-egain-session	current session ID
Content-Type	`application/json`

Response body

```
{    "case": [        {            "link": {                "rel": "self",                "href":
"/system/ws/v15/context/interaction/case/1007"            },            "activities": {
"link": {                    "rel": "activity",                "href":
"/system/ws/v15/context/interaction/activity?case=1007"                }            },
"status": {                "value": "open",                "displayValue": "Open"            },
"customer": {                "link": {                "rel": "customer",
"href": "/system/ws/v15/context/interaction/customer"                },
"customerName": "John Davis",                "id": 1002            },            "subject": "No
Subject",            "id": 1007        },        {            "link": {                "rel":
"self",                "href": "/system/ws/v15/context/interaction/case/1002"            },
"activities": {                "link": {                    "rel": "activity",
"href": "/system/ws/v15/context/interaction/activity?case=1002"                }            },
"status": {                "value": "open",                "displayValue": "Open"            },
```

```
"customer": {                "link": {                    "rel": "customer",
"href": "/system/ws/v15/context/interaction/customer"              },
"customerName": "John Davis",              "id": 1002           },           "subject":
"offers",           "id": 1002        }    ]}
```

Example 2 - Search for cases by customer with pagination parameters

This example demonstrates the following:

- Getting all attributes of the cases of the logged in customer.
- Sorting on custom attribute. In this example, the results are sorted on "work_status".
- Using pagination parameters in the request ($pagenum and $pagesize). The paginationInfo element in the response shows the links to the previous and next pages.

XML

Request

Method	URL
GET	`/ws/v15/context/interaction/case?$pagesize=3&$pagenum=2&$attribute=all&$sort=custom.work_status`

Request headers

Name	Values
X-egain-session	valid session ID
Accept	`application/xml`
Accept-Language	`en-US`

Response:

HTTP/1.1 200 OK

Response headers

Name	Values
X-egain-session	current session ID
Content-Type	`application/xml`

Response body


```
<?xml version="1.0" encoding="UTF-8" standalone="yes" ?><cases
xmlns="http://bindings.egain.com/ws/model/v15/gen/interaction/case"xmlns:ns2="http://bindings.ega
in.com/ws/model/v15/gen/interaction/activity"xmlns:ns3="http://bindings.egain.com/ws/model/v15/ge
n/platform"xmlns:ns4="http://bindings.egain.com/ws/model/v15/gen/common"xmlns:ns5="http://binding
s.egain.com/ws/model/v15/gen/interaction/folder"xmlns:ns6="http://bindings.egain.com/ws/model/v15
/gen/interaction/customer"xmlns:ns7="http://bindings.egain.com/ws/model/v15/gen/interaction/conta
ctperson"xmlns:ns8="http://bindings.egain.com/ws/model/v15/gen/interaction/contactpoint"xmlns:ns9
="http://bindings.egain.com/ws/model/v15/gen/interaction/attachment"xmlns:ns10="http://bindings.e
gain.com/ws/model/v15/gen/mail/alias"xmlns:ns11="http://bindings.egain.com/ws/model/v15/gen/live/
entrypoint">    <case id="1015">        <link rel="self"
href="/system/ws/v15/context/interaction/case/1015"/>       <activities>           <ns2:link
rel="activity" href="/system/ws/v15/context/interaction/activity?case=1015"/>
```

```
</activities>        <status>            <ns4:value>open</ns4:value>
<ns4:displayValue>Open</ns4:displayValue>        </status>        <customer id="1002">
<ns6:link rel="customer" href="/system/ws/v15/context/interaction/customer"/>
<ns6:customerName>John Davis</ns6:customerName>        </customer>        <subject>Issue
[#1015]</subject>        <created date="2016-04-13T23:30:39.000Z"/>        <customAttributes>
<ns4:customAttribute>                <ns4:attribName>work_status</ns4:attribName>
<ns4:attribValues>                    <ns4:attribValue>
<ns4:value>awaiting customer action</ns4:value>                        <ns4:displayValue>Awaiting
customer action</ns4:displayValue>                    </ns4:attribValue>
</ns4:attribValues>            </ns4:customAttribute>        </customAttributes>    </case>
<case id="1011">        <link rel="self" href="/system/ws/v15/context/interaction/case/1011"/>
<activities>            <ns2:link rel="activity"
href="/system/ws/v15/context/interaction/activity?case=1011"/>        </activities>
<status>            <ns4:value>open</ns4:value>
<ns4:displayValue>Open</ns4:displayValue>        </status>        <customer id="1002">
<ns6:link rel="customer" href="/system/ws/v15/context/interaction/customer"/>
<ns6:customerName>John Davis</ns6:customerName>        </customer>        <subject>Issue
[#1011]</subject>        <created date="2016-04-13T00:14:02.000Z"/>        <customAttributes>
<ns4:customAttribute>                <ns4:attribName>work_status</ns4:attribName>
<ns4:attribValues>                    <ns4:attribValue>
<ns4:value>pending</ns4:value>
<ns4:displayValue>Pending</ns4:displayValue>                    </ns4:attribValue>
</ns4:attribValues>            </ns4:customAttribute>        </customAttributes>    </case>
<case id="1013">        <link rel="self" href="/system/ws/v15/context/interaction/case/1013"/>
<activities>            <ns2:link rel="activity"
href="/system/ws/v15/context/interaction/activity?case=1013"/>        </activities>
<status>            <ns4:value>open</ns4:value>
<ns4:displayValue>Open</ns4:displayValue>        </status>        <customer id="1002">
<ns6:link rel="customer" href="/system/ws/v15/context/interaction/customer"/>
<ns6:customerName>John Davis</ns6:customerName>        </customer>        <subject>No
Subject</subject>        <created date="2016-04-13T22:10:48.000Z"/>        <customAttributes>
<ns4:customAttribute>                <ns4:attribName>work_status</ns4:attribName>
<ns4:attribValues>                    <ns4:attribValue>
<ns4:value>pending</ns4:value>
<ns4:displayValue>Pending</ns4:displayValue>                    </ns4:attribValue>
</ns4:attribValues>            </ns4:customAttribute>        </customAttributes>    </case>
<paginationInfo>        <ns4:count>7</ns4:count>        <ns4:pagenum>2</ns4:pagenum>
<ns4:pagesize>3</ns4:pagesize>        <ns4:link rel="prev"
href="/system/ws/v15/context/interaction/case?$pagesize=3&amp;$pagenum=1&amp;$attribute=all&amp;$
sort=custom.work_status"/>        <ns4:link rel="next"
href="/system/ws/v15/context/interaction/case?$pagesize=3&amp;$pagenum=3&amp;$attribute=all&amp;$
sort=custom.work_status"/>    </paginationInfo></cases>
```

JSON

Request

Method	URL
GET	`/ws/v15/context/interaction/case?$pagesize=3&$pagenum=2&$attribute=all&$sort=custom.work_status`

Request headers

Name	Values
X-egain-session	valid session ID
Accept	`application/json`
Accept-Language	`en-US`

Response:

HTTP/1.1 200 OK

Response headers

Name	Values
X-egain-session	current session ID
Content-Type	`application/json`

Response body


```
{    "case": [        {            "link": {                "rel": "self",                "href":
"/system/ws/v15/context/interaction/case/1015"            },            "activities": {
"link": {                    "rel": "activity",                    "href":
"/system/ws/v15/context/interaction/activity?case=1015"                }            },
"status": {                "value": "open",                "displayValue": "Open"            },
"customer": {                "link": {                    "rel": "customer",
"href": "/system/ws/v15/context/interaction/customer"                },
"customerName": "John Davis",                "id": 1002            },            "subject": "Issue
[#1015]",            "created": {                "date": "2016-04-13T23:30:39.000Z"            },
"customAttributes": {                "customAttribute": [                    {
"attribName": "work_status",                        "attribValues": {
"attribValue": [                                {                                    "value":
"awaiting customer action",                                    "displayValue": "Awaiting customer
action"                                }                            ]                        }
}            ]            },            "id": 1015        },        {            "link": {
"rel": "self",                "href": "/system/ws/v15/context/interaction/case/1011"            },
"activities": {                "link": {                    "rel": "activity",
"href": "/system/ws/v15/context/interaction/activity?case=1011"                }            },
"status": {                "value": "open",                "displayValue": "Open"            },
"customer": {                "link": {                    "rel": "customer",
"href": "/system/ws/v15/context/interaction/customer"                },
"customerName": "John Davis",                "id": 1002            },            "subject": "Issue
[#1011]",            "created": {                "date": "2016-04-13T00:14:02.000Z"            },
"customAttributes": {                "customAttribute": [                    {
"attribName": "work_status",                        "attribValues": {
"attribValue": [                                {                                    "value":
"pending",                                "displayValue": "Pending"
}                            ]                        }                    }                ]
},            "id": 1011        },        {            "link": {                "rel": "self",
"href": "/system/ws/v15/context/interaction/case/1013"            },            "activities": {
"link": {                    "rel": "activity",                    "href":
"/system/ws/v15/context/interaction/activity?case=1013"                }            },
"status": {                "value": "open",                "displayValue": "Open"            },
"customer": {                "link": {                    "rel": "customer",
"href": "/system/ws/v15/context/interaction/customer"                },
"customerName": "John Davis",                "id": 1002            },            "subject": "No
Subject",            "created": {                "date": "2016-04-13T22:10:48.000Z"            },
"customAttributes": {                "customAttribute": [                    {
"attribName": "work_status",                        "attribValues": {
"attribValue": [                                {                                    "value":
"pending",                                "displayValue": "Pending"
}                            ]                        }                    }                ]
},            "id": 1013        }    ],    "paginationInfo": {        "count": 7,
"pagenum": 2,        "pagesize": 3,        "link": [            {                "rel": "prev",
"href":
"/system/ws/v15/context/interaction/case?$pagesize=3&$pagenum=1&$attribute=all&$sort=custom.work_
status"            },            {                "rel": "next",                "href":
"/system/ws/v15/context/interaction/case?$pagesize=3&$pagenum=3&$attribute=all&$sort=custom.work_
status"            }        ]    }}
```


Example 3 - Get count of cases in a status

This example demonstrates the following:

- Getting count of activities by using $count system parameter. This example retrieves the count of cases for logged in customer that are in "closed" status.
- The response when $count is specified. Note that the link to the first page has all the parameters as specified in the original request except the $count parameter.

XML

Request

Method	URL
GET	`/ws/v15/context/interaction/case?status=closed&$count=yes&$attribute=all`

Request headers

Name	Values
X-egain-session	valid session ID
Accept	`application/xml`
Accept-Language	`en-US`

Response:

HTTP/1.1 200 OK

Response headers

Name	Values
X-egain-session	current session ID
Content-Type	`application/xml`

Response body

```
<?xml version="1.0" encoding="UTF-8" standalone="yes" ?><cases
xmlns="http://bindings.egain.com/ws/model/v15/gen/interaction/case"xmlns:ns2="http://bindings.egain.com/ws/model/v15/gen/interaction/activity"xmlns:ns3="http://bindings.egain.com/ws/model/v15/gen/platform"xmlns:ns4="http://bindings.egain.com/ws/model/v15/gen/common"xmlns:ns5="http://bindings.egain.com/ws/model/v15/gen/interaction/folder"xmlns:ns6="http://bindings.egain.com/ws/model/v15/gen/interaction/customer"xmlns:ns7="http://bindings.egain.com/ws/model/v15/gen/interaction/contactperson"xmlns:ns8="http://bindings.egain.com/ws/model/v15/gen/interaction/contactpoint"xmlns:ns9="http://bindings.egain.com/ws/model/v15/gen/interaction/attachment"xmlns:ns10="http://bindings.egain.com/ws/model/v15/gen/mail/alias"xmlns:ns11="http://bindings.egain.com/ws/model/v15/gen/live/entrypoint" count="101">    <link rel="case"
href="/system/ws/v15/context/interaction/case?status=closed&amp;$attribute=all"/></cases>
```

JSON

Request

Method	URL
GET	`/ws/v15/context/interaction/case?status=closed&$count=yes&$attribute=all`

Request headers

Name	Values
X-egain-session	valid session ID
Accept	`application/json`
Accept-Language	`en-US`

Response:

HTTP/1.1 200 OK

Response headers

Name	Values
X-egain-session	current session ID
Content-Type	`application/json`

Response body

```
{    "link": {        "rel": "case",        "href":
"/system/ws/v15/context/interaction/case?status=closed&$attribute=all"    },    "count": 101}
```

Example 4 - Search for cases of another customer by case status

This example demonstrates the following:

- Searching the cases of another customer.
- Getting summary attributes of the cases.

XML

Request

Method	URL
GET	`/ws/v15/context/interaction/case?status=closed&customer=1000`

Request headers

Name	Values
X-egain-session	valid session ID
Accept	`application/xml`
Accept-Language	`en-US`

Response:

HTTP/1.1 200 OK

Response headers

Name	Values
X-egain-session	current session ID
Content-Type	`application/xml`

Response body

```
<?xml version="1.0" encoding="UTF-8" standalone="yes" ?><cases
xmlns="http://bindings.egain.com/ws/model/v15/gen/interaction/case"xmlns:ns2="http://bindings.ega
in.com/ws/model/v15/gen/interaction/activity"xmlns:ns3="http://bindings.egain.com/ws/model/v15/ge
n/platform"xmlns:ns4="http://bindings.egain.com/ws/model/v15/gen/common"xmlns:ns5="http://binding
s.egain.com/ws/model/v15/gen/interaction/folder"xmlns:ns6="http://bindings.egain.com/ws/model/v15
/gen/interaction/customer"xmlns:ns7="http://bindings.egain.com/ws/model/v15/gen/interaction/conta
ctperson"xmlns:ns8="http://bindings.egain.com/ws/model/v15/gen/interaction/contactpoint"xmlns:ns9
="http://bindings.egain.com/ws/model/v15/gen/interaction/attachment"xmlns:ns10="http://bindings.e
gain.com/ws/model/v15/gen/mail/alias"xmlns:ns11="http://bindings.egain.com/ws/model/v15/gen/live/
entrypoint">    <case id="1003">        <link rel="self"
href="/system/ws/v15/context/interaction/case/1003?customer=1000"/>        <activities>
<ns2:link rel="activity"
href="/system/ws/v15/context/interaction/activity?case=1003&amp;customer=1000"/>
</activities>        <status>            <ns4:value>closed</ns4:value>
<ns4:displayValue>Closed</ns4:displayValue>        </status>        <subject>Faulty
screen[#1003]</subject>    </case>    <paginationInfo>        <ns4:count>1</ns4:count>
<ns4:pagenum>1</ns4:pagenum>        <ns4:pagesize>25</ns4:pagesize>    </paginationInfo></cases>
```

JSON

Request

Method	URL
GET	`/ws/v15/context/interaction/case?status=closed&customer=1000`

Request headers

Name	Values
X-egain-session	valid session ID
Accept	`application/json`
Accept-Language	`en-US`

Response:

HTTP/1.1 200 OK

Response headers

Name	Values
X-egain-session	current session ID
Content-Type	`application/json`

Response body

```
{    "case": [        {            "link": {                "rel": "self",                "href":
"/system/ws/v15/context/interaction/case/1003?customer=1000"            },
"activities": {                "link": {                    "rel": "activity",
"href": "/system/ws/v15/context/interaction/activity?case=1003&customer=1000"                }
},            "status": {                "value": "closed",                "displayValue":
"Closed"            },            "subject": "Faulty screen[#1003]",            "id": 1003
}    ],    "paginationInfo": {        "count": 1,        "pagenum": 1,        "pagesize": 25    }}
```

Example 5 - Search for open cases containing at least one inbound activity sorted by most recently created activity

This example demonstrates the following:

- Get creation date of most recent activity and count of unread inbound activities, along with summary attributes of the case.
- Filter cases based on 'activityMode' and 'status' of case. In this example, all open cases with at least one inbound activity are retrieved.
- Sorting on creation date of most recent activity of the case in descending order.
- Using pagination parameters in the request ($pagenum and $pagesize). The paginationInfo element in the response shows the links to the previous and next pages.

