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GUIDE

# Mitel OpenScape Contact Center V12

## OpenMedia Framework

OpenMedia Framework

Programming Guide
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Mitel

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# Contents

# 1. About the OpenMedia Framework

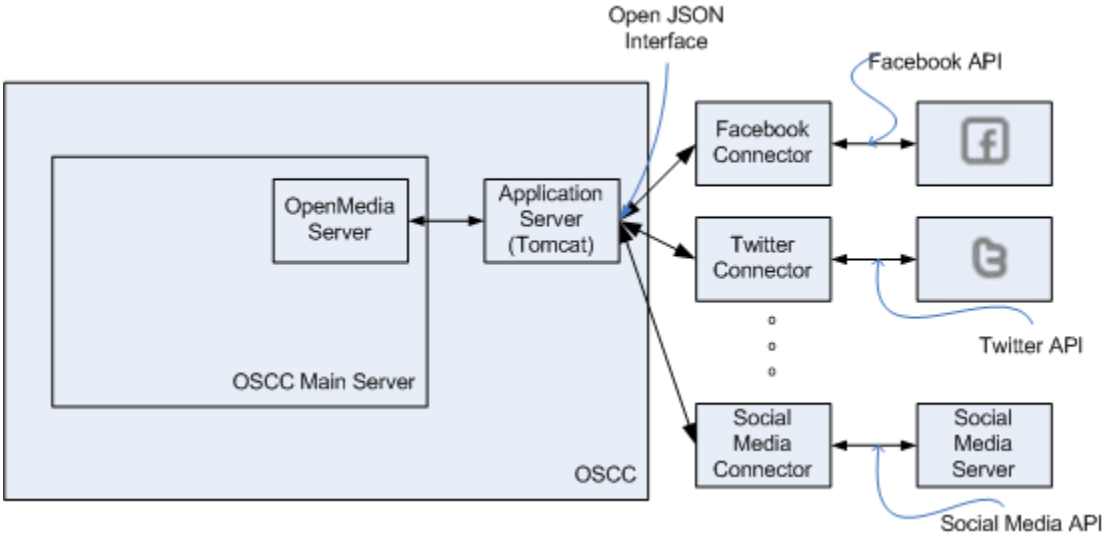
The OpenMedia Framework allows the creation of Connectors, which perform the integration of Corporate Systems and Social Media to the OpenScape Contact Center.

The framework consists of a REST interface, which allows receiving contacts in the OpenScape Contact Center, which will then route the contact to the most appropriate agent.

The framework consists of commands sent from the Corporate System or Social Medium to the OpenScape Contact Center and the other way round.

## OpenMedia Framework solution overview

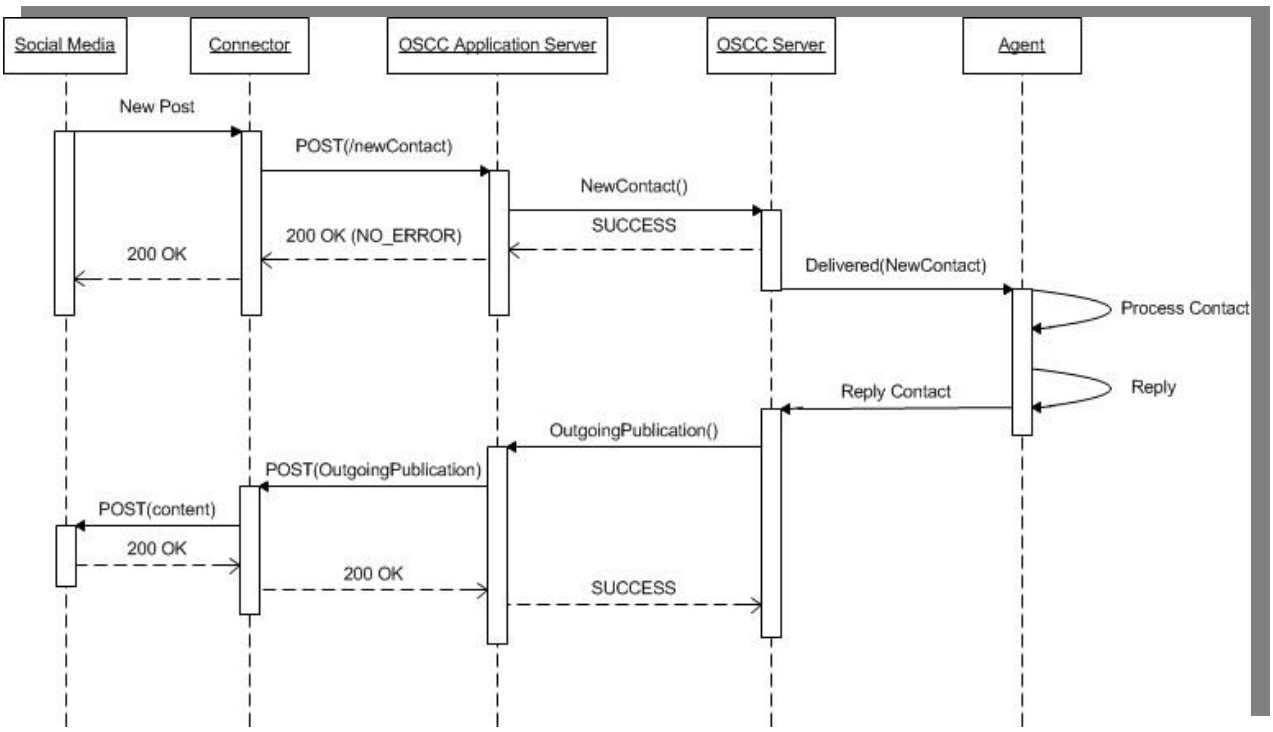
The figure below shows a high level overview of the OpenMedia solution.