XML

Request

Method	URL
GET	`/ws/v15/context/interaction/case?activityMode=inbound&status=open&$pagesize=3&$pagenum=2&$sort=recentActivity&$attribute=recentActivityDate,unreadActivityCount`

Request headers

Name	Values
X-egain-session	valid session ID
Accept	`application/xml`
Accept-Language	`en-US`

Response:

HTTP/1.1 200 OK

Response headers

Name	Values
X-egain-session	current session ID
Content-Type	`application/xml`

Response body

```
<?xml version="1.0" encoding="UTF-8" standalone="yes" ?><cases
xmlns="http://bindings.egain.com/ws/model/v15/gen/interaction/case"xmlns:ns2="http://bindings.egain.com/ws/model/v15/gen/interaction/activity"xmlns:ns3="http://bindings.egain.com/ws/model/v15/gen/platform"xmlns:ns4="http://bindings.egain.com/ws/model/v15/gen/common"xmlns:ns5="http://bindings.egain.com/ws/model/v15/gen/interaction/folder"xmlns:ns6="http://bindings.egain.com/ws/model/v15/gen/interaction/contactperson"xmlns:ns7="http://bindings.egain.com/ws/model/v15/gen/interaction/contactpoint"xmlns:ns8="http://bindings.egain.com/ws/model/v15/gen/interaction/customer"xmlns:ns9="http://bindings.egain.com/ws/model/v15/gen/interaction/attachment"xmlns:ns10="http://bindings.egain.com/ws/model/v15/gen/mail/issuetype"xmlns:ns11="http://bindings.egain.com/ws/model/v15/gen/mail/alias"xmlns:ns12="http://bindings.egain.com/ws/model/v15/gen/live/entrypoint">    <case
```

```
id="1059">        <link rel="self" href="/system/ws/v15/context/interaction/case/1059"/>
<activities>            <ns2:link rel="activity"
href="/system/ws/v15/context/interaction/activity?case=1059"/>        </activities>
<status>            <ns4:value>open</ns4:value>
<ns4:displayValue>Open</ns4:displayValue>        </status>        <customer id="1017">
<ns8:link rel="customer" href="/system/ws/v15/context/interaction/customer"/>
<ns8:customerName>John Davis</ns8:customerName>        </customer>        <subject>Address Change
Procedure [#1059]</subject>
<recentActivityDate>2016-08-05T02:01:38.000Z</recentActivityDate>
<unreadActivityCount>1</unreadActivityCount>    </case>    <case id="1066">        <link
rel="self" href="/system/ws/v15/context/interaction/case/1066"/>        <activities>
<ns2:link rel="activity" href="/system/ws/v15/context/interaction/activity?case=1066"/>
</activities>        <status>            <ns4:value>open</ns4:value>
<ns4:displayValue>Open</ns4:displayValue>        </status>        <customer id="1017">
<ns8:link rel="customer" href="/system/ws/v15/context/interaction/customer"/>
<ns8:customerName>John Davis</ns8:customerName>        </customer>        <subject>Issue with
mobile phone [#1066]</subject>
<recentActivityDate>2016-08-15T20:51:41.000Z</recentActivityDate>
<unreadActivityCount>1</unreadActivityCount>    </case>    <case id="1067">        <link
rel="self" href="/system/ws/v15/context/interaction/case/1067"/>        <activities>
<ns2:link rel="activity" href="/system/ws/v15/context/interaction/activity?case=1067"/>
</activities>        <status>            <ns4:value>open</ns4:value>
<ns4:displayValue>Open</ns4:displayValue>        </status>        <customer id="1017">
<ns8:link rel="customer" href="/system/ws/v15/context/interaction/customer"/>
<ns8:customerName>John Davis</ns8:customerName>        </customer>        <subject>Issue with
mobile phone [#1067]</subject>
<recentActivityDate>2016-08-15T20:53:43.000Z</recentActivityDate>
<unreadActivityCount>0</unreadActivityCount>    </case>    <paginationInfo>
<ns4:count>17</ns4:count>        <ns4:pagenum>2</ns4:pagenum>
<ns4:pagesize>3</ns4:pagesize>        <ns4:link rel="prev"
href="/system/ws/v15/context/interaction/case?activityMode=inbound&amp;status=open&amp;$pagesize=
3&amp;$pagenum=1&amp;$sort=recentActivity&amp;$attribute=recentActivityDate,unreadActivityCount"/
>        <ns4:link rel="next"
href="/system/ws/v15/context/interaction/case?activityMode=inbound&amp;status=open&amp;$pagesize=
3&amp;$pagenum=3&amp;$sort=recentActivity&amp;$attribute=recentActivityDate,unreadActivityCount"/
>    </paginationInfo></cases>
```

JSON

Request

Method	URL
GET	`/ws/v15/context/interaction/case?activityMode=inbound&status=open&$pagesize=3&$pagenum=2&$sort=recentActivity&$attribute=recentActivityDate,unreadActivityCount`

Request headers

Name	Values
X-egain-session	valid session ID
Accept	`application/json`
Accept-Language	`en-US`

Response:

HTTP/1.1 200 OK

Response headers

Name	Values
X-egain-session	current session ID
Content-Type	`application/json`

Response body


```
{    "case": [        {            "link": {                "rel": "self",                "href":
"/system/ws/v15/context/interaction/case/1059"            },            "activities": {
"link": {                "rel": "activity",                "href":
"/system/ws/v15/context/interaction/activity?case=1059"            }            },
"status": {                "value": "open",                "displayValue": "Open"            },
"customer": {                "link": {                "rel": "customer",
"href": "/system/ws/v15/context/interaction/customer"            },
"customerName": "John Davis",                "id": 1017            },            "subject":
"Address Change Procedure [#1059]",            "recentActivityDate": "2016-08-05T02:01:38.000Z",
"unreadActivityCount": 1,            "id": 1059        },        {            "link": {
"rel": "self",                "href": "/system/ws/v15/context/interaction/case/1066"            },
"activities": {                "link": {                "rel": "activity",
"href": "/system/ws/v15/context/interaction/activity?case=1066"            }            },
"status": {                "value": "open",                "displayValue": "Open"            },
"customer": {                "link": {                "rel": "customer",
"href": "/system/ws/v15/context/interaction/customer"            },
"customerName": "John Davis",                "id": 1017            },            "subject": "Issue
with mobile phone [#1066]",            "recentActivityDate": "2016-08-15T20:51:41.000Z",
"unreadActivityCount": 1,            "id": 1066        },        {            "link": {
"rel": "self",                "href": "/system/ws/v15/context/interaction/case/1067"            },
"activities": {                "link": {                "rel": "activity",
"href": "/system/ws/v15/context/interaction/activity?case=1067"            }            },
"status": {                "value": "open",                "displayValue": "Open"            },
"customer": {                "link": {                "rel": "customer",
"href": "/system/ws/v15/context/interaction/customer"            },
"customerName": "John Davis",                "id": 1017            },            "subject": "Issue
with mobile phone [#1067]",            "recentActivityDate": "2016-08-15T20:53:43.000Z",
"unreadActivityCount": 0,            "id": 1067        }    ],    "paginationInfo": {
"count": 17,        "pagenum": 2,        "pagesize": 3,        "link": [            {
"rel": "prev",                "href":
"/system/ws/v15/context/interaction/case?activityMode=inbound&status=open&$pagesize=3&$pagenum=1&
$sort=recentActivity&$attribute=recentActivityDate,unreadActivityCount"            },
{                "rel": "next",                "href":
"/system/ws/v15/context/interaction/case?activityMode=inbound&status=open&$pagesize=3&$pagenum=3&
$sort=recentActivity&$attribute=recentActivityDate,unreadActivityCount"            }        ]
}}
```

SearchCustomerActivitiesPage Class Reference

Detailed Description

Search activities

Overview

This API allows to search for customer activities based on various criteria. Refer the page Activities visible to a customer for information about the activities visible to the customer.

If no activities match the search criteria, the server will respond with 204 success code and an empty body. This API only supports exact match searches; partial matches are not supported. For example, if customer activities are searched for case ID 1080, then only activities with case ID 1080 will be returned. Activities associated with case ID 10801 will not be returned.

Since:

11.6

APIs

Method	URL	Description
GET	`/ws/v15/context/interaction/activity`	Retrieve all activities belonging to logged in customer.
GET	`/ws/v15/context/interaction/activity?case={ID}`	Retrieve activities for one case ID. {ID} is the ID of the case.
GET	`/ws/v15/context/interaction/activity?status={VAL}`	Retrieve activities having status with value {VAL}.
GET	`/ws/v15/context/interaction/activity?mode={VAL}`	Retrieve activities having mode with value: {VAL}.
GET	`/ws/v15/context/interaction/activity?read={VAL}`	Retrieve activities which are read or unread based on the value: {VAL}.
GET	`/ws/v15/context/interaction/activity?type={VAL}`	Retrieve activities of type value: {VAL}.
GET	`/ws/v15/context/interaction/activity?secure={VAL}`	Retrieve activities which are secure or not based on the value: {VAL}.
GET	`/ws/v15/context/interaction/activity?customer={ID}`	Retrieve activities of another customer. {ID} is the ID of the other customer..

NOTE: You can mix and match one or more filter criteria listed above in any order. If more than one filter criteria are used, then response will only contain activities that satisfy all filter criteria.

Authentication

Authentication is required. The customer must be logged in to call this API. Each API request must contain X-egain-session request header returned by Login API.

Permissions

- All authenticated customers can access this API.
- Only activities that the customer (self, or customer sent in as query parameter) can view will be returned (refer the Overview section for details).
- If the query parameter customer={ID} is provided, the logged in customer must be authorized to perform this action on behalf of the customer specified through the 'customer' parameter. Otherwise, the application will return a 400 (bad request) response code. Refer Customer grants for more information about authorization.

Request

Request headers

Name	Description	Allowed values	Default value
X-egain-session	Session ID obtained from Login API response header	N/A	N/A
Accept	Content type accepted by client	`application/xml` or `application/json`	N/A
Accept-Language	Language locale accepted by client (used for locale specific fields in resource representation and in error responses)	Supported 'Accept-Language' header codes	`default system language`

Supported API specific query parameters

By default, the activities will be filtered by the logged in customer. If the "customer" query parameter is provided, the filtering will be on the ID of the customer provided through the "customer" query parameter. , one or more query parameters from the list below can be supplied per API call:

- **case:** case ID to be used in activity search. This returns the activities of the case.
- **status:** status value of an activity. Status value can be "open" or "completed". If the value "open" is specified, the filter will return all activities that are not in "completed" status.

- **mode:** mode value of an activity. Valid values for mode are: "inbound", "outbound", and "none". This returns the activities in specified mode.
- **read:** read value can be either "yes" or "no". This returns the activities which are read or unread based on the value provided in the parameter.
- **type:** type value of an activity. Allowed values for type are: "email" and "chat". This returns the activities of specified type.
- **secure:** secure value can be either "yes" or "no". This returns the activities which are secure or not based on the value provided in the parameter.
- **customer:** ID of the customer whose activities have to be fetched. For this to be successful, the logged in customer must be authorized to perform this action on behalf of the customer specified through the 'customer' parameter. Refer Customer grants for more information about authorization.

Supported common query parameters

Following common query parameters are supported for this API. Refer the Supported Common Query Parameters in ECE REST API page for detailed description of each common parameter listed below.

- $attribute - Values of $attribute common parameter supported by Activity Resource
- $sort - Values of $sort common parameter supported by Activity Resource
- $order
- $pagenum
- $pagesize
- $rangestart
- $rangesize
- $count

Response

Response headers

Name	Description	Possible values
X-egain-session	Session ID of the current user session	N/A
Content-Type	Media type of response body	`application/xml` or `application/json`

Response body xml schemas:

- Activities Schema - used in case of success
- Error - used in case of error

Summary attributes always returned in server response

Summary attributes of Activity Resource

Additional attributes returned in server response if explicitly requested by client

Server can be prompted to return additional attributes of resource representation using `$attribute` common query parameter. Values of $attribute common parameter supported by Activity Resource for the list of allowed attribute names.

HTTP status codes

Success Status codes

200 - OK

- If $count parameter is provided in the request, the count of the activities will be provided in the response. If no activities qualify for the criteria, the count will be returned as 0.
- If $count parameter is not provided in the request, the qualifying activities will be returned in the response.

204 - No Content

- This will be returned only if $count parameter is not provided in the request, and one of the below are true:
  - No matches were found for given search criteria.
  - Matches found for this search, however the requested page or range doesn't contain any results.

Failure Status codes

400 - Bad Request

- Unsupported query parameter sent in the request.
- Unsupported query parameter value sent in the request.
- Unsupported combination of common query parameters ($order provided without $sort, mixing of pagination and range parameters etc.)
- The logged in customer does not have grants on the customer provided through the query parameter "customer".

401 - Unauthorized

- X-egain-session request header is missing
- Session is invalid or expired

406 - Not Acceptable

- Invalid 'Accept-Language' header value

500 - Internal server error

Examples:

Example 1 - Search for activities with pagination parameters
Example 2 - Search for activities by case
Example 3 - Search for activities by status with range parameters
Example 4 - Search for activities by mode sorted by activity ID
Example 5 - Search for unread activities sorted by case ID
Example 6 - Get count of inbound read activities in completed status
Example 7 - Search for secure email activities
Example 8 - Search for secure email activities of another customer

SearchCustomerCasesPage Class Reference

Detailed Description

Search for cases

Overview

This API allows to search for customer cases based on various criteria. If no cases match the search criteria, the server will respond with 204 success code and an empty body.

Only those cases having at least one activity visible to the customer (self, or customer sent in as query parameter) will be returned. Refer the page Activities visible to a customer for information about the activities visible to the customer.

Since:

11.6

APIs

Method	URL	Description
GET	`/ws/v15/context/interaction/case`	Retrieve all cases belonging to logged in customer.
GET	`/ws/v15/context/interaction/case?status={VAL}`	Retrieve cases having status with value: {VAL}.
GET	`/ws/v15/context/interaction/case?customer={ID}`	Retrieve cases of another customer with ID: {ID}.
GET	`/ws/v15/context/interaction/case?activityMode={VAL}`	Retrieve cases having at least one activity with mode value: {VAL}.

Authentication

Authentication is required. The customer must be logged in to call this API. Each API request must contain X-egain-session request header returned by Login API.

Permissions

- All authenticated customers can access this API.
- If the query parameter customer={ID} is provided, the logged in customer must be authorized to perform this action on behalf of the customer specified through the "customer" query parameter. Otherwise, the application will return a 400 (bad request) response code. Refer Customer grants for more information about authorization.

Request

Request headers

Name	Description	Allowed values	Default value
X-egain-session	Session ID obtained from Login API response header	N/A	N/A
Accept	Content type accepted by client	`application/xml` or `application/json`	N/A
Accept-Language	Language locale accepted by client (used for locale specific fields in resource representation and in error responses)	Supported 'Accept-Language' header codes	`default system language`

Supported API specific query parameters

By default, the cases will be filtered by the logged in customer. If the "customer" query parameter is provided, the filtering will be on the ID of the customer provided through the "customer" query parameter. , one or more query parameters from the list below can be supplied per API call:

- **status:** status value of a case. Status value can be "open" or "closed".
- **customer:** ID of the customer of the case. For this API to be successful, the logged in customer must be authorized to perform this action on behalf of the customer specified through "customer" query parameter. Refer Customer grants for more information about authorization.
- **activityMode:** Only those cases that contain one or more activities in the activityMode value sent, will be returned. Value can be "inbound" or "outbound".

Supported common query parameters

Following common query parameters are supported for this API. Refer the Supported Common Query Parameters in ECE REST API page for detailed description of each common parameter listed below.

- $attribute - Values of $attribute common parameter supported by Case Resource
- $sort - Values of $sort common parameter supported by Case Resource
- $order
- $pagenum
- $pagesize
- $rangestart
- $rangesize
- $count

Response

Response headers

Name	Description	Possible values
X-egain-session	Session ID of the current user session	N/A
Content-Type	Media type of response body	`application/xml` or `application/json`

Response body xml schemas:

- Cases Schema - used in case of success
- Error - used in case of error

Summary attributes always returned in server response

Summary attributes of Case Resource

Additional attributes returned in server response if explicitly requested by client

Server can be prompted to return additional attributes of resource representation using `$attribute` common query parameter. Values of $attribute common parameter supported by Case Resource for the list of allowed attribute names.

HTTP status codes

Success Status codes

200 - OK

- If $count parameter is provided in the request, the count of the cases will be provided in the response. If no cases qualify for the criteria, the count will be returned as 0.
- If $count parameter is not provided in the request, the qualifying cases will be returned in the response.

204 - No Content

- This will be returned only if $count parameter is not provided in the request, and one of the below are true
  - No matches were found for given search criteria.
  - Matches were found for this search, however the requested page or range doesn't contain any results.

Failure Status codes

400 - Bad Request

- Unsupported query parameter sent in the request.
- Unsupported query parameter value sent in the request.
- Unsupported combination of common query parameters ($order provided without $sort, mixing of pagination and range parameters etc.) are provided in the request.
- The logged in customer does not have grants on the customer provided through the query parameter "customer".

401 - Unauthorized

- X-egain-session request header is missing
- Session is invalid or expired

406 - Not Acceptable

- Invalid 'Accept-Language' header value

500 - Internal server error

Examples:

Example 1 - Search for cases by status with range parameters
Example 2 - Search for cases by customer with pagination parameters
Example 3 - Get count of cases in a status
Example 4 - Search for cases of another customer by case status
Example 5 - Search for open cases containing at least one inbound activity sorted by most recently created activity

SearchRangeParameterInformation Class Reference

Detailed Description

Range Query Parameter Representation

Range query parameters allow to specify a start and end value between which the parameter value lies.

For date query parameter values, following range format is supported:

[start,end]

- "start" and "end" represent range start date and range end date respectively. For supported date representation and timezone refer this page.
- The range values have to be specified within square brackets.
- The values specified in the range are inclusive. For example [2015-12-23T08:39:16.000Z,2015-12-28T08:39:16.000Z] will fetch all records starting from 2015-12-23T08:39:16.000Z to 2015-12-28T08:39:16.000Z date.
- At least one of "start" or "end" must be provided.
- If only "start" is provided, the application gets all matching records "on-or-after" start date. For example [2015-12-23T08:39:16.000Z,] will fetch all records on or after 2015-12-23T08:39:16.000Z date. Note that comma is required after start date.
- If only "end" is provided, the application gets all matching records "on-or-before" end date. For example [,2015-12-28T08:39:16.000Z] will fetch all records on or before 2015-12-28T08:39:16.000Z date. Note that comma is required before end date.

SentBy Class Reference

Public Member Functions

- Customer getCustomer ()
- void setCustomer (Customer value)

Detailed Description

SentBy Schema

This schema contains SentBy details.

Name	Description	Type
`customer`	This has information about the customer who sent this activity.	Customer

---

Member Function Documentation

Customer getCustomer ()

Gets the value of the customer property.

Returns:

possible object is Customer

void setCustomer (Customer *value*)

Sets the value of the customer property.

Parameters:

value	allowed object is Customer

SentBy Class Reference

Public Member Functions

- Customer getCustomer ()
- void setCustomer (Customer value)

Detailed Description

SentBy Schema

This schema contains SentBy details.

Name	Description	Type
`customer`	This has information about the customer who sent this activity.	Customer

---

Member Function Documentation

Customer getCustomer ()

Gets the value of the customer property.

Returns:

possible object is Customer

void setCustomer (Customer *value*)

Sets the value of the customer property.

Parameters:

value	allowed object is Customer

ServiceType Class Reference

Public Member Functions

- XMLGregorianCalendar getDateCreated ()
- java.lang.String getDescription ()
- long getId ()
- XMLGregorianCalendar getLastModified ()
- java.lang.String getName ()
- void setDateCreated (XMLGregorianCalendar value)
- void setDescription (java.lang.String value)
- void setId (long value)
- void setLastModified (XMLGregorianCalendar value)
- void setName (java.lang.String value)

Detailed Description

This schema is obsolete.

Member Function Documentation

XMLGregorianCalendar getDateCreated ()

Gets the value of the dateCreated property.

Returns:

possible object is XMLGregorianCalendar

java.lang.String getDescription ()

Gets the value of the description property.

Returns:

possible object is java.lang.String

long getId ()

Gets the value of the id property.

Returns:

possible object is Long

XMLGregorianCalendar getLastModified ()

Gets the value of the lastModified property.

Returns:

possible object is XMLGregorianCalendar

java.lang.String getName ()

Gets the value of the name property.

Returns:

possible object is java.lang.String

void setDateCreated (XMLGregorianCalendar *value*)

Sets the value of the dateCreated property.

Parameters:

value	allowed object is XMLGregorianCalendar

void setDescription (java.lang.String *value*)

Sets the value of the description property.

Parameters:

value	allowed object is java.lang.String

void setId (long *value*)

Sets the value of the id property.

Parameters:

value	allowed object is Long

void setLastModified (XMLGregorianCalendar *value*)

Sets the value of the lastModified property.

Parameters:

value	allowed object is XMLGregorianCalendar

void setName (java.lang.String *value*)

Sets the value of the name property.