## Simple OpenMedia flow example

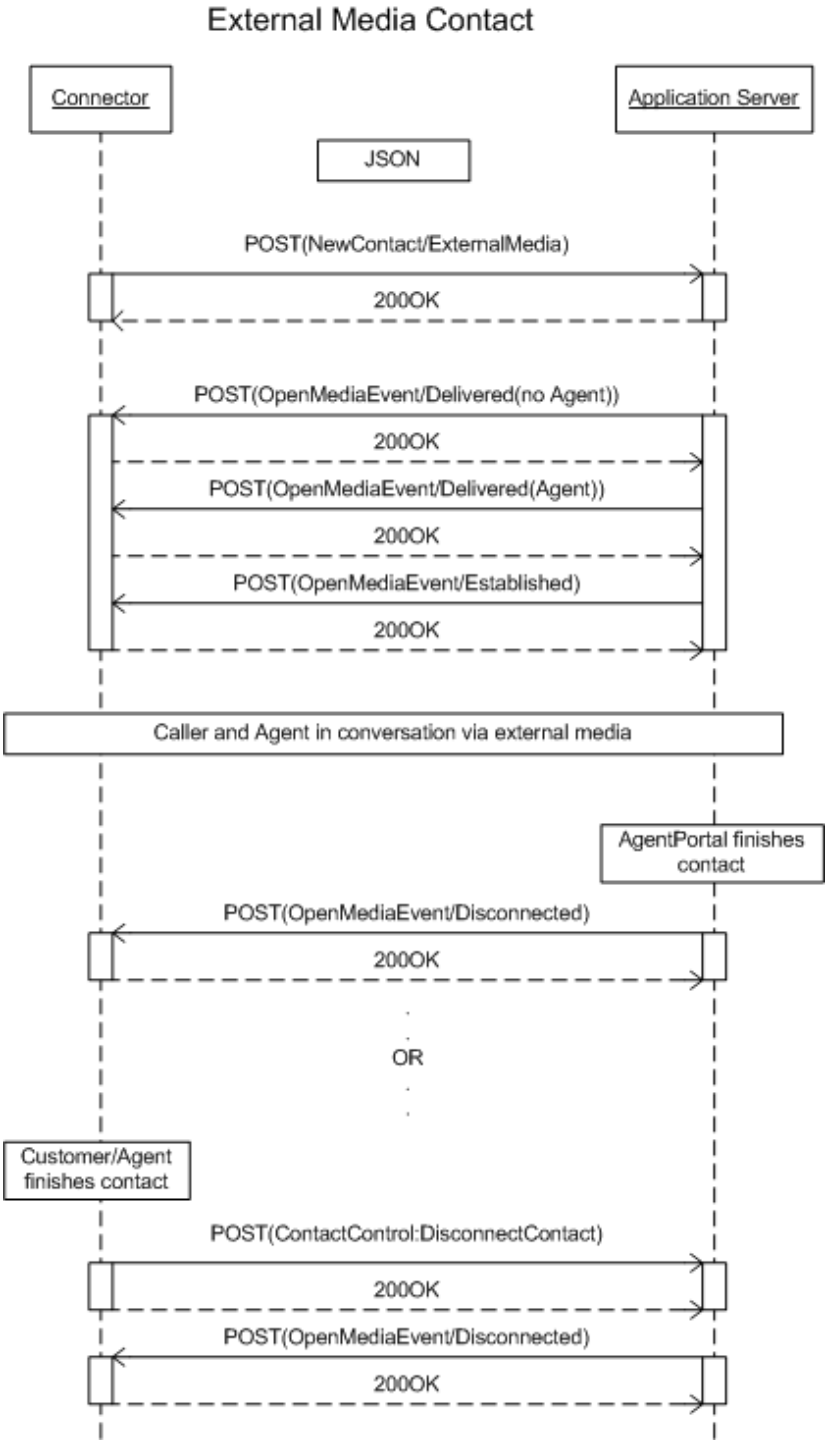
Below we can see a simple sequence flow that demonstrates how the entire system will integrate with each system processes.

Simple New Contact request from the Connector to OSCC system.


Social Media
Connector
OSCC Application Server
OSCC Server
Agent
New Post
POST(/newContact)
NewContact()
SUCCESS
200 OK (NO_ERROR)
200 OK
Delivered(NewContact)
Process Contact
Reply Contact
Reply
OutgoingPublication()
POST(OutgoingPublication)
POST(content)
200 OK
200 OK
SUCCESS

## Simple OpenMedia External Media flow example

When a new contact is received from a Connector via the OpenMedia interface, with the type ExternalMedia, the contact shall be handled by the OSCC. When the agent is selected, the Agent Portal will get the Contact Details. The external application which is negotiating the payload needs to get status messages from OSCC informing that the agent is selected, the agent started being alerted, the agent has answered to the contact, the agent has finished the contact. If Listen for Events is enabled, the events will be generated for any type of OpenMedia incoming contact.



# 2. OpenMedia Framework prerequisites

For OpenMedia to work there are some steps that must be performed before using the API.