Parameters:

value	allowed object is java.lang.String

SessionIntegrationPage Class Reference

Detailed Description

Starting with ECE 11.6, when a user logs into ECE application consoles and is successfully authenticated, the user is automatically logged in to make calls to the interaction and authoring REST APIs. If the user logs out from ECE console, she will be automatically logged out for that session from ECE REST API.

Upon successful authentication to ECE console, a session cookie containing the user's session identifier is created and set on the user's web browser. The name of this session cookie is `X-egain-session` . In addition, a token to prevent Cross-Site Request Forgery (CSRF) attacks is also created by the server. The name of this token is `X-egain-csrf` . The same session identifier and the anti-CSRF token can be used for making calls to ECE REST APIs.

In order to make REST API calls seamlessly from ECE application console, you need to pass the session identifier (`X-egain-session`) as well as anti-CSRF token (`X-egain-csrf`) with every API request.

- `X-egain-session` needs to be sent in as a cookie. The cookie is sent automatically by the browser if the call is made from the same browser session.
- `X-egain-csrf` needs to be sent in as a header. You need to explicitly send the `X-egain-csrf` header with the request. For your convenience, a utility JavaScript function `getEgainSecurityToken` has been provided to retrieve the value of this token. See my_activities.html file for details on how to use this function.

Example:

1. Copy my_activities.html file on your ECE application installation's web server in *ECE_INSTALLATION_FOLDER/web/custom/view* folder.
2. Login as a partition administrator, and add a new custom Information pane from the Tools Console. Set the launch URL to: *http://WEB_SERVER_ADDRESS/CONTEXT_ROOT/web/custom/view/my_activities.html* .
3. Login to the Agent Console.
4. Go to the My Activities section of the Information pane. When this section loads, it will make an AJAX request to ECE REST API with `X-egain-csrf` request header, and browser automatically will send the `X-egain-session` cookie. This AJAX request makes a GET Activity API call to fetch all activities for the logged in user. Response is rendered in the Information pane.

In this example the following AJAX code snippet calls an ECE REST API using jQuery. Note that the `X-egain-csrf` request header sent in the request contains anti-CSRF token.

```
$(document).ready(function(){    $.ajax({
url:"../../../ws/v12/interaction/activity?assignedTo=" + userId,        type:'GET',
headers:{'X-egain-csrf':eGainCSRFToken,            'Accept-Language':'en-US',
'Accept':'application/json'},        complete:function(xhr, status){            if
(status=='success' && xhr.status=='200')            {                // Code to render the response
}        }    }));});
```

Social Class Reference

Public Member Functions

- long getId ()
- DateAndUser getLastModified ()
- java.lang.String getSocialId ()
- L10NString getType ()
- void setId (long value)
- void setLastModified (DateAndUser value)
- void setSocialId (java.lang.String value)
- void setType (L10NString value)

Detailed Description

Social Schema

Definition of Social contact point schema.

XML Schema File

`model/v12/xsd/interaction/contact_point.xsd`

Name	Description	Type
`id`	contact point ID	Long
`type`	Type of social contact point	L10NString
`socialId`	social ID of the social contact point	String
`lastModified`	Last modification details of the contact point	DateAndUser

---

Member Function Documentation

long getId ()

Gets the value of the id property.

Returns:

possible object is Long

DateAndUser getLastModified ()

Gets the value of the lastModified property.

Returns:

possible object is DateAndUser

java.lang.String getSocialId ()

Gets the value of the socialId property.

Returns:

possible object is java.lang.String

L10NString getType ()

Gets the value of the type property.

Returns:

possible object is L10NString

void setId (long *value*)

Sets the value of the id property.

Parameters:

value	allowed object is Long

void setLastModified (DateAndUser *value*)

Sets the value of the lastModified property.

Parameters:

value	allowed object is DateAndUser

void setSocialId (java.lang.String *value*)

Sets the value of the socialId property.

Parameters:

value	allowed object is java.lang.String

void setType (L10NString *value*)

Sets the value of the type property.

Parameters:

value	allowed object is L10NString

Social Class Reference

Public Member Functions

- long getId ()
- DateAndUser getLastModified ()
- java.lang.String getSocialId ()
- L10NString getType ()
- void setId (long value)
- void setLastModified (DateAndUser value)
- void setSocialId (java.lang.String value)
- void setType (L10NString value)

Detailed Description

Social Schema

Definition of Social contact point schema.

XML Schema File

`model/v15/xsd/interaction/contact_point.xsd`

Name	Description	Type
`id`	contact point ID	Long
`type`	type of social contact point	L10NString
`socialId`	social ID of the social contact point	String
`lastModified`	Last modification details of the contact point	DateAndUser

---

Member Function Documentation

long getId ()

Gets the value of the id property.

Returns:

possible object is Long

DateAndUser getLastModified ()

Gets the value of the lastModified property.

Returns:

possible object is DateAndUser

java.lang.String getSocialId ()

Gets the value of the socialId property.

Returns:

possible object is java.lang.String

L10NString getType ()

Gets the value of the type property.

Returns:

possible object is L10NString

void setId (long *value*)

Sets the value of the id property.

Parameters:

value	allowed object is Long

void setLastModified (DateAndUser *value*)

Sets the value of the lastModified property.

Parameters:

value	allowed object is DateAndUser

void setSocialId (java.lang.String *value*)

Sets the value of the socialId property.

Parameters:

value	allowed object is java.lang.String

void setType (L10NString *value*)

Sets the value of the type property.

Parameters:

value	allowed object is L10NString

SocialAttributes Class Reference

Public Member Functions

- Adapter getAdapter ()
- SocialMessage getMessage ()
- IDAndLink getParentActivity ()
- Search getSearch ()
- Long getSearchResultId ()
- void setAdapter (Adapter value)
- void setMessage (SocialMessage value)
- void setParentActivity (IDAndLink value)
- void setSearch (Search value)
- void setSearchResultId (Long value)

Detailed Description

SocialAttributes Schema

This schema contains definition for SocialAttributes type.

XML Schema File

`model/v15/xsd/interaction/activity.xsd`

Name	Description	Type
`id`	Id of search result from which this activity is created	Long
`search`	Details of Search	Search
`adapter`	Adapter assigned to a search	Adapter
`message`	Details of message	SocialMessage
`parentActivity`	Parent activity id	IDAndLink

Member Function Documentation

Adapter getAdapter ()

Gets the value of the adapter property.

Returns:

possible object is Adapter

SocialMessage getMessage ()

Gets the value of the message property.

Returns:

possible object is SocialMessage

IDAndLink getParentActivity ()

Gets the value of the parentActivity property.

Returns:

possible object is IDAndLink

Search getSearch ()

Gets the value of the search property.

Returns:

possible object is Search

Long getSearchResultId ()

Gets the value of the searchResultId property.

Returns:

possible object is Long

void setAdapter (Adapter *value*)

Sets the value of the adapter property.

Parameters:

value	allowed object is Adapter

void setMessage (SocialMessage *value*)

Sets the value of the message property.

Parameters:

value	allowed object is SocialMessage

void setParentActivity (IDAndLink *value*)

Sets the value of the parentActivity property.

Parameters:

value	allowed object is IDAndLink

void setSearch (Search *value*)

Sets the value of the search property.

Parameters:

value	allowed object is Search

void setSearchResultId (Long *value*)

Sets the value of the searchResultId property.

Parameters:

value	allowed object is Long

SocialAttributes Class Reference

Public Member Functions

- Adapter getAdapter ()
- SocialMessage getMessage ()
- IDAndLink getParentActivity ()
- Search getSearch ()
- Long getSearchResultId ()
- void setAdapter (Adapter value)
- void setMessage (SocialMessage value)
- void setParentActivity (IDAndLink value)
- void setSearch (Search value)
- void setSearchResultId (Long value)

Detailed Description

SocialAttributes Schema

This schema contains definition for SocialAttributes type.

XML Schema File

`model/v12/xsd/interaction/activity.xsd`

Name	Description	Type
`id`	Id of search result from which this activity is created	Long
`search`	Details of Search	Search
`adapter`	Adapter assigned to a search	Adapter
`message`	Details of message	SocialMessage
`parentActivity`	Parent activity id	IDAndLink

Member Function Documentation

Adapter getAdapter ()

Gets the value of the adapter property.

Returns:

possible object is Adapter

SocialMessage getMessage ()

Gets the value of the message property.

Returns:

possible object is SocialMessage

IDAndLink getParentActivity ()

Gets the value of the parentActivity property.

Returns:

possible object is IDAndLink

Search getSearch ()

Gets the value of the search property.

Returns:

possible object is Search

Long getSearchResultId ()

Gets the value of the searchResultId property.

Returns:

possible object is Long

void setAdapter (Adapter *value*)

Sets the value of the adapter property.

Parameters:

value	allowed object is Adapter

void setMessage (SocialMessage *value*)

Sets the value of the message property.

Parameters:

value	allowed object is SocialMessage

void setParentActivity (IDAndLink *value*)

Sets the value of the parentActivity property.

Parameters:

value	allowed object is IDAndLink

void setSearch (Search *value*)

Sets the value of the search property.

Parameters:

value	allowed object is Search

void setSearchResultId (Long *value*)

Sets the value of the searchResultId property.

Parameters:

value	allowed object is Long

SocialMessage Class Reference

Public Member Functions

- Contents getContents ()
- XMLGregorianCalendar getDate ()
- java.lang.String getId ()
- NetworkAttributes getNetworkAttributes ()
- java.lang.String getSentiment ()
- java.lang.String getType ()
- java.lang.String getUrl ()
- SocialUser getUser ()
- Boolean isFollowing ()
- void setContents (Contents value)
- void setDate (XMLGregorianCalendar value)
- void setFollowing (Boolean value)
- void setId (java.lang.String value)
- void setNetworkAttributes (NetworkAttributes value)
- void setSentiment (java.lang.String value)
- void setType (java.lang.String value)
- void setUrl (java.lang.String value)
- void setUser (SocialUser value)

Detailed Description

Social Message Schema

This schema contains SocialMessage details of a social activity.

XML Schema File

`model/v15/xsd/interaction/activity.xsd`

Name	Description	Type
`id`	id assigned by network to this post	String
`source`	The type of post	String
`date`	Datetime when message is posted	DateTime
`url`	URL to the post	String
`user`	Details of social user	SocialUser
`sentiment`	Search polarity	String
`following`	User is following this activity or not	Boolean
`contents`	Acutal message content of message	Contents
`networkAttributes`	Network specific attribues for message	NetworkAttributes

Member Function Documentation

Contents getContents ()

Gets the value of the contents property.

Returns:
possible object is Contents

XMLGregorianCalendar getDate ()

Gets the value of the date property.

Returns:
possible object is java.lang.String

java.lang.String getId ()

Gets the value of the id property.

Returns:
possible object is java.lang.String

NetworkAttributes getNetworkAttributes ()

Gets the value of the networkAttributes property.

Returns:
possible object is NetworkAttributes

java.lang.String getSentiment ()

Gets the value of the sentiment property.

Returns:
possible object is java.lang.String

java.lang.String getType ()

Gets the value of the type property.

Returns:
possible object is java.lang.String

java.lang.String getUrl ()

Gets the value of the url property.

Returns:
possible object is java.lang.String

SocialUser getUser ()

Gets the value of the user property.

Returns:
possible object is SocialUser

Boolean isFollowing ()

Gets the value of the following property.

Returns:

possible object is Boolean

void setContents (Contents *value*)

Sets the value of the contents property.

Parameters:

value	allowed object is Contents

void setDate (XMLGregorianCalendar *value*)

Sets the value of the date property.

Parameters:

value	allowed object is java.lang.String

void setFollowing (Boolean *value*)

Sets the value of the following property.

Parameters:

value	allowed object is Boolean

void setId (java.lang.String *value*)

Sets the value of the id property.

Parameters:

value	allowed object is java.lang.String

void setNetworkAttributes (NetworkAttributes *value*)

Sets the value of the networkAttributes property.

Parameters:

value	allowed object is NetworkAttributes

void setSentiment (java.lang.String *value*)

Sets the value of the sentiment property.

Parameters:

value	allowed object is java.lang.String

void setType (java.lang.String *value*)

Sets the value of the type property.

Parameters:

value	allowed object is java.lang.String

void setUrl (java.lang.String *value*)

Sets the value of the url property.

Parameters:

value	allowed object is java.lang.String

void setUser (SocialUser *value*)

Sets the value of the user property.

Parameters:

value	allowed object is SocialUser

SocialMessage Class Reference

Public Member Functions

- Contents getContents ()
- XMLGregorianCalendar getDate ()
- java.lang.String getId ()
- NetworkAttributes getNetworkAttributes ()
- java.lang.String getSentiment ()
- java.lang.String getType ()
- java.lang.String getUrl ()
- SocialUser getUser ()
- Boolean isFollowing ()
- void setContents (Contents value)
- void setDate (XMLGregorianCalendar value)
- void setFollowing (Boolean value)
- void setId (java.lang.String value)
- void setNetworkAttributes (NetworkAttributes value)
- void setSentiment (java.lang.String value)
- void setType (java.lang.String value)
- void setUrl (java.lang.String value)
- void setUser (SocialUser value)

Detailed Description

Social Message Schema

This schema contains SocialMessage details of a social activity.

XML Schema File

`model/v12/xsd/interaction/activity.xsd`

Name	Description	Type
`id`	id assigned by network to this post	String
`source`	The type of post	String
`date`	Datetime when message is posted	DateTime
`url`	URL to the post	String
`user`	Details of social user	SocialUser
`sentiment`	Search polarity	String
`following`	User is following this activity or not	Boolean
`contents`	Acutal message content of message	Contents
`networkAttributes`	Network specific attribues for message	NetworkAttributes

Member Function Documentation

Contents getContents ()

Gets the value of the contents property.

Returns:
possible object is Contents

XMLGregorianCalendar getDate ()

Gets the value of the date property.

Returns:
possible object is java.lang.String

java.lang.String getId ()

Gets the value of the id property.

Returns:
possible object is java.lang.String

NetworkAttributes getNetworkAttributes ()

Gets the value of the networkAttributes property.

Returns:
possible object is NetworkAttributes

java.lang.String getSentiment ()

Gets the value of the sentiment property.

Returns:
possible object is java.lang.String

java.lang.String getType ()

Gets the value of the type property.

Returns:
possible object is java.lang.String

java.lang.String getUrl ()

Gets the value of the url property.

Returns:
possible object is java.lang.String

SocialUser getUser ()

Gets the value of the user property.

Returns:
possible object is SocialUser

Boolean isFollowing ()

Gets the value of the following property.

Returns:

possible object is Boolean

void setContents (Contents *value*)

Sets the value of the contents property.

Parameters:

value	allowed object is Contents

void setDate (XMLGregorianCalendar *value*)

Sets the value of the date property.

Parameters:

value	allowed object is java.lang.String

void setFollowing (Boolean *value*)

Sets the value of the following property.

Parameters:

value	allowed object is Boolean

void setId (java.lang.String *value*)

Sets the value of the id property.

Parameters:

value	allowed object is java.lang.String

void setNetworkAttributes (NetworkAttributes *value*)

Sets the value of the networkAttributes property.

Parameters:

value	allowed object is NetworkAttributes

void setSentiment (java.lang.String *value*)

Sets the value of the sentiment property.

Parameters:

value	allowed object is java.lang.String

void setType (java.lang.String *value*)

Sets the value of the type property.

Parameters:

value	allowed object is java.lang.String

void setUrl (java.lang.String *value*)

Sets the value of the url property.

Parameters:

value	allowed object is java.lang.String

void setUser (SocialUser *value*)

Sets the value of the user property.

Parameters:

value	allowed object is SocialUser

SocialUser Class Reference

Public Member Functions

- Long getId ()
- java.lang.String getName ()
- void setId (Long value)
- void setName (java.lang.String value)

Detailed Description

SocialUser Schema

This schema contains SocialUser details of a social activity.

XML Schema File

`model/v12/xsd/interaction/activity.xsd`

Name	Description	Type
`id`	Id of social user who posted this result on network	String
`name`	Numerical representation of id of social user who posted this result on network	Long

---

Member Function Documentation

Long getId ()

Gets the value of the id property.

Returns:

possible object is Long

java.lang.String getName ()

Gets the value of the name property.

Returns:

possible object is java.lang.String

void setId (Long *value*)

Sets the value of the id property.

Parameters:

value	allowed object is Long

void setName (java.lang.String *value*)

Sets the value of the name property.

Parameters:

value	allowed object is java.lang.String

SocialUser Class Reference

Public Member Functions

- Long getId ()
- java.lang.String getName ()
- void setId (Long value)
- void setName (java.lang.String value)

Detailed Description

SocialUser Schema

This schema contains SocialUser details of a social activity.

XML Schema File

`model/v15/xsd/interaction/activity.xsd`

Name	Description	Type
`id`	Id of social user who posted this result on network	String
`name`	Numerical representation of id of social user who posted this result on network	Long

---

Member Function Documentation

Long getId ()

Gets the value of the id property.

Returns:

possible object is Long

java.lang.String getName ()

Gets the value of the name property.

Returns:

possible object is java.lang.String

void setId (Long *value*)

Sets the value of the id property.

Parameters:

value	allowed object is Long

void setName (java.lang.String *value*)

Sets the value of the name property.

Parameters:

value	allowed object is java.lang.String

SolveEvent Class Reference

Public Member Functions

- java.lang.String getAgentFirstName ()
- Integer getAgentId ()
- java.lang.String getAgentLastName ()
- java.lang.String getAgentLoginId ()
- java.lang.String getAgentLoginName ()
- java.lang.String getAgentTeamId ()
- java.lang.String getAgentTeamName ()
- java.lang.String getAni ()
- Long getCallKey1 ()
- Long getCallKey2 ()
- java.lang.String getCallKey3 ()
- java.lang.String getCallKey4 ()
- java.lang.String getCallKey5 ()
- java.lang.String getCallReason ()
- java.lang.String getCallTypeName ()
- java.lang.String getChannel ()
- java.lang.String getChannelOrigin ()
- java.util.List< Classification > getClassification ()
- java.lang.String getComplianceCustomAttributeColors ()
- java.lang.String getComplianceEvent ()
- Object getComplianceTag ()
- java.lang.String getCustomer ()
- java.lang.String getCustomerId ()
- java.lang.String getEmailAddress ()
- java.lang.String getEmailSubject ()
- XMLGregorianCalendar getEndDateTime ()
- java.lang.String getFcrFlag ()
- Integer getHandleTime ()
- java.lang.String getHoldFlag ()
- Integer getHoldTime ()
- java.lang.String getKnowledgeSessionId ()
- java.lang.String getKnowledgeUsed ()
- java.lang.String getLanguage ()
- java.lang.String getOutboundBaAccountNumber ()
- java.lang.String getOutboundBaCampaign ()
- java.lang.String getOutboundBaCustomerNumber ()
- java.lang.String getOutboundBaStatus ()
- java.lang.String getPrecisionQueueId ()
- java.lang.String getPrecisionQueueName ()
- java.lang.String getProactiveRule ()
- java.lang.String getQueueId ()
- java.lang.String getQueueName ()
- java.lang.String getSkillGroupId ()
- java.lang.String getSkillGroupName ()
- XMLGregorianCalendar getStartDateTime ()
- java.lang.String getSubchannel ()
- java.lang.String getTenantId ()

- java.lang.String getTransferCode ()
- java.lang.String getTransferOut ()
- Integer getWorkTime ()
- Integer getWrapTime ()
- java.lang.String getWrapUpData ()
- void setAgentFirstName (java.lang.String value)
- void setAgentId (Integer value)
- void setAgentLastName (java.lang.String value)
- void setAgentLoginId (java.lang.String value)
- void setAgentLoginName (java.lang.String value)
- void setAgentTeamId (java.lang.String value)
- void setAgentTeamName (java.lang.String value)
- void setAni (java.lang.String value)
- void setCallKey1 (Long value)
- void setCallKey2 (Long value)
- void setCallKey3 (java.lang.String value)
- void setCallKey4 (java.lang.String value)
- void setCallKey5 (java.lang.String value)
- void setCallReason (java.lang.String value)
- void setCallTypeName (java.lang.String value)
- void setChannel (java.lang.String value)
- void setChannelOrigin (java.lang.String value)
- void setComplianceCustomAttributeColors (java.lang.String value)
- void setComplianceEvent (java.lang.String value)
- void setComplianceTag (Object value)
- void setCustomer (java.lang.String value)
- void setCustomerId (java.lang.String value)
- void setEmailAddress (java.lang.String value)
- void setEmailSubject (java.lang.String value)
- void setEndDateTime (XMLGregorianCalendar value)
- void setFcrFlag (java.lang.String value)
- void setHandleTime (Integer value)
- void setHoldFlag (java.lang.String value)
- void setHoldTime (Integer value)
- void setKnowledgeSessionId (java.lang.String value)
- void setKnowledgeUsed (java.lang.String value)
- void setLanguage (java.lang.String value)
- void setOutboundBaAccountNumber (java.lang.String value)
- void setOutboundBaCampaign (java.lang.String value)
- void setOutboundBaCustomerNumber (java.lang.String value)
- void setOutboundBaStatus (java.lang.String value)
- void setPrecisionQueueId (java.lang.String value)
- void setPrecisionQueueName (java.lang.String value)
- void setProactiveRule (java.lang.String value)
- void setQueueId (java.lang.String value)
- void setQueueName (java.lang.String value)
- void setSkillGroupId (java.lang.String value)
- void setSkillGroupName (java.lang.String value)
- void setStartDateTime (XMLGregorianCalendar value)
- void setSubchannel (java.lang.String value)
- void setTenantId (java.lang.String value)
- void setTransferCode (java.lang.String value)

- void setTransferOut (java.lang.String value)
- void setWorkTime (Integer value)
- void setWrapTime (Integer value)
- void setWrapUpData (java.lang.String value)

Detailed Description

Java class for SolveEvent complex type.

The following schema fragment specifies the expected content contained within this class.

```
<complexType name="SolveEvent">  <complexContent>    <restriction
base="{http://www.w3.org/2001/XMLSchema}anyType">      <sequence>        <element
name="startDateTime" type="{http://bindings.egain.com/ws/model/v15/gen/common}XsDateTime"/>
<element name="endDateTime" type="{http://bindings.egain.com/ws/model/v15/gen/common}XsDateTime"/>
<element name="customerId" minOccurs="0">          <simpleType>            <restriction
base="{http://www.w3.org/2001/XMLSchema}string">              <maxLength value="255"/>
</restriction>          </simpleType>        </element>        <element name="ani" minOccurs="0">
<simpleType>            <restriction base="{http://www.w3.org/2001/XMLSchema}string">
<maxLength value="32"/>            </restriction>          </simpleType>        </element>
<element name="emailAddress" type="{http://www.w3.org/2001/XMLSchema}string" minOccurs="0"/>
<element name="callKey1" type="{http://www.w3.org/2001/XMLSchema}long" minOccurs="0"/>
<element name="callKey2" type="{http://www.w3.org/2001/XMLSchema}long" minOccurs="0"/>
<element name="callKey3">          <simpleType>            <restriction
base="{http://www.w3.org/2001/XMLSchema}string">              <maxLength value="128"/>
</restriction>          </simpleType>        </element>        <element name="callKey4">
<simpleType>            <restriction base="{http://www.w3.org/2001/XMLSchema}string">
<maxLength value="128"/>            </restriction>          </simpleType>        </element>
<element name="callKey5" minOccurs="0">          <simpleType>            <restriction
base="{http://www.w3.org/2001/XMLSchema}string">              <maxLength value="128"/>
</restriction>          </simpleType>        </element>        <element name="tenantId">
<simpleType>            <restriction base="{http://www.w3.org/2001/XMLSchema}string">
<maxLength value="128"/>            </restriction>          </simpleType>        </element>
<element name="channel">          <simpleType>            <restriction
base="{http://www.w3.org/2001/XMLSchema}string">              <pattern value="phone"/>
</restriction>          </simpleType>        </element>        <element name="subchannel"
minOccurs="0">          <simpleType>            <restriction
base="{http://www.w3.org/2001/XMLSchema}string">              <maxLength value="50"/>
</restriction>          </simpleType>        </element>        <element name="channelOrigin"
minOccurs="0">          <simpleType>            <restriction
base="{http://www.w3.org/2001/XMLSchema}string">              <maxLength value="50"/>
</restriction>          </simpleType>        </element>        <element name="emailSubject"
type="{http://www.w3.org/2001/XMLSchema}string" minOccurs="0"/>        <element name="queueId"
minOccurs="0">          <simpleType>            <restriction
base="{http://www.w3.org/2001/XMLSchema}string">              <maxLength value="50"/>
</restriction>          </simpleType>        </element>        <element name="queueName"
minOccurs="0">          <simpleType>            <restriction
base="{http://www.w3.org/2001/XMLSchema}string">              <maxLength value="255"/>
</restriction>          </simpleType>        </element>        <element name="skillGroupId"
minOccurs="0">          <simpleType>            <restriction
base="{http://www.w3.org/2001/XMLSchema}string">              <maxLength value="50"/>
</restriction>          </simpleType>        </element>        <element name="skillGroupName"
minOccurs="0">          <simpleType>            <restriction
base="{http://www.w3.org/2001/XMLSchema}string">              <maxLength value="255"/>
</restriction>          </simpleType>        </element>        <element name="precisionQueueId"
minOccurs="0">          <simpleType>            <restriction
base="{http://www.w3.org/2001/XMLSchema}string">              <maxLength value="50"/>
</restriction>          </simpleType>        </element>        <element name="precisionQueueName"
minOccurs="0">          <simpleType>            <restriction
base="{http://www.w3.org/2001/XMLSchema}string">              <maxLength value="255"/>
</restriction>          </simpleType>        </element>        <element name="agentId"
type="{http://www.w3.org/2001/XMLSchema}int" minOccurs="0"/>        <element name="agentLoginId">
<simpleType>            <restriction base="{http://www.w3.org/2001/XMLSchema}string">
<maxLength value="100"/>            </restriction>          </simpleType>        </element>
<element name="agentLoginName" minOccurs="0">          <simpleType>            <restriction
base="{http://www.w3.org/2001/XMLSchema}string">              <maxLength value="100"/>
```

```
</restriction>          </simpleType>        </element>        <element name="agentFirstName"
minOccurs="0">          <simpleType>            <restriction
base="{http://www.w3.org/2001/XMLSchema}string">              <maxLength value="100"/>
</restriction>          </simpleType>        </element>        <element name="agentLastName"
minOccurs="0">          <simpleType>            <restriction
base="{http://www.w3.org/2001/XMLSchema}string">              <maxLength value="100"/>
</restriction>          </simpleType>        </element>        <element name="agentTeamId"
minOccurs="0">          <simpleType>            <restriction
base="{http://www.w3.org/2001/XMLSchema}string">              <maxLength value="50"/>
</restriction>          </simpleType>        </element>        <element name="agentTeamName"
minOccurs="0">          <simpleType>            <restriction
base="{http://www.w3.org/2001/XMLSchema}string">              <maxLength value="255"/>
</restriction>          </simpleType>        </element>        <element name="wrapUpData"
minOccurs="0">          <simpleType>            <restriction
base="{http://www.w3.org/2001/XMLSchema}string">              <maxLength value="40"/>
</restriction>          </simpleType>        </element>        <element name="callReason"
minOccurs="0">          <simpleType>            <restriction
base="{http://www.w3.org/2001/XMLSchema}string">              <maxLength value="255"/>
</restriction>          </simpleType>        </element>        <element name="callTypeName"
minOccurs="0">          <simpleType>            <restriction
base="{http://www.w3.org/2001/XMLSchema}string">              <maxLength value="100"/>
</restriction>          </simpleType>        </element>        <element name="proactiveRule"
type="{http://www.w3.org/2001/XMLSchema}string" minOccurs="0"/>        <element
name="transferOut">          <simpleType>            <restriction
base="{http://www.w3.org/2001/XMLSchema}string">              <enumeration value="0"/>
<enumeration value="1"/>            </restriction>          </simpleType>        </element>
<element name="transferCode" minOccurs="0">          <simpleType>            <restriction
base="{http://www.w3.org/2001/XMLSchema}string">              <maxLength value="20"/>
</restriction>          </simpleType>        </element>        <element name="workTime"
minOccurs="0">          <simpleType>            <restriction
base="{http://www.w3.org/2001/XMLSchema}long">              <maxInclusive value="86400"/>
<minInclusive value="0"/>            </restriction>          </simpleType>        </element>
<element name="holdFlag">          <simpleType>            <restriction
base="{http://www.w3.org/2001/XMLSchema}string">              <enumeration value="0"/>
<enumeration value="1"/>            </restriction>          </simpleType>        </element>
<element name="holdTime" minOccurs="0">          <simpleType>            <restriction
base="{http://www.w3.org/2001/XMLSchema}long">              <maxInclusive value="86400"/>
<minInclusive value="0"/>            </restriction>          </simpleType>        </element>
<element name="wrapTime" minOccurs="0">          <simpleType>            <restriction
base="{http://www.w3.org/2001/XMLSchema}long">              <maxInclusive value="86400"/>
<minInclusive value="0"/>            </restriction>          </simpleType>        </element>
<element name="handleTime" minOccurs="0">          <simpleType>            <restriction
base="{http://www.w3.org/2001/XMLSchema}long">              <maxInclusive value="86400"/>
<minInclusive value="0"/>            </restriction>          </simpleType>        </element>
<element name="fcrFlag" minOccurs="0">          <simpleType>            <restriction
base="{http://www.w3.org/2001/XMLSchema}string">              <enumeration value="0"/>
<enumeration value="1"/>            </restriction>          </simpleType>        </element>
<element name="complianceTag" type="{http://www.w3.org/2001/XMLSchema}anyType" minOccurs="0"/>
<element name="complianceCustomAttributeColors" minOccurs="0">          <simpleType>
<restriction base="{http://www.w3.org/2001/XMLSchema}string">              <maxLength
value="255"/>            </restriction>          </simpleType>        </element>        <element
name="complianceEvent" minOccurs="0">          <simpleType>            <restriction
base="{http://www.w3.org/2001/XMLSchema}string">              <maxLength value="100"/>
</restriction>          </simpleType>        </element>        <element name="knowledgeUsed">
<simpleType>            <restriction base="{http://www.w3.org/2001/XMLSchema}string">
<enumeration value="0"/>              <enumeration value="1"/>            </restriction>
</simpleType>        </element>        <element name="knowledgeSessionId" minOccurs="0">
<simpleType>            <restriction base="{http://www.w3.org/2001/XMLSchema}string">
<maxLength value="80"/>            </restriction>          </simpleType>        </element>
<element name="outboundBaCampaign" type="{http://www.w3.org/2001/XMLSchema}string" minOccurs="0"/>
<element name="outboundBaAccountNumber" type="{http://www.w3.org/2001/XMLSchema}string"
minOccurs="0"/>        <element name="outboundBaStatus"
type="{http://www.w3.org/2001/XMLSchema}string" minOccurs="0"/>        <element
name="outboundBaCustomerNumber" type="{http://www.w3.org/2001/XMLSchema}string" minOccurs="0"/>
<element name="customer" minOccurs="0">          <simpleType>            <restriction
base="{http://www.w3.org/2001/XMLSchema}string">              <maxLength value="100"/>
</restriction>          </simpleType>        </element>        <element name="language"
minOccurs="0">          <simpleType>            <restriction
base="{http://www.w3.org/2001/XMLSchema}string">              <maxLength value="10"/>
</restriction>          </simpleType>        </element>        <element name="classification"
```

```
type="{http://bindings.egain.com/ws/model/v15/gen/analytics/event}Classification"
maxOccurs="50"/>      </sequence>    </restriction>  </complexContent></complexType>
```

Member Function Documentation

java.lang.String getAgentFirstName ()

Gets the value of the agentFirstName property.

Returns:

possible object is java.lang.String

Integer getAgentId ()

Gets the value of the agentId property.

Returns:

possible object is Integer

java.lang.String getAgentLastName ()

Gets the value of the agentLastName property.

Returns:

possible object is java.lang.String

java.lang.String getAgentLoginId ()

Gets the value of the agentLoginId property.

Returns:

possible object is java.lang.String

java.lang.String getAgentLoginName ()

Gets the value of the agentLoginName property.

Returns:

possible object is java.lang.String

java.lang.String getAgentTeamId ()

Gets the value of the agentTeamId property.

Returns:

possible object is java.lang.String

java.lang.String getAgentTeamName ()

Gets the value of the agentTeamName property.

Returns:

possible object is java.lang.String

java.lang.String getAni ()

Gets the value of the ani property.

Returns:
possible object is java.lang.String

Long getCallKey1 ()

Gets the value of the callKey1 property.

Returns:
possible object is Long

Long getCallKey2 ()

Gets the value of the callKey2 property.

Returns:
possible object is Long

java.lang.String getCallKey3 ()

Gets the value of the callKey3 property.

Returns:
possible object is java.lang.String

java.lang.String getCallKey4 ()

Gets the value of the callKey4 property.

Returns:
possible object is java.lang.String

java.lang.String getCallKey5 ()

Gets the value of the callKey5 property.

Returns:
possible object is java.lang.String

java.lang.String getCallReason ()

Gets the value of the callReason property.

Returns:
possible object is java.lang.String

java.lang.String getCallTypeName ()

Gets the value of the callTypeName property.

Returns:
possible object is java.lang.String

java.lang.String getChannel ()

Gets the value of the channel property.

Returns:
possible object is java.lang.String

java.lang.String getChannelOrigin ()

Gets the value of the channelOrigin property.

Returns:

possible object is java.lang.String

java.util.List<Classification> getClassification ()

Gets the value of the classification property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the classification property.

For example, to add a new item, do as follows:

```
getClassification().add(newItem);
```

Objects of the following type(s) are allowed in the list Classification

java.lang.String getComplianceCustomAttributeColors ()

Gets the value of the complianceCustomAttributeColors property.

Returns:

possible object is java.lang.String

java.lang.String getComplianceEvent ()

Gets the value of the complianceEvent property.

Returns:

possible object is java.lang.String

Object getComplianceTag ()

Gets the value of the complianceTag property.

Returns:

possible object is Object

java.lang.String getCustomer ()

Gets the value of the customer property.

Returns:

possible object is java.lang.String

java.lang.String getCustomerId ()

Gets the value of the customerId property.

Returns:

possible object is java.lang.String

java.lang.String getEmailAddress ()

Gets the value of the emailAddress property.

Returns:

possible object is java.lang.String

java.lang.String getEmailSubject ()

Gets the value of the emailSubject property.

Returns:

possible object is java.lang.String

XMLGregorianCalendar getEndDateTime ()

Gets the value of the endDateTime property.

Returns:

possible object is java.lang.String

java.lang.String getFcrFlag ()

Gets the value of the fcrFlag property.

Returns:

possible object is java.lang.String

Integer getHandleTime ()

Gets the value of the handleTime property.

Returns:

possible object is Integer

java.lang.String getHoldFlag ()

Gets the value of the holdFlag property.

Returns:

possible object is java.lang.String

Integer getHoldTime ()

Gets the value of the holdTime property.

Returns:

possible object is Integer

java.lang.String getKnowledgeSessionId ()

Gets the value of the knowledgeSessionId property.

Returns:

possible object is java.lang.String

java.lang.String getKnowledgeUsed ()

Gets the value of the knowledgeUsed property.

Returns:

possible object is java.lang.String

java.lang.String getLanguage ()

Gets the value of the language property.

Returns:

possible object is java.lang.String

java.lang.String getOutboundBaAccountNumber ()

Gets the value of the outboundBaAccountNumber property.

Returns:

possible object is java.lang.String

java.lang.String getOutboundBaCampaign ()

Gets the value of the outboundBaCampaign property.

Returns:

possible object is java.lang.String

java.lang.String getOutboundBaCustomerNumber ()

Gets the value of the outboundBaCustomerNumber property.

Returns:

possible object is java.lang.String

java.lang.String getOutboundBaStatus ()

Gets the value of the outboundBaStatus property.

Returns:

possible object is java.lang.String

java.lang.String getPrecisionQueueId ()

Gets the value of the precisionQueueId property.

Returns:

possible object is java.lang.String

java.lang.String getPrecisionQueueName ()

Gets the value of the precisionQueueName property.

Returns:

possible object is java.lang.String

java.lang.String getProactiveRule ()

Gets the value of the proactiveRule property.

Returns:

possible object is java.lang.String

java.lang.String getQueueId ()

Gets the value of the queueId property.

Returns:

possible object is java.lang.String

java.lang.String getQueueName ()

Gets the value of the queueName property.

Returns:

possible object is java.lang.String

java.lang.String getSkillGroupId ()

Gets the value of the skillGroupId property.

Returns:

possible object is java.lang.String

java.lang.String getSkillGroupName ()

Gets the value of the skillGroupName property.

Returns:

possible object is java.lang.String

XMLGregorianCalendar getStartDateTime ()

Gets the value of the startDateTime property.

Returns:

possible object is java.lang.String

java.lang.String getSubchannel ()

Gets the value of the subchannel property.