- Knowledge on REST (Representational state transfer) web services.
- Licenses for OpenMedia connector stored on the server.
- Enable the OpenMedia feature from the Manager Application.
- Create a new **connector** using the Manager Application and generate the connector token.
- Install the **OpenScape Contact Center Application Server** (it can be collocated into OSCC server or into another machine).
- Logon an Agent to the connector by using Agent Portal to be able to handle the contacts.

**Note:** For more details about the configuration, see *OpenScape Contact Center Manager and Administration Guide*.

**Note:** For more details about installation, see *OpenScape Contact Center Installation Guide*.

# 3. OpenMedia commands

OpenMedia commands are requests sent from the **Connector** to the OpenScape Contact Center. The requests are listed below:

| Command Name | HTTP Command Type | REST URL and Description |
|---|---|---|
| Connector Registration | POST | **https://oscchostaddress/openmedia/webapi/main/registerConnector** |
| | | Command used to send the request to register the connector on OpenScape Contact Center. |
| New Contact | POST | **https://oscchostaddress/openmedia/webapi/main/newContact** |
| | | Command used to create new contacts to OpenScape Contact Center. |
| Keep Alive | POST | **https://oscchostaddress/openmedia/webapi/main/keepalive** |
| | | Command used to keep the session between the Connector and the OpenScape Contact Center alive. |

## Connector Registration

Object used to register the Connector to OpenMedia Server.

The Connector Registration process will enable the connectivity to OpenMedia service. Also will return the authorization **session token** to be used on the other REST requests to OSCC.

| Connector Registration Request Object | | |
|---|---|---|
| **Attribute name** | **Attribute type** | **Description** |
| **type** | String | Indicates the type of the request. The string value supported by the OpenScape Contact Center is: "**Registration**". |
| **webhookURL** | String | The webhookURL is used to send requests from the OpenScape Contact Center to the Connector. |
| **openMedia** | Object | **OpenMedia** object is contains the credentials which are configured in the OpenScape Contact Center.<br>**Note:** The configuration must be aligned on what is configured on the OpenScape Contact Center server. See the configuration on Manager application.<br>See the **openMedia** object definition below. |

| OpenMedia Object | | |
|---|---|---|
| **Attribute name** | **Attribute type** | **Description** |
| **openMediaTitle** | String | Consists of the name of the connector and must match the name configured in Manager.<br>**Note:** Containing up to 50 characters. |
| **token** | String | Generated at the Manager and must be copied to this attribute.<br>**Note:** Containing up to 50 characters. |

*Connector Registration Request JSON body example:*

This is a full example of the connectorRegistration object that can be sent to OpenScape Contact Center.

```
{
     "type": "Registration",
```

```
     "webhookURL": "https://connectorhostaddress/connectorpath",
     "openMedia": {
          "openMediaTitle": "facebook",
          "token": "HWJVUAzTlBGx3vBmnwUVUMAMZHkGWX"

    }
}
```

## Connector Registration Response

The response after the registration request. The response is a JSON object returned **synchronously** by OSCC with the following data:

| Connector Registration Response Object | | |
|---|---|---|
| **Attribute name** | **Attribute type** | **Description** |
| **type** | String | Indicates the type of the response. The string value returned by the OpenScape Contact Center is: "**Registration**". |
| **errorCode** | Integer | Indicates the returned error code number.<br>See error code enum definition below. |
| **errorText** | String | Indicates the returned error code text.<br>See error code enum definition below. |
| **sessionToken** | String | **Session token** for a registration request. The connector must use this session token for other commands.<br>**Important:** all the commands sent to OpenScape Contact Center must have this session token on the **HTTP header** as **Authorization**.<br>The HTTP Header must have for example:<br>Content-Type = application/json<br>Authorization = "session token returned by OpenScape Contact Center" |
| **userCredentials** | Object | Contains the credentials which allow the Connector to authenticate against the Corporate System / Social Media.<br>See the **userCredentials** object definition below. |

| UserCredentials Object | | |
|---|---|---|
| **Attribute name** | **Attribute type** | **Description** |
| **userName** | String | User name part of the credentials. |
| **password** | String | Password part of the credentials. |

*Connector Registration Response JSON body example:*

```
{
     "type": "Registration",
     "errorCode": 0,
     "errorText": "NO_ERROR",
     "sessionToken":
"a5e272bcfa964c6dea958b583da4e721703bb2a74bff8533a5818ccaedd71669",
     "userCredentials": {
          "userName": "user name for social media",
          "password": "string"
     }
}
```

## New Contact

Object used to create a new contact to OpenScape Contact Center.

**Important:** For New Contact requests, the HTTP must have the following **headers**:

- Content-Type = application/json
- Authorization = “session token returned by OSCC”

| New Contact Object | | |
|---|---|---|
| **Attribute name** | **Attribute type** | **Description** |
| **type** | String | Indicates the type of publication. The string values supported by the OpenScape Contact Center are: “**Post**”, “**DirectMessage**”, “**Article**”, “**Ticket**”, “**ExternalMedia**”. |
| **dateTime** | String | Indicates the date and time of the creation of the published post/message.<br>**Note:** Use UTC Date/Time format to create the dateTime string before sending to OpenScape Contact Center. This field is shown at the Agent Portal. JavaScript example: Date().toUTCString(); |
| **source** | Object | Contains the information about the person or organization that posted the message to the corporate system or the social media.<br>See the **source** object definition below. |
| **publishedObject** | Object | Contains all the information about the content posted to the corporate system or to the social media.<br>See the **publishedObject** definition below. |
| **destination** | Object | Defines the place on which the message was published. One example is a page on which the source has published the message.<br>See the **destination** object definition below. |
| **isRealTimeHandling** | Boolean | This flag defines if the message has a real-time contact characteristic or not.<br>**Note:** This flag changes the way on how the Agent user will handle the contact. If the value is true, the handling will be like a chat contact, that means it will be a continuous conversation session and the contact will remain active until one of the sides decides to finish it, if the value is false, the contact will be finished when the Agent replies to the message. |