Returns:

possible object is java.lang.String

java.lang.String getTenantId ()

Gets the value of the tenantId property.

Returns:

possible object is java.lang.String

java.lang.String getTransferCode ()

Gets the value of the transferCode property.

Returns:

possible object is java.lang.String

java.lang.String getTransferOut ()

Gets the value of the transferOut property.

Returns:

possible object is java.lang.String

Integer getWorkTime ()

Gets the value of the workTime property.

Returns:

possible object is Integer

Integer getWrapTime ()

Gets the value of the wrapTime property.

Returns:

possible object is Integer

java.lang.String getWrapUpData ()

Gets the value of the wrapUpData property.

Returns:

possible object is java.lang.String

void setAgentFirstName (java.lang.String *value*)

Sets the value of the agentFirstName property.

Parameters:

value	allowed object is java.lang.String

void setAgentId (Integer *value*)

Sets the value of the agentId property.

Parameters:

value	allowed object is Integer

void setAgentLastName (java.lang.String *value*)

Sets the value of the agentLastName property.

Parameters:

value	allowed object is java.lang.String

void setAgentLoginId (java.lang.String *value*)

Sets the value of the agentLoginId property.

Parameters:

value	allowed object is java.lang.String

void setAgentLoginName (java.lang.String *value*)

Sets the value of the agentLoginName property.

Parameters:

value	allowed object is java.lang.String

void setAgentTeamId (java.lang.String *value*)

Sets the value of the agentTeamId property.

Parameters:

value	allowed object is java.lang.String

void setAgentTeamName (java.lang.String *value*)

Sets the value of the agentTeamName property.

Parameters:

value	allowed object is java.lang.String

void setAni (java.lang.String *value*)

Sets the value of the ani property.

Parameters:

value	allowed object is java.lang.String

void setCallKey1 (Long *value*)

Sets the value of the callKey1 property.

Parameters:

value	allowed object is Long

void setCallKey2 (Long *value*)

Sets the value of the callKey2 property.

Parameters:

value	allowed object is Long

void setCallKey3 (java.lang.String *value*)

Sets the value of the callKey3 property.

Parameters:

value	allowed object is java.lang.String

void setCallKey4 (java.lang.String *value*)

Sets the value of the callKey4 property.

Parameters:

value	allowed object is java.lang.String

void setCallKey5 (java.lang.String *value*)

Sets the value of the callKey5 property.

Parameters:

value	allowed object is java.lang.String

void setCallReason (java.lang.String *value*)

Sets the value of the callReason property.

Parameters:

value	allowed object is java.lang.String

void setCallTypeName (java.lang.String *value*)

Sets the value of the callTypeName property.

Parameters:

value	allowed object is java.lang.String

void setChannel (java.lang.String *value*)

Sets the value of the channel property.

Parameters:

value	allowed object is java.lang.String

void setChannelOrigin (java.lang.String *value*)

Sets the value of the channelOrigin property.

Parameters:

value	allowed object is java.lang.String

void setComplianceCustomAttributeColors (java.lang.String *value*)

Sets the value of the complianceCustomAttributeColors property.

Parameters:

value	allowed object is java.lang.String

void setComplianceEvent (java.lang.String *value*)

Sets the value of the complianceEvent property.

Parameters:

value	allowed object is java.lang.String

void setComplianceTag (Object *value*)

Sets the value of the complianceTag property.

Parameters:

value	allowed object is Object

void setCustomer (java.lang.String *value*)

Sets the value of the customer property.

Parameters:

value	allowed object is java.lang.String

void setCustomerId (java.lang.String *value*)

Sets the value of the customerId property.

Parameters:

value	allowed object is java.lang.String

void setEmailAddress (java.lang.String *value*)

Sets the value of the emailAddress property.

Parameters:

value	allowed object is java.lang.String

void setEmailSubject (java.lang.String *value*)

Sets the value of the emailSubject property.

Parameters:

value	allowed object is java.lang.String

void setEndDateTime (XMLGregorianCalendar *value*)

Sets the value of the endDateTime property.

Parameters:

value	allowed object is java.lang.String

void setFcrFlag (java.lang.String *value*)

Sets the value of the fcrFlag property.

Parameters:

value	allowed object is java.lang.String

void setHandleTime (Integer *value*)

Sets the value of the handleTime property.

Parameters:

value	allowed object is Integer

void setHoldFlag (java.lang.String *value*)

Sets the value of the holdFlag property.

Parameters:

value	allowed object is java.lang.String

void setHoldTime (Integer *value*)

Sets the value of the holdTime property.

Parameters:

value	allowed object is Integer

void setKnowledgeSessionId (java.lang.String *value*)

Sets the value of the knowledgeSessionId property.

Parameters:

value	allowed object is java.lang.String

void setKnowledgeUsed (java.lang.String *value*)

Sets the value of the knowledgeUsed property.

Parameters:

value	allowed object is java.lang.String

void setLanguage (java.lang.String *value*)

Sets the value of the language property.

Parameters:

value	allowed object is java.lang.String

void setOutboundBaAccountNumber (java.lang.String *value*)

Sets the value of the outboundBaAccountNumber property.

Parameters:

value	allowed object is java.lang.String

void setOutboundBaCampaign (java.lang.String *value*)

Sets the value of the outboundBaCampaign property.

Parameters:

value	allowed object is java.lang.String

void setOutboundBaCustomerNumber (java.lang.String *value*)

Sets the value of the outboundBaCustomerNumber property.

Parameters:

value	allowed object is java.lang.String

void setOutboundBaStatus (java.lang.String *value*)

Sets the value of the outboundBaStatus property.

Parameters:

value	allowed object is java.lang.String

void setPrecisionQueueId (java.lang.String *value*)

Sets the value of the precisionQueueId property.

Parameters:

value	allowed object is java.lang.String

void setPrecisionQueueName (java.lang.String *value*)

Sets the value of the precisionQueueName property.

Parameters:

value	allowed object is java.lang.String

void setProactiveRule (java.lang.String *value*)

Sets the value of the proactiveRule property.

Parameters:

value	allowed object is java.lang.String

void setQueueId (java.lang.String *value*)

Sets the value of the queueId property.

Parameters:

value	allowed object is java.lang.String

void setQueueName (java.lang.String *value*)

Sets the value of the queueName property.

Parameters:

value	allowed object is java.lang.String

void setSkillGroupId (java.lang.String *value*)

Sets the value of the skillGroupId property.

Parameters:

value	allowed object is java.lang.String

void setSkillGroupName (java.lang.String *value*)

Sets the value of the skillGroupName property.

Parameters:

value	allowed object is java.lang.String

void setStartDateTime (XMLGregorianCalendar *value*)

Sets the value of the startDateTime property.

Parameters:

value	allowed object is java.lang.String

void setSubchannel (java.lang.String *value*)

Sets the value of the subchannel property.

Parameters:

value	allowed object is java.lang.String

void setTenantId (java.lang.String *value*)

Sets the value of the tenantId property.

Parameters:

value	allowed object is java.lang.String

void setTransferCode (java.lang.String *value*)

Sets the value of the transferCode property.

Parameters:

value	allowed object is java.lang.String

void setTransferOut (java.lang.String *value*)

Sets the value of the transferOut property.

Parameters:

value	allowed object is java.lang.String

void setWorkTime (Integer *value*)

Sets the value of the workTime property.

Parameters:

value	allowed object is Integer

void setWrapTime (Integer *value*)

Sets the value of the wrapTime property.

Parameters:

value	allowed object is Integer

void setWrapUpData (java.lang.String *value*)

Sets the value of the wrapUpData property.

Parameters:

value	allowed object is java.lang.String

StagesList Class Reference

Public Member Functions

- int getCount ()
- java.util.List< ReviewStage > getReviewStage ()
- void setCount (int value)

Detailed Description

Stage List Schema

This schema contains StageList type details.

XML Schema File

`model/v12/xsd/kb/article.xsd`

Name	Description	Type
`count`	No. of review stages	Int
`reviewStage`	Details of the review stage	ReviewStage

Member Function Documentation

int getCount ()

Gets the value of the count property.

java.util.List<ReviewStage> getReviewStage ()

Gets the value of the reviewStage property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the reviewStage property.

For example, to add a new item, do as follows:

```
getReviewStage().add(newItem);
```

Objects of the following type(s) are allowed in the list ReviewStage

void setCount (int *value*)

Sets the value of the count property.

Status Class Reference

Public Member Functions

- Assigned getAssigned ()
- java.lang.String getDisplayValue ()
- L10NString getSubstatus ()
- java.lang.String getValue ()
- void setAssigned (Assigned value)
- void setDisplayValue (java.lang.String value)
- void setSubstatus (L10NString value)
- void setValue (java.lang.String value)

Detailed Description

Status Schema

This schema has the definition of Status of an activity.

XML Schema File

`model/v12/xsd/interaction/activity.xsd`

Name	Description	Type
`value`	Status of the activity.	String
`displayValue`	Localized value of status of the activity.	String
`substatus`	Information about the substatus of the activity.	L10NString
`assigned`	Information about the assignment of the activity.	Assigned

---

Member Function Documentation

Assigned getAssigned ()

Gets the value of the assigned property.

Returns:

possible object is Assigned

java.lang.String getDisplayValue ()

Gets the value of the displayValue property.

Returns:

possible object is java.lang.String

L10NString getSubstatus ()

Gets the value of the substatus property.

Returns:

possible object is L10NString

java.lang.String getValue ()

Gets the value of the value property.

Returns:

possible object is java.lang.String

void setAssigned (Assigned *value*)

Sets the value of the assigned property.

Parameters:

value	allowed object is Assigned

void setDisplayValue (java.lang.String *value*)

Sets the value of the displayValue property.

Parameters:

value	allowed object is java.lang.String

void setSubstatus (L10NString *value*)

Sets the value of the substatus property.

Parameters:

value	allowed object is L10NString

void setValue (java.lang.String *value*)

Sets the value of the value property.

Parameters:

value	allowed object is java.lang.String

Status Class Reference

Public Member Functions

- Assigned getAssigned ()
- java.lang.String getDisplayValue ()
- L10NString getSubstatus ()
- java.lang.String getValue ()
- void setAssigned (Assigned value)
- void setDisplayValue (java.lang.String value)
- void setSubstatus (L10NString value)
- void setValue (java.lang.String value)

Detailed Description

Status Schema

This schema has the definition of Status of an activity.

XML Schema File

`model/v15/xsd/interaction/activity.xsd`

Name	Description	Type
`value`	Status of the activity.	String
`displayValue`	Localized value of status of the activity.	String
`substatus`	Information about the substatus of the activity.	L10NString
`assigned`	Information about the assignment of the activity.	Assigned

---

Member Function Documentation

Assigned getAssigned ()

Gets the value of the assigned property.

Returns:

possible object is Assigned

java.lang.String getDisplayValue ()

Gets the value of the displayValue property.

Returns:

possible object is java.lang.String

L10NString getSubstatus ()

Gets the value of the substatus property.

Returns:

possible object is L10NString

java.lang.String getValue ()

Gets the value of the value property.

Returns:

possible object is java.lang.String

void setAssigned (Assigned *value*)

Sets the value of the assigned property.

Parameters:

value	allowed object is Assigned

void setDisplayValue (java.lang.String *value*)

Sets the value of the displayValue property.

Parameters:

value	allowed object is java.lang.String

void setSubstatus (L10NString *value*)

Sets the value of the substatus property.

Parameters:

value	allowed object is L10NString

void setValue (java.lang.String *value*)

Sets the value of the value property.

Parameters:

value	allowed object is java.lang.String

Subject Class Reference

Public Member Functions

- DateAndUser getCreated ()
- long getId ()
- DateAndUser getLastModified ()
- java.lang.String getName ()
- BigInteger getOrder ()
- void setCreated (DateAndUser value)
- void setId (long value)
- void setLastModified (DateAndUser value)
- void setName (java.lang.String value)
- void setOrder (BigInteger value)

Detailed Description

Subject Schema

This schema contains Subject details.

XML Schema File

`model/v12/xsd/mail/issue_type.xsd`

Name	Description	Type
`id`	ID of the subject.	Long
`name`	Name of the subject.	String
`created`	Creation details of the subject	DateAndUser
`lastModified`	Last modification details of the subject	DateAndUser
`order`	Order of the subject	Integer

Member Function Documentation

DateAndUser getCreated ()

Gets the value of the created property.

Returns:

possible object is DateAndUser

long getId ()

Gets the value of the id property.

Returns:

possible object is Long

DateAndUser getLastModified ()

Gets the value of the lastModified property.

Returns:

possible object is DateAndUser

java.lang.String getName ()

Gets the value of the name property.

Returns:

possible object is java.lang.String

BigInteger getOrder ()

Gets the value of the order property.

Returns:

possible object is BigInteger

void setCreated (DateAndUser *value*)

Sets the value of the created property.

Parameters:

value	allowed object is DateAndUser

void setId (long *value*)

Sets the value of the id property.

Parameters:

value	allowed object is Long

void setLastModified (DateAndUser *value*)

Sets the value of the lastModified property.

Parameters:

value	allowed object is DateAndUser

void setName (java.lang.String *value*)

Sets the value of the name property.

Parameters:

value	allowed object is java.lang.String

void setOrder (BigInteger *value*)

Sets the value of the order property.

Parameters:

value	allowed object is BigInteger

Subject Class Reference

Public Member Functions

- long getId ()
- java.lang.String getName ()
- void setId (long value)
- void setName (java.lang.String value)

Detailed Description

Subject Schema

This schema contains Subject details.

XML Schema File

`model/v15/xsd/mail/issue_type.xsd`

Name	Description	Type
`id`	ID of the subject.	Long
`name`	Name of the subject.	String

Member Function Documentation

long getId ()

Gets the value of the id property.

Returns:

possible object is Long

java.lang.String getName ()

Gets the value of the name property.

Returns:

possible object is java.lang.String

void setId (long *value*)

Sets the value of the id property.

Parameters:

value	allowed object is Long

void setName (java.lang.String *value*)

Sets the value of the name property.

Parameters:

value	allowed object is java.lang.String

Subjects Class Reference

Public Member Functions

- java.util.List< Subject > getSubject ()

Detailed Description

Subjects Schema

This schema contains Subjects details.

XML Schema File

`model/v12/xsd/mail/issue_type.xsd`

Name	Description	Type
`subject`	Subject details	Subject

Member Function Documentation

java.util.List<Subject> getSubject ()

Gets the value of the subject property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the subject property.

For example, to add a new item, do as follows:

```
getSubject().add(newItem);
```

Objects of the following type(s) are allowed in the list Subject

Subjects Class Reference

Public Member Functions

- java.util.List< Subject > getSubject ()

Detailed Description

Subjects Schema

This schema contains Subjects details.

XML Schema File

`model/v15/xsd/mail/issue_type.xsd`

Name	Description	Type
`subject`	Subject details	Subject

Member Function Documentation

java.util.List<Subject> getSubject ()

Gets the value of the subject property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the subject property.

For example, to add a new item, do as follows:

```
getSubject().add(newItem);
```

Objects of the following type(s) are allowed in the list Subject

Tag Class Reference

Public Member Functions

- long getId ()
- java.lang.String getName ()
- void setId (long value)
- void setName (java.lang.String value)

Detailed Description

Tag

This schema contains tag type details.

XML Schema File

`model/v15/xsd/kb/tag_category.xsd`

Name	Description	Type
`id`	ID of the tag.	Long
`name`	Name of the tag.	String

Member Function Documentation

long getId ()

Gets the value of the id property.

Returns:

possible object is Long

java.lang.String getName ()

Gets the value of the name property.

Returns:

possible object is java.lang.String

void setId (long *value*)

Sets the value of the id property.

Parameters:

value	allowed object is Long

void setName (java.lang.String *value*)

Sets the value of the name property.

Parameters:

value	allowed object is java.lang.String

TagCategories Class Reference

Public Member Functions

- Language getLanguage ()
- Link getLink ()
- java.util.List< TagCategory > getTagCategory ()
- void setLanguage (Language value)
- void setLink (Link value)

Detailed Description

Tag Categories

This schema contains tag categories type details.

XML Schema File

`model/v15/xsd/kb/tag_category.xsd`

Name	Description	Type
`link`	Link to this Tag Category.	Link
`language`	Language.	Language
`tag`	One or more instances of TagCategory.	TagCategory

Member Function Documentation

Language getLanguage ()

Gets the value of the language property.

Returns:

possible object is Language

Link getLink ()

Gets the value of the link property.

Returns:

possible object is Link

java.util.List<TagCategory> getTagCategory ()

Gets the value of the tagCategory property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the tagCategory property.

For example, to add a new item, do as follows:

```
getTagCategory().add(newItem);
```

Objects of the following type(s) are allowed in the list TagCategory

void setLanguage (Language *value*)

Sets the value of the language property.

Parameters:

value	allowed object is Language

void setLink (Link *value*)

Sets the value of the link property.

Parameters:

value	allowed object is Link

TagCategory Class Reference

Public Member Functions

- DateAndTime getCreated ()
- DateAndTime getLastModified ()
- java.lang.String getName ()
- java.util.List< Tag > getTag ()
- java.util.List< TagGroup > getTagGroup ()
- void setCreated (DateAndTime value)
- void setLastModified (DateAndTime value)
- void setName (java.lang.String value)

Detailed Description

Tag Category

This schema contains tag category type details.

XML Schema File

`model/v15/xsd/kb/tag_category.xsd`

Name	Description	Type
`name`	Name of the tag category.	String
`tagGroup`	One or more instances of TagGroup.	TagGroup
`tag`	One or more instances of Tag.	Tag
`created`	Date the Tag Category was created.	DateAndTime
`lastModified`	Date of last modification.	DateAndTime

Member Function Documentation

DateAndTime getCreated ()

Gets the value of the created property.

Returns:

possible object is DateAndTime

DateAndTime getLastModified ()

Gets the value of the lastModified property.

Returns:

possible object is DateAndTime

java.lang.String getName ()

Gets the value of the name property.

Returns:

possible object is java.lang.String

java.util.List<Tag> getTag ()

Gets the value of the tag property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the tag property.

For example, to add a new item, do as follows:

```
getTag().add(newItem);
```

Objects of the following type(s) are allowed in the list Tag

java.util.List<TagGroup> getTagGroup ()

Gets the value of the tagGroup property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the tagGroup property.

For example, to add a new item, do as follows:

```
getTagGroup().add(newItem);
```

Objects of the following type(s) are allowed in the list TagGroup

void setCreated (DateAndTime *value*)

Sets the value of the created property.

Parameters:

value	allowed object is DateAndTime

void setLastModified (DateAndTime *value*)

Sets the value of the lastModified property.

Parameters:

value	allowed object is DateAndTime

void setName (java.lang.String *value*)

Sets the value of the name property.

Parameters:

value	allowed object is java.lang.String

TagGroup Class Reference

Public Member Functions

- long getId ()
- java.lang.String getName ()
- java.util.List< Tag > getTag ()
- java.util.List< TagGroup > getTagGroup ()
- void setId (long value)
- void setName (java.lang.String value)

Detailed Description

Tag Group

This schema contains tag group type details.

XML Schema File

`model/v15/xsd/kb/tag_category.xsd`

Name	Description	Type
`id`	ID of the tag group.	Long
`name`	Name of the tag group.	String
`tagGroup`	One or more instances of TagGroup.	TagGroup
`tag`	One or more instances of Tag.	Tag

Member Function Documentation

long getId ()

Gets the value of the id property.

Returns:

possible object is Long

java.lang.String getName ()

Gets the value of the name property.

Returns:

possible object is java.lang.String

java.util.List<Tag> getTag ()

Gets the value of the tag property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the tag property.

For example, to add a new item, do as follows:

```
getTag().add(newItem);
```

Objects of the following type(s) are allowed in the list Tag

java.util.List<TagGroup> getTagGroup ()

Gets the value of the tagGroup property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the tagGroup property.

For example, to add a new item, do as follows:

```
getTagGroup().add(newItem);
```

Objects of the following type(s) are allowed in the list TagGroup

void setId (long *value*)

Sets the value of the id property.

Parameters:

value	allowed object is Long

void setName (java.lang.String *value*)

Sets the value of the name property.

Parameters:

value	allowed object is java.lang.String

Topic Class Reference

Public Member Functions

- Autogenerated getAutogenerated ()
- Topics getChildTopics ()
- DateAndTime getCreated ()
- CustomAttributes getCustomAttributes ()
- Department getDepartment ()
- java.lang.String getDescription ()
- long getId ()
- java.lang.String getImageUrl ()
- Language getLanguage ()
- DateAndTime getLastModified ()
- java.util.List< Link > getLink ()
- java.lang.String getName ()
- Topic getParentTopic ()
- Boolean isIsTranslatable ()
- void setAutogenerated (Autogenerated value)
- void setChildTopics (Topics value)
- void setCreated (DateAndTime value)
- void setCustomAttributes (CustomAttributes value)
- void setDepartment (Department value)
- void setDescription (java.lang.String value)
- void setId (long value)
- void setImageUrl (java.lang.String value)
- void setIsTranslatable (Boolean value)
- void setLanguage (Language value)
- void setLastModified (DateAndTime value)
- void setName (java.lang.String value)
- void setParentTopic (Topic value)

Detailed Description

Topic Schema

This schema contains Topic type details.

XML Schema File

`model/v12/xsd/kb/topic.xsd`

Name	Description	Type
`id`	ID of the topic	Long
`link`	Relational links `self` & links to other resources, the topic is used in.	Link
`lastModified`	Last modification details of the topic	Created
`created`	Creation detials of the topic	Created
`department`	ID, name and link of the	Department

	department, which the topic belongs to	
`parentTopic`	ID of the parent topic, which the topic belongs to.	Topic
`name`	name of the topic	String
`language`	ID, code, label of language	Language
`description`	description of the topic	String
`imageUrl`	ImageUrl of the topic	String
`isTranslatable`	field to convey if the topic is translatable	Boolean
`childTopics`	collection of sub-topics within the topic	Topics
`autogenerated`	contains auto generated topic type details.	Autogenerated
`customAttributes`	Custom attributes of the topic	CustomAttributes

Member Function Documentation

Autogenerated getAutogenerated ()

Gets the value of the autogenerated property.

Returns:

possible object is Autogenerated

Topics getChildTopics ()

Gets the value of the childTopics property.

Returns:

possible object is Topics

DateAndTime getCreated ()

Gets the value of the created property.

Returns:

possible object is DateAndTime

CustomAttributes getCustomAttributes ()

Gets the value of the customAttributes property.

Returns:

possible object is CustomAttributes

Department getDepartment ()

Gets the value of the department property.

Returns:

possible object is Department

java.lang.String getDescription ()

Gets the value of the description property.

Returns:

possible object is java.lang.String

long getId ()

Gets the value of the id property.

Returns:

possible object is Long

java.lang.String getImageUrl ()

Gets the value of the imageUrl property.

Returns:

possible object is java.lang.String

Language getLanguage ()

Gets the value of the language property.

Returns:

possible object is Language

DateAndTime getLastModified ()

Gets the value of the lastModified property.

Returns:

possible object is DateAndTime

java.util.List<Link> getLink ()

Gets the value of the link property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the link property.

For example, to add a new item, do as follows:

```
   getLink().add(newItem);
```

Objects of the following type(s) are allowed in the list Link

java.lang.String getName ()

Gets the value of the name property.

Returns:

possible object is java.lang.String

Topic getParentTopic ()

Gets the value of the parentTopic property.

Returns:

possible object is Topic

Boolean isIsTranslatable ()

Gets the value of the isTranslatable property.

Returns:

possible object is Boolean

void setAutogenerated (Autogenerated *value*)

Sets the value of the autogenerated property.

Parameters:

value	allowed object is Autogenerated

void setChildTopics (Topics *value*)

Sets the value of the childTopics property.

Parameters:

value	allowed object is Topics

void setCreated (DateAndTime *value*)

Sets the value of the created property.

Parameters:

value	allowed object is DateAndTime

void setCustomAttributes (CustomAttributes *value*)

Sets the value of the customAttributes property.

Parameters:

value	allowed object is CustomAttributes

void setDepartment (Department *value*)

Sets the value of the department property.

Parameters:

value	allowed object is Department

void setDescription (java.lang.String *value*)

Sets the value of the description property.

Parameters:

value	allowed object is java.lang.String

void setId (long *value*)

Sets the value of the id property.

Parameters:

value	allowed object is Long

void setImageUrl (java.lang.String *value*)

Sets the value of the imageUrl property.

Parameters:

value	allowed object is java.lang.String

void setIsTranslatable (Boolean *value*)

Sets the value of the isTranslatable property.

Parameters:

value	allowed object is Boolean

void setLanguage (Language *value*)

Sets the value of the language property.

Parameters:

value	allowed object is Language

void setLastModified (DateAndTime *value*)

Sets the value of the lastModified property.

Parameters:

value	allowed object is DateAndTime

void setName (java.lang.String *value*)

Sets the value of the name property.

Parameters:

value	allowed object is java.lang.String

void setParentTopic (Topic *value*)

Sets the value of the parentTopic property.

Parameters:

value	allowed object is Topic

Topics Class Reference

Public Member Functions

- int getCount ()
- Link getLink ()
- PaginationInfo getPaginationInfo ()
- java.util.List< Topic > getTopic ()
- void setCount (int value)
- void setLink (Link value)
- void setPaginationInfo (PaginationInfo value)

Detailed Description

Topics Schema

This schema contains Topics type details.

XML Schema File

`model/v12/xsd/kb/topic.xsd`

Name	Description	Type
`link`	`self' link	Link
`paginationInfo`	Pagination details of topics	PaginationInfo
`topic`	details of each topic, contained in this collection of topics	Topic
`count'	Total number of topics within this collection of topics	Int

---

Member Function Documentation

int getCount ()

Gets the value of the count property.

Returns:

possible object is Integer

Link getLink ()

Gets the value of the link property.

Returns:

possible object is Link

PaginationInfo getPaginationInfo ()

Gets the value of the paginationInfo property.

Returns:

possible object is PaginationInfo

java.util.List<Topic> getTopic ()

Gets the value of the topic property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the topic property.

For example, to add a new item, do as follows:

```
getTopic().add(newItem);
```

Objects of the following type(s) are allowed in the list Topic

void setCount (int *value*)

Sets the value of the count property.

Parameters:

value	allowed object is Integer

void setLink (Link *value*)

Sets the value of the link property.

Parameters:

value	allowed object is Link

void setPaginationInfo (PaginationInfo *value*)

Sets the value of the paginationInfo property.

Parameters:

value	allowed object is PaginationInfo

TransferActivityToDepartmentExamples Class Reference

Detailed Description

Examples for transfer activities to department

Example 1 - Transfer an activity to a department

This example demonstrates the following:

- Transferring a single activity to a department.

XML

Request

Method	URL
PUT	`/ws/v12/interaction/activity/transfer?department=1001`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Content-Type	application/xml
Accept-Language	en-US

Request body:

```
<?xml version="1.0" encoding="UTF-8"?><activities
xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/activity">   <activity id="1217">
<lastModified date="2014-11-24T09:09:08.000Z" />   </activity></activities>
```

Response:

HTTP/1.1 204 No Content

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml

JSON

Request

Method	URL
PUT	`/ws/v12/interaction/activity`

	/transfer?department=1001

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/json
Content-Type	application/json
Accept-Language	en-US

Request body:

```
{  "activity": {    "id": "1217",    "lastModified": {      "date": "2014-11-24T09:09:08.000Z"    }
}}
```

Response:

HTTP/1.1 204 No Content

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json

Example 2 - Transfer multiple activities to a department

This example demonstrates the following:

- Transferring multiple activities to a department. In this example, two activities are transferred to a department.
- Using the following query parameters: "reassign" and "unpin".

XML

Request

Method	URL
PUT	/ws/v12/interaction/activity/transfer?department=1002&reassign=yes&unpin=yes

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Content-Type	application/xml
Accept-Language	en-US

Request body:

```
<?xml version="1.0" encoding="UTF-8"?><activities
xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/activity">   <activity id="1217">
<lastModified date="2014-11-24T09:09:08.000Z" />   </activity>   <activity id="1220">
<lastModified date="2014-12-20T09:16:40.000Z" />   </activity></activities>
```

Response:

HTTP/1.1 204 No Content

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml

JSON

Request

Method	URL
PUT	`/ws/v12/interaction/activity/transfer?department=1002&reassign=yes&unpin=yes`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/json
Content-Type	application/json
Accept-Language	en-US

Request body:

```
{  "activity": [    {      "id": "1217",      "lastModified": {        "date":
"2014-11-24T09:09:08.000Z"      }    },    {      "id": "1220",      "lastModified": {
"date": "2014-12-20T09:16:40.000Z"      }    }   ]}
```

Response:

HTTP/1.1 204 No Content

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json

TransferActivityToQueueExamples Class Reference

Detailed Description

Examples for transfer activities to queue

Example 1 - Transfer an activity to queue

This example demonstrates the following:

- Transferring a single activity to a queue.

XML

Request

Method	URL
PUT	`/ws/v12/interaction/activity/transfer?queue=1001`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Content-Type	application/xml
Accept-Language	en-US

Request body:

```
<?xml version="1.0" encoding="UTF-8"?><activities
xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/activity">   <activity id="1217">
<lastModified date="2014-11-24T09:09:08.000Z" />   </activity></activities>
```

Response:

HTTP/1.1 204 No Content

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml

JSON

Request

Method	URL
PUT	`/ws/v12/interaction/activity`

	/transfer?queue=1001

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/json
Content-Type	application/json
Accept-Language	en-US

Request body:

```
{  "activity": {    "id": "1217",    "lastModified": {      "date": "2014-11-24T09:09:08.000Z"    }
}}
```

Response:

HTTP/1.1 204 No Content

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json

Example 2 - Transfer multiple activities to a queue

This example demonstrates the following:

- Transferring multiple activities to a queue. In this example, two activities are transferred to a queue.
- Using the following query parameters: "reassign" and "unpin".

XML

Request

Method	URL
PUT	/ws/v12/interaction/activity/transfer?queue=1002&reassign=yes&unpin=yes

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Content-Type	application/xml
Accept-Language	en-US

Request body:

```
<?xml version="1.0" encoding="UTF-8"?><activities
xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/activity">   <activity id="1217">
<lastModified date="2014-11-24T09:09:08.000Z" />   </activity>   <activity id="1220">
<lastModified date="2014-12-20T09:16:40.000Z" />   </activity></activities>
```

Response:

HTTP/1.1 204 No Content

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml

JSON

Request

Method	URL
PUT	`/ws/v12/interaction/activity/transfer?queue=1002&reassign=yes&unpin=yes`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/json
Content-Type	application/json
Accept-Language	en-US

Request body:

```
{  "activity": [    {      "id": "1217",      "lastModified": {        "date":
"2014-11-24T09:09:08.000Z"      }    },    {      "id": "1220",      "lastModified": {
"date": "2014-12-20T09:16:40.000Z"      }    }   ]}
```

Response:

HTTP/1.1 204 No Content

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json

TransferActivityToUserExamples Class Reference

Detailed Description

Examples for transfer activities to user

Example 1 - Transfer an activity to user

This example demonstrates the following:

- Transferring a single activity to a user.

XML

Request

Method	URL
PUT	`/ws/v12/interaction/activity/transfer?user=1001`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Content-Type	application/xml
Accept-Language	en-US

Request body:

```
<?xml version="1.0" encoding="UTF-8"?><activities
xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/activity">   <activity id="1217">
<lastModified date="2014-11-24T09:09:08.000Z" />   </activity></activities>
```

Response:

HTTP/1.1 204 No Content

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml

JSON

Request

Method	URL
PUT	`/ws/v12/interaction/activity`

	/transfer?user=1001

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/json
Content-Type	application/json
Accept-Language	en-US

Request body:

```
{  "activity": {    "id": "1217",    "lastModified": {      "date": "2014-11-24T09:09:08.000Z"    }
}}
```

Response:

HTTP/1.1 204 No Content

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json

Example 2 - Transfer multiple activities to a user

This example demonstrates the following:

- Transferring multiple activities to a user. In this example, two activities are transferred to a user.
- Using the following query parameters: "reassign" and "unpin".

XML

Request

Method	URL
PUT	/ws/v12/interaction/activity/transfer?user=1002&reassign=yes&unpin=yes

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Content-Type	application/xml
Accept-Language	en-US

Request body:

```
<?xml version="1.0" encoding="UTF-8"?><activities
xmlns="http://bindings.egain.com/ws/model/v12/gen/interaction/activity">   <activity id="1217">
<lastModified date="2014-11-24T09:09:08.000Z" />   </activity>   <activity id="1220">
<lastModified date="2014-12-20T09:16:40.000Z" />   </activity></activities>
```

Response:

HTTP/1.1 204 No Content

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/xml

JSON

Request

Method	URL
PUT	`/ws/v12/interaction/activity/transfer?user=1002&reassign=yes&unpin=yes`

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/json
Content-Type	application/json
Accept-Language	en-US

Request body:

```
{  "activity": [    {      "id": "1217",      "lastModified": {        "date":
"2014-11-24T09:09:08.000Z"      }    },    {      "id": "1220",      "lastModified": {
"date": "2014-12-20T09:16:40.000Z"      }    }   ]}
```

Response:

HTTP/1.1 204 No Content

Response headers

Name	Value
X-egain-session	current session ID
Content-Type	application/json

Type Class Reference

Public Member Functions

- java.lang.String getDisplayValue ()
- L10NString getSubtype ()
- java.lang.String getValue ()
- void setDisplayValue (java.lang.String value)
- void setSubtype (L10NString value)
- void setValue (java.lang.String value)

Detailed Description

Type Schema

This schema has the definition of Type of an activity.

XML Schema File

`model/v12/xsd/interaction/activity.xsd`

Name	Description	Type
`value`	Name of the type of the activity.	String
`displayValue`	Localized value of the name of the type of the activity.	String
`subtype`	Information about the subtype of the activity.	L10NString

---

Member Function Documentation

java.lang.String getDisplayValue ()

Gets the value of the displayValue property.

Returns:

possible object is java.lang.String

L10NString getSubtype ()

Gets the value of the subtype property.

Returns:

possible object is L10NString

java.lang.String getValue ()

Gets the value of the value property.

Returns:

possible object is java.lang.String

void setDisplayValue (java.lang.String *value*)

Sets the value of the displayValue property.

Parameters:

value	allowed object is java.lang.String

void setSubtype (L10NString *value*)

Sets the value of the subtype property.

Parameters:

value	allowed object is L10NString

void setValue (java.lang.String *value*)

Sets the value of the value property.

Parameters:

value	allowed object is java.lang.String

Type Class Reference

Public Member Functions

- java.lang.String getDisplayValue ()
- Email getEmail ()
- Phone getPhone ()
- Postal getPostal ()
- Social getSocial ()
- java.lang.String getValue ()
- Website getWebsite ()
- void setDisplayValue (java.lang.String value)
- void setEmail (Email value)
- void setPhone (Phone value)
- void setPostal (Postal value)
- void setSocial (Social value)
- void setValue (java.lang.String value)
- void setWebsite (Website value)

Detailed Description

Type Schema

Description of the elements used in Type schema.

XML Schema File

`model/v15/xsd/interaction/contact_point.xsd`

Name	Description	Type
`value`	Internal value of the type of contact point	String
`displayValue`	Display value (localized) of the type of contact point	String

One of the following elements:
`email`
`postal`
`phone`
`website`
`social`
	email details if this `Type` element is for email contact point
	postal details if this `Type` element is for postal contact point
	phone details if this `Type` element is for phone contact point
	website details if this `Type` element is for website contact point
	social details if this `Type` element is for social contact point
		Email
		Postal
		Phone
		Website
		Social

Member Function Documentation

java.lang.String getDisplayValue ()

Gets the value of the displayValue property.

Returns:

possible object is java.lang.String

Email getEmail ()

Gets the value of the email property.

Returns:

possible object is Email

Phone getPhone ()

Gets the value of the phone property.

Returns:

possible object is Phone

Postal getPostal ()

Gets the value of the postal property.

Returns:

possible object is Postal

Social getSocial ()

Gets the value of the social property.

Returns:

possible object is Social

java.lang.String getValue ()

Gets the value of the value property.

Returns:

possible object is java.lang.String

Website getWebsite ()

Gets the value of the website property.

Returns:

possible object is Website

void setDisplayValue (java.lang.String *value*)

Sets the value of the displayValue property.

Parameters:

value	allowed object is java.lang.String

void setEmail (Email *value*)

Sets the value of the email property.

Parameters:

value	allowed object is Email

void setPhone (Phone *value*)

Sets the value of the phone property.

Parameters:

value	allowed object is Phone

void setPostal (Postal *value*)

Sets the value of the postal property.

Parameters:

value	allowed object is Postal

void setSocial (Social *value*)

Sets the value of the social property.

Parameters:

value	allowed object is Social

void setValue (java.lang.String *value*)

Sets the value of the value property.

Parameters:

value	allowed object is java.lang.String

void setWebsite (Website *value*)

Sets the value of the website property.