| Source Object | | |
|---|---|---|
| **Attribute name** | **Attribute type** | **Description** |
| **id** | String | Identifies of the source (From) of the contact.<br>**Note:** This field can be used for routing at the Manager, through Design Center in Source/Destination component. Also is used to match the source for the 360º identification of the customer. Containing up to 256 characters. |
| **type** | String | Defines if the source is a Person or Organization. The string values supported by the OpenScape Contact Center are “**Person**”, “**Organization**”. |
| **name** | String | Defines the name of the source that means the name of the person or organization.<br>**Note:** The name is shown at the Agent Portal. Containing up to 256 characters. |

| | | |
|---|---|---|
| **location** | String | (Optional). Contains information about the location of the source who sent the message.<br>**Note:** Containing up to 256 characters. |
| **language** | String | (Optional). Contains the language used by the source. Example: “en”.<br>**Note:** Containing up to 256 characters. |
| **additionalInfos** | Array of Objects | (Optional) List of **additionalInfos** objects that contain a k**ey/value** pair that can be used by the connector.<br>**Note:** the key/values are not used by OpenScape Contact Center, but will be returned to the connector when a reply is created for the message. The connector can use the values for its own purposes. The objects in the list must have the attributes “key” and “value”.<br>See the **additionalInfos** object definition below. |

| **PublishedObject Object** | | |
|---|---|---|
| **Attribute name** | **Attribute type** | **Description** |
| **id** | String | Contains the published message on the corporate system or social media.<br>**Note:** Containing up to 256 characters. |
| **fatherId** | String | Identifies the parent of the post or comment on the media. Example: On Facebook, one post in the timeline can have comments. The father ID is the Original post identification and the “id” is the comment identification.<br>**Note:** This object is very important for the stream and the realtime contact handling. Containing up to 256 characters. |
| **inReplyTo** | Object | Contains the identification value if it is a reply to another post or comment.<br>See the **inReplyTo** object definition below. |
| **title** | String | Contains the title of the comment/post. This data is shown on the Contact Detail view for the Agent.<br>**Note:** Containing up to 256 characters. |
| **content** | String | Contains the text content of the post/comment sent by the source.<br>**Note:** Containing up to 5000 characters. |
| **contactData** | Array of Objects | List of c**ontactData** key/value pairs which may carry customized data about the contact.<br>**Note:** This list can be used by OpenScape Contact Center to define routing strategies according to the input key/values. This field is also shown at the Agent Portal.<br>See the **contactData** object definition below. |
| **attachments** | Array of Objects | List of **attachment** objects that contain information about files attached to the message on the corporate system/social media.<br>**Note:** The Agent Portal will show only if there’s any attachment.<br>See the **attachments** object definition below. |
| **tagList** | Array of Objects | List of **tag** objects that contain tag data depending on the social media. Tags are keywords used by social media to classify a post or mark some subject.<br>See the **tag** object definition below. |

| **Destination Object** | | |
|---|---|---|
| **Attribute name** | **Attribute type** | **Description** |
| **id** | String | Identifies the destination (To) of the contact.<br>**Note:** This field can be used for routing at the Manager, through Design Center in Source/Destination component. Containing up to |

| | | |
|---|---|---|
| | | 256 characters. |
| **type** | String | Defines if the destination is a User or Page. The string values supported by the OpenScape Contact Center are “**User**”, “**Page**”. |
| **name** | String | Define the name of the destination. The name of the user or page.<br>**Note:** The name is shown at the Agent Portal. Containing up to 256 characters. |
| **URL** | String | (Optional). Contain information about the URL of the destination where the message were sent. |
| **additionalInfos** | Array of Objects | (Optional) List of **additionalInfos** objects that contain a **key/value** pair that can be used by the connector.<br>**Note:** the key/values are not used by OpenScape Contact Center, but will be returned to the connector when a reply is created for the message. The connector can use the values for its own purposes.<br>The objects in the list must have the attributes “key” and “value”.<br>See the **additionalInfos** object definition below. |

| **AdditionalInfos Object** | | |
|---|---|---|
| **Attribute name** | **Attribute type** | **Description** |
| **key** | String | Key for connector purposes. |
| **value** | String | Value for connector purposes. |

| **InReplyTo Object** | | |
|---|---|---|
| **Attribute name** | **Attribute type** | **Description** |
| **id** | String | Identification of the reply from a comment.<br>**Note:** Containing up to 256 characters. |

| **ContactData Object** | | |
|---|---|---|
| **Attribute name** | **Attribute type** | **Description** |
| **key** | String | Key for the contact data. |
| **value** | String | Value for the contact data. |

| **Attachment Object** | | |
|---|---|---|
| **Attribute name** | **Attribute type** | **Description** |
| **type** | String | Indicates the media type of the file. The string values supported by the OpenScape Contact Center are: “**Image**”, “**Video**”, “**Audio**”, “**Document**”. |
| **content** | String | (Optional) Description of the attachment. |
| **url** | String | URL of the file. Example: http://www.example.com/cat.jpeg<br>**Note:** The URL will be used by the OpenScape Contact Center to download the file during a contact handling. |

| **Tag Object** | | |
|---|---|---|
| **Attribute name** | **Attribute type** | **Description** |
| **tag** | String | Example: “#hashtag”. |