Parameters:

value	allowed object is Website

Type Class Reference

Public Member Functions

- CorporateInfo getCorporate ()
- java.lang.String getDisplayValue ()
- GroupInfo getGroup ()
- java.lang.String getValue ()
- void setCorporate (CorporateInfo value)
- void setDisplayValue (java.lang.String value)
- void setGroup (GroupInfo value)
- void setValue (java.lang.String value)

Detailed Description

Type Schema

Description of the elements used in Type schema.

XML Schema File

`model/v15/xsd/interaction/customer.xsd`

Name	Description	Type
`value`	Customer type value	String
`displayValue`	Localized customer type value	String
`group`	Details specific to group customer	GroupInfo
`corporate`	Details specific to corporate customer	CorporateInfo

Member Function Documentation

CorporateInfo getCorporate ()

Gets the value of the corporate property.

Returns:

possible object is CorporateInfo

java.lang.String getDisplayValue ()

Gets the value of the displayValue property.

Returns:

possible object is java.lang.String

GroupInfo getGroup ()

Gets the value of the group property.

Returns:

possible object is GroupInfo

java.lang.String getValue ()

Gets the value of the value property.

Returns:

possible object is java.lang.String

void setCorporate (CorporateInfo *value*)

Sets the value of the corporate property.

Parameters:

value	allowed object is CorporateInfo

void setDisplayValue (java.lang.String *value*)

Sets the value of the displayValue property.

Parameters:

value	allowed object is java.lang.String

void setGroup (GroupInfo *value*)

Sets the value of the group property.

Parameters:

value	allowed object is GroupInfo

void setValue (java.lang.String *value*)

Sets the value of the value property.

Parameters:

value	allowed object is java.lang.String

Type Class Reference

Public Member Functions

- CorporateInfo getCorporate ()
- java.lang.String getDisplayValue ()
- GroupInfo getGroup ()
- java.lang.String getValue ()
- void setCorporate (CorporateInfo value)
- void setDisplayValue (java.lang.String value)
- void setGroup (GroupInfo value)
- void setValue (java.lang.String value)

Detailed Description

Type Schema

Description of the elements used in Type schema.

XML Schema File

`model/v12/xsd/interaction/customer.xsd`

Name	Description	Type
`value`	Customer type value	String
`displayValue`	Localized customer type value	String
`group`	Details specific to group customer	GroupInfo
`corporate`	Details specific to corporate customer	CorporateInfo

Member Function Documentation

CorporateInfo getCorporate ()

Gets the value of the corporate property.

Returns:

possible object is CorporateInfo

java.lang.String getDisplayValue ()

Gets the value of the displayValue property.

Returns:

possible object is java.lang.String

GroupInfo getGroup ()

Gets the value of the group property.

Returns:

possible object is GroupInfo

java.lang.String getValue ()

Gets the value of the value property.

Returns:

possible object is java.lang.String

void setCorporate (CorporateInfo *value*)

Sets the value of the corporate property.

Parameters:

value	allowed object is CorporateInfo

void setDisplayValue (java.lang.String *value*)

Sets the value of the displayValue property.

Parameters:

value	allowed object is java.lang.String

void setGroup (GroupInfo *value*)

Sets the value of the group property.

Parameters:

value	allowed object is GroupInfo

void setValue (java.lang.String *value*)

Sets the value of the value property.

Parameters:

value	allowed object is java.lang.String

Type Class Reference

Public Member Functions

- java.lang.String getDisplayValue ()
- Email getEmail ()
- Phone getPhone ()
- Postal getPostal ()
- Social getSocial ()
- java.lang.String getValue ()
- Website getWebsite ()
- void setDisplayValue (java.lang.String value)
- void setEmail (Email value)
- void setPhone (Phone value)
- void setPostal (Postal value)
- void setSocial (Social value)
- void setValue (java.lang.String value)
- void setWebsite (Website value)

Detailed Description

Type Schema

Description of the elements used in Type schema.

XML Schema File

`model/v12/xsd/interaction/contact_point.xsd`

Name	Description	Type
`value`	Internal value of the type of contact point	String
`displayValue`	Display value (localized) of the type of contact point	String

One of the following elements:
`email`
`postal`
`phone`
`website`
`social`
	Email details if this 'Type' element is for email contact point
	Postal details if this 'Type' element is for postal contact point
	Phone details if this 'Type' element is for phone contact point
	Website details if this 'Type' element is for website contact point
	Social details if this 'Type' element is for social contact point
		Email
		Postal
		Phone
		Website
		Social

Member Function Documentation

java.lang.String getDisplayValue ()

Gets the value of the displayValue property.

Returns:

possible object is java.lang.String

Email getEmail ()

Gets the value of the email property.

Returns:

possible object is Email

Phone getPhone ()

Gets the value of the phone property.

Returns:

possible object is Phone

Postal getPostal ()

Gets the value of the postal property.

Returns:

possible object is Postal

Social getSocial ()

Gets the value of the social property.

Returns:

possible object is Social

java.lang.String getValue ()

Gets the value of the value property.

Returns:

possible object is java.lang.String

Website getWebsite ()

Gets the value of the website property.

Returns:

possible object is Website

void setDisplayValue (java.lang.String *value*)

Sets the value of the displayValue property.

Parameters:

value	allowed object is java.lang.String

void setEmail (Email *value*)

Sets the value of the email property.

Parameters:

value	allowed object is Email

void setPhone (Phone *value*)

Sets the value of the phone property.

Parameters:

value	allowed object is Phone

void setPostal (Postal *value*)

Sets the value of the postal property.

Parameters:

value	allowed object is Postal

void setSocial (Social *value*)

Sets the value of the social property.

Parameters:

value	allowed object is Social

void setValue (java.lang.String *value*)

Sets the value of the value property.

Parameters:

value	allowed object is java.lang.String

void setWebsite (Website *value*)

Sets the value of the website property.

Parameters:

value	allowed object is Website

Type Class Reference

Public Member Functions

- java.lang.String getDisplayValue ()
- L10NString getSubtype ()
- java.lang.String getValue ()
- void setDisplayValue (java.lang.String value)
- void setSubtype (L10NString value)
- void setValue (java.lang.String value)

Detailed Description

Type Schema

This schema has the definition of Type of an activity.

XML Schema File

`model/v15/xsd/interaction/activity.xsd`

Name	Description	Type
`value`	Name of the type of the activity.	String
`displayValue`	Localized value of the name of the type of the activity.	String
`subtype`	Information about the subtype of the activity.	L10NString

---

Member Function Documentation

java.lang.String getDisplayValue ()

Gets the value of the displayValue property.

Returns:

possible object is java.lang.String

L10NString getSubtype ()

Gets the value of the subtype property.

Returns:

possible object is L10NString

java.lang.String getValue ()

Gets the value of the value property.

Returns:

possible object is java.lang.String

void setDisplayValue (java.lang.String *value*)

Sets the value of the displayValue property.

Parameters:

value	allowed object is java.lang.String

void setSubtype (L10NString *value*)

Sets the value of the subtype property.

Parameters:

value	allowed object is L10NString

void setValue (java.lang.String *value*)

Sets the value of the value property.

Parameters:

value	allowed object is java.lang.String

User Class Reference

Public Member Functions

- long getId ()
- Link getLink ()
- java.lang.String getName ()
- void setId (long value)
- void setLink (Link value)
- void setName (java.lang.String value)

Detailed Description

Documentation to be added when the Authoring API is released.

Member Function Documentation

long getId ()

Gets the value of the id property.

Link getLink ()

Gets the value of the link property.

Returns:

possible object is Link

java.lang.String getName ()

Gets the value of the name property.

Returns:

possible object is java.lang.String

void setId (long *value*)

Sets the value of the id property.

void setLink (Link *value*)

Sets the value of the link property.

Parameters:

value	allowed object is Link

void setName (java.lang.String *value*)

Sets the value of the name property.

Parameters:

value	allowed object is java.lang.String

User Class Reference

Public Member Functions

- CustomAttributes getCustomAttributes ()
- java.lang.String getFirstName ()
- long getId ()
- java.lang.String getLastName ()
- Link getLink ()
- java.lang.String getName ()
- void setCustomAttributes (CustomAttributes value)
- void setFirstName (java.lang.String value)
- void setId (long value)
- void setLastName (java.lang.String value)
- void setLink (Link value)
- void setName (java.lang.String value)

Detailed Description

User Schema

This schema contains User type details.

XML Schema File

`model/v15/xsd/platform/user.xsd`

Name	Description	Type
`id`	ID of the user	Long
`name`	Name of the user	String
`firstName`	First name of the user	String
`lastName`	Last name of the user	String
`link`	`self` link	Link
`customAttributes`	This contains the custom attributes of the user.	CustomAttributes

---

Member Function Documentation

CustomAttributes getCustomAttributes ()

Gets the value of the customAttributes property.

Returns:

possible object is CustomAttributes

java.lang.String getFirstName ()

Gets the value of the firstName property.

Returns:

possible object is java.lang.String

long getId ()

Gets the value of the id property.

Returns:

possible object is Long

java.lang.String getLastName ()

Gets the value of the lastName property.

Returns:

possible object is java.lang.String

Link getLink ()

Gets the value of the link property.

Returns:

possible object is Link

java.lang.String getName ()

Gets the value of the name property.

Returns:

possible object is java.lang.String

void setCustomAttributes (CustomAttributes *value*)

Sets the value of the customAttributes property.

Parameters:

value	allowed object is CustomAttributes

void setFirstName (java.lang.String *value*)

Sets the value of the firstName property.

Parameters:

value	allowed object is java.lang.String

void setId (long *value*)

Sets the value of the id property.

Parameters:

value	allowed object is Long

void setLastName (java.lang.String *value*)

Sets the value of the lastName property.

Parameters:

value	allowed object is java.lang.String

void setLink (Link *value*)

Sets the value of the link property.

Parameters:

value	allowed object is Link

void setName (java.lang.String *value*)

Sets the value of the name property.

Parameters:

value	allowed object is java.lang.String

User Class Reference

Public Member Functions

- CustomAttributes getCustomAttributes ()
- java.lang.String getFirstName ()
- long getId ()
- java.lang.String getLastName ()
- Link getLink ()
- java.lang.String getName ()
- void setCustomAttributes (CustomAttributes value)
- void setFirstName (java.lang.String value)
- void setId (long value)
- void setLastName (java.lang.String value)
- void setLink (Link value)
- void setName (java.lang.String value)

Detailed Description

User Schema

This schema contains User type details.

XML Schema File

`model/v12/xsd/platform/user.xsd`

Name	Description	Type
`id`	ID of the user	Long
`name`	Name of the user	String
`firstName`	First name of the user	String
`lastName`	Last name of the user	String
`link`	`self` link	Link
`customAttributes`	This contains the custom attributes of the user.	CustomAttributes

---

Member Function Documentation

CustomAttributes getCustomAttributes ()

Gets the value of the customAttributes property.

Returns:

possible object is CustomAttributes

java.lang.String getFirstName ()

Gets the value of the firstName property.

Returns:

possible object is java.lang.String

long getId ()

Gets the value of the id property.

java.lang.String getLastName ()

Gets the value of the lastName property.

Returns:

possible object is java.lang.String

Link getLink ()

Gets the value of the link property.

Returns:

possible object is Link

java.lang.String getName ()

Gets the value of the name property.

Returns:

possible object is java.lang.String

void setCustomAttributes (CustomAttributes *value*)

Sets the value of the customAttributes property.

Parameters:

value	allowed object is CustomAttributes

void setFirstName (java.lang.String *value*)

Sets the value of the firstName property.

Parameters:

value	allowed object is java.lang.String

void setId (long *value*)

Sets the value of the id property.

void setLastName (java.lang.String *value*)

Sets the value of the lastName property.

Parameters:

value	allowed object is java.lang.String

void setLink (Link *value*)

Sets the value of the link property.

Parameters:

value	allowed object is Link

void setName (java.lang.String *value*)

Sets the value of the name property.

Parameters:

value	allowed object is java.lang.String

Users Class Reference

Public Member Functions

- java.util.List< User > getUser ()

Detailed Description

Users Schema

This schema contains definition of Users.

XML Schema File

`model/v12/xsd/platform/user.xsd`

Name	Description	Type
`user`	Has the details of the user. Can have multiple 'user' nodes.	User

---

Member Function Documentation

java.util.List<User> getUser ()

Gets the value of the user property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the user property.

For example, to add a new item, do as follows:

```
getUser().add(newItem);
```

Objects of the following type(s) are allowed in the list User

Users Class Reference

Public Member Functions

- java.util.List< User > getUser ()

Detailed Description

Users Schema

This schema contains definition of Users.

XML Schema File

`model/v15/xsd/platform/user.xsd`

Name	Description	Type
`user`	Has the details of the user. Can have multiple 'user' nodes.	User

---

Member Function Documentation

java.util.List<User> getUser ()

Gets the value of the user property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the user property.

For example, to add a new item, do as follows:

```
getUser().add(newItem);
```

Objects of the following type(s) are allowed in the list User

UserStages Class Reference

Public Member Functions

- StagesList getBackwardStages ()
- StagesList getForwardStages ()
- void setBackwardStages (StagesList value)
- void setForwardStages (StagesList value)

Detailed Description

User Stages Schema

This schema contains UserStages type details.

XML Schema File

`model/v12/xsd/kb/article.xsd`

Name	Description	Type
`forwardStages`	forward stages where a user has permission to move an article	StagesList
`backwardStages`	backward stages where a user has permission to move an article	StagesList

---

Member Function Documentation

StagesList getBackwardStages ()

Gets the value of the backwardStages property.

Returns:

possible object is StagesList

StagesList getForwardStages ()

Gets the value of the forwardStages property.

Returns:

possible object is StagesList

void setBackwardStages (StagesList *value*)

Sets the value of the backwardStages property.

Parameters:

value	allowed object is StagesList

void setForwardStages (StagesList *value*)

Sets the value of the forwardStages property.

Parameters:

value	allowed object is StagesList

UsertypeType Enum Reference

Detailed Description

Java class for UsertypeType.

The following schema fragment specifies the expected content contained within this class.

```
<simpleType name="UsertypeType">  <restriction base="{http://www.w3.org/2001/XMLSchema}string">
<enumeration value="agent"/>    <enumeration value="customer"/>    <enumeration value="unknown"/>
</restriction></simpleType>
```

Version Class Reference

Public Member Functions

- java.lang.String getName ()
- java.lang.String getSchemaVersion ()
- boolean isIsDeprecated ()
- void setIsDeprecated (boolean value)
- void setName (java.lang.String value)
- void setSchemaVersion (java.lang.String value)

Detailed Description

Version Schema

This schema defines the response from the `meta/version` API. It includes an entry for every version of the web service API supported by this server.

XML Schema File

`model/v3/xsd/meta/version.xsd`

Name	Description	Type	Included?
`isDeprecated`	True if this version is deprecated.	boolean	Always
`name`	The name of the version, such as "v11".	string	Always
`schemaVersion`	The name of the associated schema version, such as "v3".	string	Always

---

Member Function Documentation

java.lang.String getName ()

Gets the value of the name property.

Returns:

possible object is java.lang.String

java.lang.String getSchemaVersion ()

Gets the value of the schemaVersion property.

Returns:

possible object is java.lang.String

boolean isIsDeprecated ()

Gets the value of the isDeprecated property.

void setIsDeprecated (boolean *value*)

Sets the value of the isDeprecated property.

void setName (java.lang.String *value*)

Sets the value of the name property.

Parameters:

value	allowed object is java.lang.String

void setSchemaVersion (java.lang.String *value*)

Sets the value of the schemaVersion property.

Parameters:

value	allowed object is java.lang.String

Version Class Reference

Public Member Functions

- java.lang.String getAdditionalInfo ()
- java.lang.String getArticleState ()
- java.lang.String getArticleType ()
- Attachments getAttachments ()
- XMLGregorianCalendar getAvailabilityDate ()
- Editions getAvailableEditions ()
- java.lang.String getContent ()
- DateAndTime getCreated ()
- java.lang.String getDescription ()
- java.lang.String getExpirationDate ()
- long getId ()
- java.lang.String getImageUrl ()
- java.lang.String getKeywords ()
- java.lang.String getLabel ()
- DateAndTime getLastModified ()
- Link getLink ()
- java.lang.String getName ()
- java.lang.String getSummary ()
- java.lang.String getTranslationStatus ()
- Integer getVersionNumber ()
- void setAdditionalInfo (java.lang.String value)
- void setArticleState (java.lang.String value)
- void setArticleType (java.lang.String value)
- void setAttachments (Attachments value)
- void setAvailabilityDate (XMLGregorianCalendar value)
- void setAvailableEditions (Editions value)
- void setContent (java.lang.String value)
- void setCreated (DateAndTime value)
- void setDescription (java.lang.String value)
- void setExpirationDate (java.lang.String value)
- void setId (long value)
- void setImageUrl (java.lang.String value)
- void setKeywords (java.lang.String value)
- void setLabel (java.lang.String value)
- void setLastModified (DateAndTime value)
- void setLink (Link value)
- void setName (java.lang.String value)
- void setSummary (java.lang.String value)
- void setTranslationStatus (java.lang.String value)
- void setVersionNumber (Integer value)

Detailed Description

Version Schema

This schema contains Version type details.

XML Schema File

`model/v12/xsd/kb/article.xsd`

Name	Description	Type
`id`	ID of the version	Long
`link`	Self link of `version`	Link
`name`	name of the the version	String
`versionNumber`	Version number of the version	Int
`created`	Creation details of the version	Created
`lastModified`	Last modification details of the version	Created
`description`	Description of the version	String
`keywords`	Vrticle keywords	String
`summary`	Vrticle summary	String
`additionInfo`	Addition info of the version	String
`content`	Content of the version	String
`label`	label of the article	String
`availabilityDate`	Availability date of version	DateTime
`expirationDate`	Expiration date of the version	DateTime
`imageUrl`	ImageUrl of the version	String
`attachments`	Attachments with the version	Attachments
`articleType`	Article type , by default 'General'	String
`articleState`	Four possible states of version : • published • draft • transient • abandoned	String
`translationStatus`	This field tells whether the translation is up to date or whether the content needs to be translated. Values can be : upto date or out dated	String

---

Member Function Documentation

java.lang.String getAdditionalInfo ()

Gets the value of the additionalInfo property.

Returns:

possible object is java.lang.String

java.lang.String getArticleState ()

Gets the value of the articleState property.

Returns:

possible object is java.lang.String

java.lang.String getArticleType ()

Gets the value of the articleType property.

Returns:

possible object is java.lang.String

Attachments getAttachments ()

Gets the value of the attachments property.

Returns:

possible object is Attachments

XMLGregorianCalendar getAvailabilityDate ()

Gets the value of the availabilityDate property.

Returns:

possible object is XMLGregorianCalendar

Editions getAvailableEditions ()

Gets the value of the availableEditions property.

Returns:

possible object is Editions

java.lang.String getContent ()

Gets the value of the content property.

Returns:

possible object is java.lang.String

DateAndTime getCreated ()

Gets the value of the created property.

Returns:

possible object is DateAndTime

java.lang.String getDescription ()

Gets the value of the description property.

Returns:

possible object is java.lang.String

java.lang.String getExpirationDate ()

Gets the value of the expirationDate property.

Returns:

possible object is java.lang.String

long getId ()

Gets the value of the id property.

Returns:

possible object is Long

java.lang.String getImageUrl ()

Gets the value of the imageUrl property.

Returns:

possible object is java.lang.String

java.lang.String getKeywords ()

Gets the value of the keywords property.

Returns:

possible object is java.lang.String

java.lang.String getLabel ()

Gets the value of the label property.

Returns:

possible object is java.lang.String

DateAndTime getLastModified ()

Gets the value of the lastModified property.

Returns:

possible object is DateAndTime

Link getLink ()

Gets the value of the link property.

Returns:

possible object is Link

java.lang.String getName ()

Gets the value of the name property.

Returns:

possible object is java.lang.String

java.lang.String getSummary ()

Gets the value of the summary property.

Returns:

possible object is java.lang.String

java.lang.String getTranslationStatus ()

Gets the value of the translationStatus property.

Returns:

possible object is java.lang.String

Integer getVersionNumber ()

Gets the value of the versionNumber property.

Returns:

possible object is Integer

void setAdditionalInfo (java.lang.String *value*)

Sets the value of the additionalInfo property.

Parameters:

value	allowed object is java.lang.String

void setArticleState (java.lang.String *value*)

Sets the value of the articleState property.

Parameters:

value	allowed object is java.lang.String

void setArticleType (java.lang.String *value*)

Sets the value of the articleType property.

Parameters:

value	allowed object is java.lang.String

void setAttachments (Attachments *value*)

Sets the value of the attachments property.

Parameters:

value	allowed object is Attachments

void setAvailabilityDate (XMLGregorianCalendar *value*)

Sets the value of the availabilityDate property.

Parameters:

value	allowed object is XMLGregorianCalendar

void setAvailableEditions (Editions *value*)

Sets the value of the availableEditions property.

Parameters:

value	allowed object is Editions

void setContent (java.lang.String *value*)

Sets the value of the content property.

Parameters:

value	allowed object is java.lang.String

void setCreated (DateAndTime *value*)

Sets the value of the created property.

Parameters:

value	allowed object is DateAndTime

void setDescription (java.lang.String *value*)

Sets the value of the description property.

Parameters:

value	allowed object is java.lang.String

void setExpirationDate (java.lang.String *value*)

Sets the value of the expirationDate property.

Parameters:

value	allowed object is java.lang.String

void setId (long *value*)

Sets the value of the id property.

Parameters:

value	allowed object is Long

void setImageUrl (java.lang.String *value*)

Sets the value of the imageUrl property.

Parameters:

value	allowed object is java.lang.String

void setKeywords (java.lang.String *value*)

Sets the value of the keywords property.

Parameters:

value	allowed object is java.lang.String

void setLabel (java.lang.String *value*)

Sets the value of the label property.

Parameters:

value	allowed object is java.lang.String

void setLastModified (DateAndTime *value*)

Sets the value of the lastModified property.

Parameters:

value	allowed object is DateAndTime

void setLink (Link *value*)

Sets the value of the link property.

Parameters:

value	allowed object is Link

void setName (java.lang.String *value*)

Sets the value of the name property.

Parameters:

value	allowed object is java.lang.String

void setSummary (java.lang.String *value*)

Sets the value of the summary property.

Parameters:

value	allowed object is java.lang.String

void setTranslationStatus (java.lang.String *value*)

Sets the value of the translationStatus property.

Parameters:

value	allowed object is java.lang.String

void setVersionNumber (Integer *value*)

Sets the value of the versionNumber property.

Parameters:

value	allowed object is Integer

VersionResult Class Reference

Public Member Functions

- java.util.List< Version > getVersion ()

Detailed Description

VersionResult Schema

A VersionResult encapsulates a response from the `meta/version` API. It extends the WSResult Schema.

XML Schema File

`model/v3/xsd/meta/versionResult.xsd`

Name	Description	Type	Included?
`version`	A list of zero or more Version instances.	Version	Always

Member Function Documentation

java.util.List<Version> getVersion ()

Gets the value of the version property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the version property.

For example, to add a new item, do as follows:

```
getVersion().add(newItem);
```

Objects of the following type(s) are allowed in the list Version

Versions Class Reference

Public Member Functions

- int getCount ()
- Link getLink ()
- PaginationInfo getPaginationInfo ()
- java.util.List< Version > getVersion ()
- void setCount (int value)
- void setLink (Link value)
- void setPaginationInfo (PaginationInfo value)

Detailed Description

Versions Schema

This schema contains Versions type details.

XML Schema File

`model/v12/xsd/kb/article.xsd`

Name	Description	Type
`count`	Count of versions	Int
`link`	`self` link	Link
`paginationInfo`	Pagination details of Versions	PaginationInfo
`version`	Details of the version	Version

Member Function Documentation

int getCount ()

Gets the value of the count property.

Returns:

possible object is Integer

Link getLink ()

Gets the value of the link property.

Returns:

possible object is Link

PaginationInfo getPaginationInfo ()

Gets the value of the paginationInfo property.

Returns:

possible object is PaginationInfo

java.util.List<Version> getVersion ()

Gets the value of the version property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the version property.

For example, to add a new item, do as follows:

```
getVersion().add(newItem);
```

Objects of the following type(s) are allowed in the list Version

void setCount (int *value*)

Sets the value of the count property.

Parameters:

value	allowed object is Integer

void setLink (Link *value*)

Sets the value of the link property.

Parameters:

value	allowed object is Link

void setPaginationInfo (PaginationInfo *value*)

Sets the value of the paginationInfo property.

Parameters:

value	allowed object is PaginationInfo

VisibleActivitiesToCustomerPage Class Reference

Detailed Description

Activities visible to a customer

The logged in customer will be able to see only the following types of activities:

- Email
  - All emails sent by the customer.
  - All emails sent to the customer. These emails will be visible to the customer only after they have been sent out by the application.
-
- Chat
  - Chat transcript is shown.

WebAttributes Class Reference

Public Member Functions

- java.util.List< Actions > getActions ()
- Actor getActor ()
- void setActor (Actor value)

Detailed Description

WebAttributes Schema

This schema has the definition of WebAttributes.

XML Schema File

`model/v15/xsd/interaction/activity.xsd`

Name	Description	Type
`actor`	This has the details of whose actions created the activity.	Actor
`actions`	This has the details of the actions performed by the actor.	Actions

---

Member Function Documentation

java.util.List<Actions> getActions ()

Gets the value of the actions property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the actions property.

For example, to add a new item, do as follows:

```
getActions().add(newItem);
```

Objects of the following type(s) are allowed in the list Actions

Actor getActor ()

Gets the value of the actor property.

Returns:

possible object is Actor

void setActor (Actor *value*)

Sets the value of the actor property.

Parameters:

value	allowed object is Actor

WebAttributes Class Reference

Public Member Functions

- java.util.List< Actions > getActions ()
- Actor getActor ()
- void setActor (Actor value)

Detailed Description

WebAttributes Schema

This schema has the definition of WebAttributes.

XML Schema File

`model/v12/xsd/interaction/activity.xsd`

Name	Description	Type
`actor`	This has the details of whose actions created the activity.	Actor
`actions`	This has the details of the actions performed by the actor.	Actions

---

Member Function Documentation

java.util.List<Actions> getActions ()

Gets the value of the actions property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the actions property.

For example, to add a new item, do as follows:

```
getActions().add(newItem);
```

Objects of the following type(s) are allowed in the list Actions

Actor getActor ()

Gets the value of the actor property.

Returns:

possible object is Actor

void setActor (Actor *value*)

Sets the value of the actor property.

Parameters:

value	allowed object is Actor

Website Class Reference

Public Member Functions

- long getId ()
- DateAndUser getLastModified ()
- java.lang.String getUrl ()
- L10NString getWebsiteType ()
- void setId (long value)
- void setLastModified (DateAndUser value)
- void setUrl (java.lang.String value)
- void setWebsiteType (L10NString value)

Detailed Description

Website Schema

Definition of Website contact point schema.

XML Schema File

`model/v15/xsd/interaction/contact_point.xsd`

Name	Description	Type
`id`	contact point ID	Long
`url`	URL of the website contact point	String
`websiteType`	type of website of website contact point	L10NString
`lastModified`	Last modification details of the contact point	DateAndUser

---

Member Function Documentation

long getId ()

Gets the value of the id property.

Returns:

possible object is Long

DateAndUser getLastModified ()

Gets the value of the lastModified property.

Returns:

possible object is DateAndUser

java.lang.String getUrl ()

Gets the value of the url property.

Returns:

possible object is java.lang.String

L10NString getWebsiteType ()

Gets the value of the websiteType property.

Returns:

possible object is L10NString

void setId (long *value*)

Sets the value of the id property.

Parameters:

value	allowed object is Long

void setLastModified (DateAndUser *value*)

Sets the value of the lastModified property.

Parameters:

value	allowed object is DateAndUser

void setUrl (java.lang.String *value*)

Sets the value of the url property.

Parameters:

value	allowed object is java.lang.String

void setWebsiteType (L10NString *value*)

Sets the value of the websiteType property.

Parameters:

value	allowed object is L10NString

Website Class Reference

Public Member Functions

- long getId ()
- DateAndUser getLastModified ()
- java.lang.String getUrl ()
- L10NString getWebsiteType ()
- void setId (long value)
- void setLastModified (DateAndUser value)
- void setUrl (java.lang.String value)
- void setWebsiteType (L10NString value)

Detailed Description

Website Schema

Definition of Website contact point schema.

XML Schema File

`model/v12/xsd/interaction/contact_point.xsd`

Name	Description	Type
`id`	contact point ID	Long
`url`	URL of the website contact point	String
`websiteType`	Type of website of website contact point	L10NString
`lastModified`	Last modification details of the contact point	DateAndUser

---

Member Function Documentation

long getId ()

Gets the value of the id property.

Returns:

possible object is Long

DateAndUser getLastModified ()

Gets the value of the lastModified property.

Returns:

possible object is DateAndUser

java.lang.String getUrl ()

Gets the value of the url property.

Returns:

possible object is java.lang.String

L10NString getWebsiteType ()

Gets the value of the websiteType property.

Returns:

possible object is L10NString

void setId (long *value*)

Sets the value of the id property.

Parameters:

value	allowed object is Long

void setLastModified (DateAndUser *value*)

Sets the value of the lastModified property.

Parameters:

value	allowed object is DateAndUser

void setUrl (java.lang.String *value*)

Sets the value of the url property.

Parameters:

value	allowed object is java.lang.String

void setWebsiteType (L10NString *value*)

Sets the value of the websiteType property.

Parameters:

value	allowed object is L10NString

Writer Class Reference

Public Member Functions

- java.lang.String getId ()
- java.lang.String getName ()
- void setId (java.lang.String value)
- void setName (java.lang.String value)

Detailed Description

Documentation to be added when the Authoring API is released.

Member Function Documentation

java.lang.String getId ()

Gets the value of the id property.

Returns:

possible object is java.lang.String

java.lang.String getName ()

Gets the value of the name property.

Returns:

possible object is java.lang.String

void setId (java.lang.String *value*)

Sets the value of the id property.

Parameters:

value	allowed object is java.lang.String

void setName (java.lang.String *value*)

Sets the value of the name property.

Parameters:

value	allowed object is java.lang.String

WSError Class Reference

Public Member Functions

- java.lang.String getCode ()
- java.lang.String getDeveloperMessage ()
- void setCode (java.lang.String value)
- void setDeveloperMessage (java.lang.String value)

Detailed Description

Error

Web Service error response schema.

XML Schema File

`model/v12/xsd/common/ws_error.xsd`

Name	Description	Type
code	WS error code	String
developerMessage	Error message intended for use by developer (API consumer)	String

---

Member Function Documentation

java.lang.String getCode ()

Gets the value of the code property.

Returns:

possible object is java.lang.String

java.lang.String getDeveloperMessage ()

Gets the value of the developerMessage property.

Returns:

possible object is java.lang.String

void setCode (java.lang.String *value*)

Sets the value of the code property.

Parameters:

value	allowed object is java.lang.String

void setDeveloperMessage (java.lang.String *value*)

Sets the value of the developerMessage property.

Parameters:

value	allowed object is java.lang.String

WSError Class Reference

Public Member Functions

- java.lang.String getCode ()
- java.lang.String getDeveloperMessage ()
- java.lang.String getIdpLoginURL ()
- Providers getProviders ()
- java.lang.String getSamlRequest ()
- void setCode (java.lang.String value)
- void setDeveloperMessage (java.lang.String value)
- void setIdpLoginURL (java.lang.String value)
- void setProviders (Providers value)
- void setSamlRequest (java.lang.String value)

Detailed Description

Error

Web Service error response schema.

XML Schema File

`model/v15/xsd/common/ws_error.xsd`

Name	Description	Type
code	WS error code	String
developerMessage	Error message intended for use by developer (API consumer)	String
idpLoginURL	Identity provider login URL (reserved for specific use cases and not commonly returned)	String
samlRequest	SAML request token (reserved for specific use cases and not commonly returned)	String
providers	Details of configured providers in the application.	Providers

---

Member Function Documentation

java.lang.String getCode ()

Gets the value of the code property.

Returns:

possible object is java.lang.String

java.lang.String getDeveloperMessage ()

Gets the value of the developerMessage property.

Returns:

possible object is java.lang.String

java.lang.String getIdpLoginURL ()

Gets the value of the idpLoginURL property.

Returns:

possible object is java.lang.String

Providers getProviders ()

Gets the value of the providers property.

Returns:

possible object is Providers

java.lang.String getSamlRequest ()

Gets the value of the samlRequest property.

Returns:

possible object is java.lang.String

void setCode (java.lang.String *value*)

Sets the value of the code property.

Parameters:

value	allowed object is java.lang.String

void setDeveloperMessage (java.lang.String *value*)

Sets the value of the developerMessage property.

Parameters:

value	allowed object is java.lang.String

void setIdpLoginURL (java.lang.String *value*)

Sets the value of the idpLoginURL property.

Parameters:

value	allowed object is java.lang.String

void setProviders (Providers *value*)

Sets the value of the providers property.

Parameters:

value	allowed object is Providers

void setSamlRequest (java.lang.String *value*)

Sets the value of the samlRequest property.

Parameters:

value	allowed object is java.lang.String

WSObject Class Reference

Public Member Functions

- java.lang.String getCustomization ()
- long getId ()
- Link getLink ()
- void setCustomization (java.lang.String value)
- void setId (long value)
- void setLink (Link value)

Detailed Description

WSObject Schema

This schema is the base class of the result object types, such as schema-ss-Article.

XML Schema File

`model/v3/xsd/common.xsd`

Name	Description	Type	Included?
`id`	The ID of the object, if it has one.	long	Optional
`link`	If the attribute `rel=self` , this contains a REST URL that retrieves this item.	Link	Always

---

Member Function Documentation

java.lang.String getCustomization ()

Gets the value of the customization property.

Returns:

possible object is java.lang.String

long getId ()

Gets the value of the id property.

Returns:

possible object is Long

Link getLink ()

Gets the value of the link property.

Returns:

possible object is Link

void setCustomization (java.lang.String *value*)

Sets the value of the customization property.

Parameters:

value	allowed object is java.lang.String

void setId (long *value*)

Sets the value of the id property.

Parameters:

value	allowed object is Long

void setLink (Link *value*)

Sets the value of the link property.

Parameters:

value	allowed object is Link

WSResult Class Reference

Public Member Functions

- CallInfo getCallInfo ()
- Deployment getDeploymentInfo ()
- java.util.List< Link > getLink ()
- Paging getPagingInfo ()
- void setCallInfo (CallInfo value)
- void setDeploymentInfo (Deployment value)
- void setPagingInfo (Paging value)

Detailed Description

WSResult Schema

This schema is the base class of all result schemas.

XML Schema File

`model/v3/xsd/common.xsd`

Name	Description	Type
`link`	If the attribute `rel=self` , this contains a REST URL that recreates the current call.`rel=prev` or `rel=next` , the URL refers to the previous or next page of results.	Link
`callInfo`	Meta information about the call.	CallInfo
`pagingInfo`	Information about paging of results.	Paging
`deploymentInfo`	Information about Website Deployment.	Deployment

Member Function Documentation

CallInfo getCallInfo ()

Gets the value of the callInfo property.

Returns:

possible object is CallInfo

Deployment getDeploymentInfo ()

Gets the value of the deploymentInfo property.

Returns:

possible object is Deployment

java.util.List<Link> getLink ()

Gets the value of the link property.

This accessor method returns a reference to the live list, not a snapshot. Therefore any modification you make to the returned list will be present inside the JAXB object. This is why there is not a `set` method for the link property.

For example, to add a new item, do as follows:

```
getLink().add(newItem);
```

Objects of the following type(s) are allowed in the list Link

Paging getPagingInfo ()

Gets the value of the pagingInfo property.

Returns:

possible object is Paging

void setCallInfo (CallInfo *value*)

Sets the value of the callInfo property.

Parameters:

value	allowed object is CallInfo

void setDeploymentInfo (Deployment *value*)

Sets the value of the deploymentInfo property.

Parameters:

value	allowed object is Deployment

void setPagingInfo (Paging *value*)

Sets the value of the pagingInfo property.

Parameters:

value	allowed object is Paging

XMLExampleNoBodyRequestHeadersSection Class Reference

Detailed Description

Request headers

Name	Value
X-egain-session	Valid session ID
Accept	application/xml
Accept-Language	en-US

XsdDatatypeDefinitions Class Reference

Detailed Description

XSD Datatype Definition

Overview

This page lists the data types that are used in the xsds.

Datatype definitions

Name	Description
String	A string representation.
Long	This is a numeric representation with maximum value of 9223372036854775807 and minimum value of -9223372036854775808.
Int	This is a numeric representation with maximum value of 2147483647 and minimum value of -2147483648.
Boolean	This is a boolean representation, which can have either true or false as value.
DateTime	This is a date and time representation. Unless explicitly specified, UTC value is returned. The format is "YYYY-MM-DDThh:mm:ss.sssZ". Eg: 2002-05-30T09:00:00.000Z

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