### *New Contact JSON body Example:*

Here there is a full example of the NewContact object to send to OpenScape Contact Center.

```
{
     "type": "Post",
     "dateTime": "2016-09-10T15:04:55Z",
     "source": {
          "id": "source id",
          "type": "Person",
          "name": "name surname",
          "location": "Town, Country",
          "language": "en",
          "additionalInfo": [
               {
                    "key": "info1",
                    "value": "value1"
               },
               {
                    "key": "info2",
                    "value": "value2"
               }
          ]
     },
     "publishedObject" : {
          "id": "Object id",
          "fatherId": "Object id",
          "inReplyTo": {
               "id": "Id of post for which this object is a reply or a
comment."
          },
          "title": "Title of the document",
          "content": "This field contains the content of the post",
          "contactData": [
               {
                    "key": "key1",
                    "value": "value1"
               },
               {
                    "key": "key2",
                    "value": "value2"
               }
          ],
          "attachments": [
               {
                    "type": "Image",
                    "content": "Description of the attachment",
                    "url": "http://www.example.com/cat.jpeg"
               }
          ],
          "tagList": [
               {
                    "tag": "#hashtag"
               },
               {
                    "tag": "@mention"
               }
          ]
     },
     "destination" : {
          "id": "Page id",
          "type": "Page",
          "name": "Page Name",
          "URL": "Page address",
```

```
            "additionalInfo": [
                  {
                        "key": "info1",
                        "value": "value1"
                  },
                  {
                        "key": "info2",
                        "value": "value2"
                  }
            ]
      },
      "isRealTimeHandling": false
}
```

## New Contact Response

Response to newContact. The response is a JSON object returned **synchronously** by OpenScape Contact Center with the following data:

| New Contact Response Object | | |
|---|---|---|
| **Attribute name** | **Attribute type** | **Description** |
| **type** | String | Indicates the type of the response. The string values supported by the OpenScape Contact Center are: "**Post**", "**DirectMessage**", "**Article**", "**Ticket**", "**ExternalMedia**". |
| **errorCode** | Integer | Indicates the returned error code number.<br>See error code enum definition below. |
| **errorText** | String | Indicates the returned error code text.<br>See error code enum definition below. |

*New Contact Response JSON body example:*

```
{
      "type": "Post",
      "errorCode": 0,
      "errorText": "NO_ERROR"
}
```

## Keep Alive

The HTTP REST command is used to keep the connection between the Connector and the OpenScape Contact Center alive.

**Important:** In the Keep Alive request the HTTP request must be sent with the following headers:

- Content-Type = application/json
- Authorization = "session token returned by OSCC"

**Note:** send an empty JSON object.

*Keep Alive JSON body example:*

```
{}
```

## Keep Alive Response

Response after every request. The response is a JSON object returned **synchronously** by OpenScape Contact Center with the following data:

| Keep Alive Response Object | | |
|---|---|---|
| **Attribute name** | **Attribute type** | **Description** |
| **type** | String | Indicates the type of the response. The string value supported by the OpenScape Contact Center is: "**keepAlive**". |
| **errorCode** | Integer | Indicates the returned error code number.<br>See error code enum definition below. |
| **errorText** | String | Indicates the returned error code text.<br>See error code enum definition below. |

*Keep Alive Response JSON body example:*

```
{
      "type": "keepAlive",
      "errorCode": 0,
      "errorText": "NO_ERROR"
}
```

## Listen For Events

If Listen for Events is enabled, the events will be generated for any type of OpenMedia incoming contact.

| Listen For Events Request Object | | |
|---|---|---|
| **Attribute name** | **Attribute type** | **Description** |
| **enabledListenForEvent** | Boolean | Indicates the state function "ListenForEvent" |

### *Listen For Events Object Request JSON body example:*

*This is a full example of the connectorRegistration object that can be sent to OpenScape Contact Center.*

```
{
    "enabledListenForEvent": true
}
```

## Listen For Events Response

Response after every request. The response is a JSON object returned **synchronously** by OpenScape Contact Center with the following data

| Listen For Events Response Object | | |
|---|---|---|
| **Attribute name** | **Attribute type** | **Description** |
| **errorCode** | Integer | Indicates the returned error code number.<br>See error code enum definition below. |

| | | |
|---|---|---|
| **errorText** | String | Indicates the returned error code text.<br>See error code enum definition below. |

*Connector Registration Response JSON body example:*

```
{
     "errorCode": 0,
     "errorText": "NO_ERROR"
}
```

# 4. OpenMedia Requests from OpenScape Contact Center to Connector

Objects sent by OpenScape Contact Center to the Connector on the “Web Hook URL” sent by the Connector during the registration.

| Object Name | REST URL example / Description |
|---|---|
| Outgoing Publication | **webhookURL** sent to OpenScape Contact Center during registration. |
| | Defines a **Reply** or an **Outgoing publication** sent by the OpenScape Contact Center to be posted on the external media by the Connector. |
| Stream Request | **webhookURL** sent to OpenScape Contact Center during registration. |
| | Request from OpenScape Contact Center to get the **stream** or the **history** of the contact handled by an Agent. |

## Outgoing Publication

Object used to publish (from the OpenScape Contact Center) the object to the destination (Connector).

| Outgoing Publication Object | | |
|---|---|---|
| **Attribute name** | **Attribute type** | **Description** |
| **type** | String | Indicates the type of publication. The string values supported by the OpenScape Contact Center are: “**Post**”, “**DirectMessage**”, “**Article**”, “**Ticket**”, “**ExternalMedia**”.<br>**Note:** the type is defined by the New Contact sent by the connector. |
| **source** | Object | Contains the information about the person or organization that is posting the message to the corporate system or social media.<br>See the **source** object definition below. |
| **objectToBePublished** | Object | **C**ontains all the information about the content to be posted to the social media or other media.<br>See the **objectToBePublished** object definition below. |
| **destination** | Object | Defines the place on which the message shall be published. One example is a page on which the message shall be published.<br>See the **destination** object definition below. |

| Source Object | | |
|---|---|---|
| **Attribute name** | **Attribute type** | **Description** |
| **id** | String | Identifies of the source (From) of the contact. |
| **type** | String | Defines if the source is a Person or Organization. The string values supported by the OpenScape Contact Center are “**Person**”, “**Organization**”. |
| **name** | String | Defines the name of the source that means the name of the person or organization.<br>**Note:** The name is shown at the Agent Portal. Containing up to 256 characters. |
| **location** | String | (Optional). Contains information about the location of the source who sent the message.<br>**Note:** Containing up to 256 characters. |
| **language** | String | (Optional). Contains the language used by the source. Example: |

| | | |
|---|---|---|
| | | "en".<br>**Note:** Containing up to 256 characters. |
| **additionalInfos** | Array of Objects | (Optional) List of **additionalInfos** objects that contain a k**ey/value** pair that can be used by the connector.<br>**Note:** the key/values are not used by OpenScape Contact Center, but will be returned to the connector when a reply is created for the message. The connector can use the values for its own purposes. The objects in the list must have the attributes "key" and "value".<br>See the **additionalInfos** object definition below. |

| **ObjectToBePublished Object** | | |
|---|---|---|
| **Attribute name** | **Attribute type** | **Description** |
| **id** | String | Identifies the post or comment on the media. |
| **inReplyTo** | Object | Contains the identification of the message for which this outgoing message is a replay.<br>See the **inReplyTo** object definition below. |
| **title** | String | Contains the title of the post/message. |
| **content** | String | Contain the text content of the post/message sent by OpenScape Contact Center. |
| **attachments** | Array of Objects | Contains information about files attached to the post/message.<br>See the **attachments** object definition below. |

| **Destination Object** | | |
|---|---|---|
| **Attribute name** | **Attribute type** | **Description** |
| **id** | String | Identifies the destination (To) of the contact.<br>**Note:** This field can be used for routing at the Manager, through Design Center in Source/Destination component. Containing up to 256 characters. |
| **type** | String | Defines if the destination is a User or Page. The string values supported by the OpenScape Contact Center are "**User**", "**Page**". |
| **name** | String | Define the name of the destination. The name of the user or page.<br>**Note:** The name is shown at the Agent Portal. Containing up to 256 characters. |
| **URL** | String | (Optional). Contain information about the URL of the destination where the message were sent. |
| **additionalInfos** | Array of Objects | (Optional) List of **additionalInfos** objects that contain a **key/value** pair that can be used by the connector.<br>**Note:** the key/values are not used by OpenScape Contact Center, but will be returned to the connector when a reply is created for the message. The connector can use the values for its own purposes. The objects in the list must have the attributes "key" and "value".<br>See the **additionalInfos** object definition below. |
| **InReplyTo Object** | | |
| **Attribute name** | **Attribute type** | **Description** |
| **id** | String | Identifies the reply from a comment. |

| **Attachment Object** | | |
|---|---|---|
| **Attribute name** | **Attribute type** | **Description** |
| **type** | String | Indicates the media type of the file. The string values supported by the OpenScape Contact Center are: "**Image**", "**Video**", "**Audio**", "**Document**". |
| **content** | String | (Optional) Contains the description of the attachment. |

| | | |
|---|---|---|
| **url** | String | **Note:** attachment from OpenScape Contact Center not supported. |

*Outgoing Publication JSON body example:*

Here there is a full example of the outgoingPublication object to send to the OpenScape Contact Center.

```
{
     "type": "Post",
     "dateTime": "2016-09-10T15:04:55Z",
     "source": {
          "id": "source id",
          "type": "Person",
          "name": "name surname",
          "location": "Town, Country",
          "language": "en",
          "additionalInfo": []
     },
     "objectToBePublished" : {
          "id": "Object id",
          "inReplyTo": {

               "id": "Id of post for which this object is a reply or a
comment."
          },
          "title": "Title of the document",
          "content": "This field contains the content of the publication",
          "attachments": []
     },
     "destination" : {
          "id": "Page id",
          "type": "Page",
          "name": "Page Name",
          "URL": "Page address",
          "additionalInfo": [
               {
                    "key": "info1",
                    "value": "value1"
               }
          ]
     }
}
```

## Outgoing Publication Response

Response after Outgoing Publication is received by the connector. The response is a JSON object returned **synchronously** by the Connector to the OpenScape Contact Center with the following data:

| Outgoing Publication Response Object | | |
|---|---|---|
| **Attribute name** | **Attribute type** | **Description** |
| **type** | String | Indicates the type of the response. The string values supported by the OpenScape Contact Center are: "**Post**", "**DirectMessage**", "**Article**", "**Ticket**". |
| **errorCode** | Integer | Indicates the returned error code number.<br>See error code enum definition below. |
| **errorText** | String | Indicates the returned error code text.<br>See error code enum definition below. |

*Outgoing Publication Response JSON body example:*

Here there is a full example of the Outgoing Publication Response object to be sent to the OpenScape Contact Center.

```
{
     "type": "Post",
     "errorCode": 0,
     "errorText": "NO_ERROR"
}
```

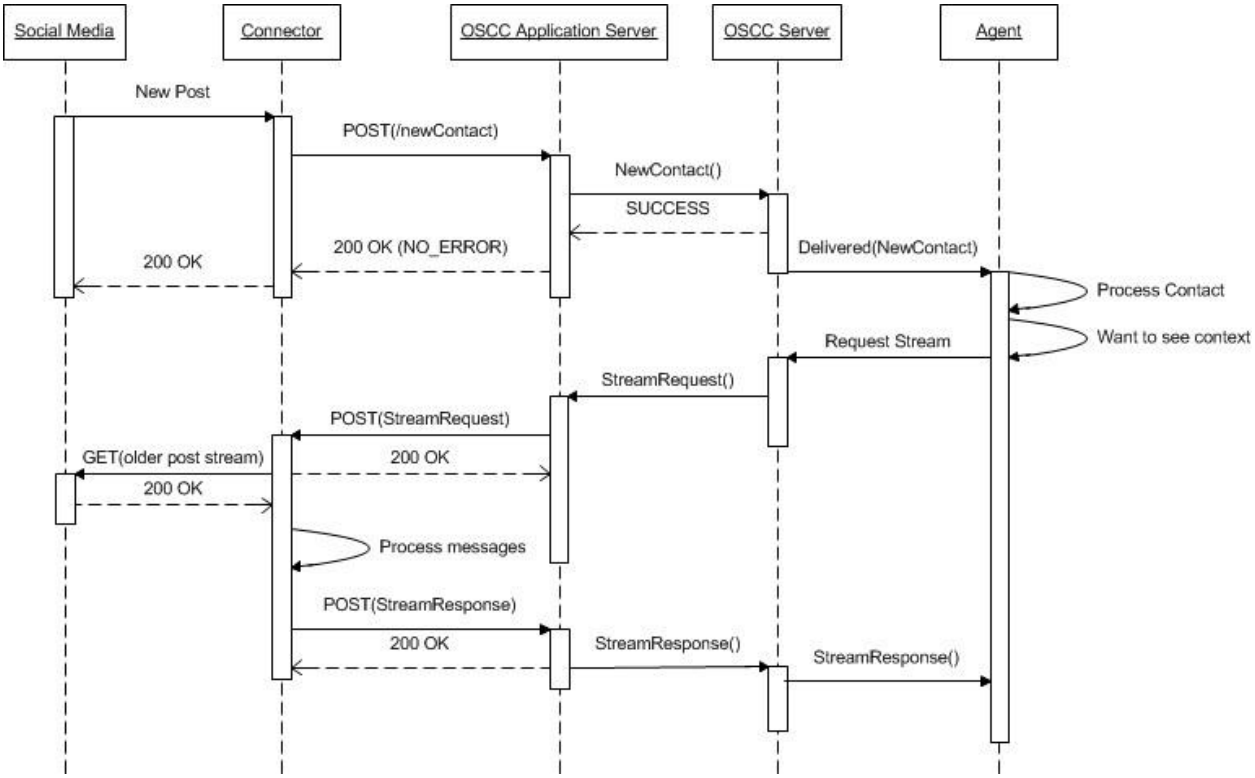
## Stream Request

The Stream Request is used to request from the corporate system or from the social media for the messages which are part of the stream.

A useful use case for this request from OpenScape Contact Center is when an Agent receives a contact and needs to know the context in which the message was posted. Then the agent is able to request the stream of which the contact is part.

Basically OpenScape Contact Center will send a POST request with StreamRequest object and the connector will process the request. If there are older messages the connector will send a POST back with StreamResponse object fulfilled.

See the example sequence below:



**Important:** After receiving this request, the connector must handle it asynchronously. The Stream Response object needs to be sent to URL:

https://oscchostaddress/openmedia/webapi/main/streamResponse

| Stream Request Object | | |
|---|---|---|
| **Attribute name** | **Attribute type** | **Description** |
| **type** | String | Indicates the type of the request. The string value supported by the OpenScape Contact Center is: "**Stream**". |
| **destinationId** | String | Identifies the destination (To) of the contact. |
| **id** | String | Identifies the post or message on the corporate system or social media. |
| **numberOfMessages** | String | Contains the number of messages the object shall retrieve. |

*Stream Request JSON body example:*

Here there is a full example of the streamRequest object to send to OpenScape Contact Center.

```
{
     "type": "Stream",
     "destinationId": "Page id",
     "id": "205056409590639",
     "numberOfMessages": "10"
}
```

## Stream Response

Object to be sent to OpenScape Contact Center with the stream response definition. The HTTP request must be a POST to URL: https://oscchostaddress/openmedia/webapi/main/streamResponse

Response after stream request. The response is a JSON object with the following data:

| Stream Response Object | | |
|---|---|---|
| **Attribute name** | **Attribute type** | **Description** |
| **type** | String | Indicates the type of the response. The string value supported by the OpenScape Contact Center is: "**Stream**". |
| **errorCode** | Integer | Indicates the returned error code number.<br>See error code enum definition below. |
| **errorText** | String | Indicates the returned error code text.<br>See error code enum definition below. |
| **id** | String | Identifies the source (From) of the contact. |
| **page** | Integer | Indicates how many pages the stream will retrieve. |
| **lastPage** | String | Indicates if the page requested is the last page. |
| **itemsinpage** | Integer | Indicates how many replies/comments are in the page. |
| **totalItems** | Integer | Contains the number of replies/comments that will be retrieved in total. |
| **orderedItems** | Array of Objects | Contains all items retrieved.<br>See the **orderedItem** object definition below. |

| OrderedItem Object | | |
|---|---|---|
| **Attribute name** | **Attribute type** | **Description** |
| **id** | String | Identifies the post or comment on the media. |

| | | |
|---|---|---|
| **fatherId** | String | Identifies the parent of the post or comment on the media. Example: On Facebook, one post in the timeline can have comments. The father ID is the Original post identification and the "id" is the comment identification.<br>**Note:** This object is very important for the stream and the realtime contact handling. |
| **inReplyTo** | Object | Contains identification value if it is a reply to another post or comment.<br>See the **inReplyTo** object definition below. |
| **type** | String | Indicates the type of the response. The string values supported by the OpenScape Contact Center are: "**Post**", "**DirectMessage**". |
| **dateTime** | String | Indicates the date and time creation of the published post/message.<br>**Note:** Use UTC Date/Time format to create the dateTime string before send to OpenScape Contact Center. JavaScript example: Date().toUTCString(); |
| **source** | Object | Contains the information about the person or organization that sends the message to the media.<br>See the **source** object definition below. |
| **content** | String | Contains the text content of the post/comment sent by the source. |

| **InReplyTo Object** | | |
|---|---|---|
| **Attribute name** | **Attribute type** | **Description** |
| **id** | String | Identifies the reply from a comment. |

| **Source Object** | | |
|---|---|---|
| **Attribute name** | **Attribute type** | **Description** |
| **type** | String | Defines whether the source is a Person or Organization. The string values supported by the OpenScape Contact Center are "**Person**", "**Organization**". |
| **name** | String | Defines the name of the source. The name of the person or organization.<br>**Note:** The name is shown at the Agent Portal. |

| **AdditionalInfo Object** | | |
|---|---|---|
| **Attribute name** | **Attribute type** | **Description** |
| **key** | String | Key for connector purposes. |
| **value** | String | Value for connector purposes. |

*Stream Response JSON body example:*


```
{
  "type": "Stream",
  "errorCode": 0,
  "errorText": "NO_ERROR",
  "id": "205056409590639_124328589355467",
  "page": 1,
  "lastPage": "true",
```

```
"itemsinpage": 3,
"totalItems": 3,
"orderedItems": [
  {
    "id": "205056409590639_537658564310000",
    "fatherId": "205056409590639_124328589355467",
    "inReplyTo": {
      "id": "205056409590639_124328589355467"
    },
    "type": "Post",
    "dateTime": "2016-09-10T13:15:00Z",
    "source": {
      "type": "Person",
      "name": "John Doe"
    },
    "content": "Please provide more detail about your problem."
  },
  {
    "id": "205056409590639_124328589310001",
    "fatherId": "205056409590639_124328589355467",
    "inReplyTo": {
      "id": "205056409590639_124328589355467"
    },
    "type": "Post",
    "dateTime": "2016-09-10T13:04:55Z",
    "source": {
      "type": "Person",
      "name": "Martin Smith"
    },
    "content": "This was the 1st comment to the complaint."
  },
  {
    "id": "205056409590639_740548589310002",
    "fatherId": "205056409590639_124328589355467",
```

```
      "inReplyTo": {
        "id": "205056409590639_124328589355467"
      },
      "type": "Post",
      "dateTime": "2016-09-10T12:04:55Z",
      "source": {
        "type": "Person",
        "name": "Brian Jameson"
      },
      "content": "This is the original complaint."
    }
  ]
}
```

# 5. OpenMedia Events

Objects sent from OpenScape Contact Center to the Connector on the “Web Hook URL” sent by the Connector after function listenForEvents is enable.

| Object Name | Description |
|---|---|
| DeliveredOpenMediaEvent | The DeliveredEvent object is sent when a contact is delivered to a monitored device in the system. |
| EstablishedEvent | The EstablishedEvent object is sent whenever a contact that is in the system is connected with a user. |
| HeldOpenMediaEvent | The HeldEvent object is sent whenever a contact that is in the system is placed on hold. |
| RetrievedOpenMediaEvent | The RetrievedEvent object is sent whenever a contact that has been placed on hold is retrieved from hold. |
| TransferredOpenMediaEvent | The TransferredEvent is sent whenever a contact is transferred from one device (for example, a user) to another device. |
| DisconnectedEvent | The DisconnectedEvent object is sent whenever a party that is on a contact in the system disconnects (hangs-up). |
| DivertedOpenMediaEvent | |

## DeliveredOpenMediaEvent

| DeliveredOpenMediaEvent Object | | |
|---|---|---|
| **Attribute name** | **Attribute type** | **Description** |
| **type** | String | Indicates the type of Event. To all Independent Media Events the type is **OpenMediaEvent** |
| **openMediaEventType** | String | Indicate type of Event. **DeliveredOpenMediaEvent** |
| **dateTime** | String | Indicates the date and time of the creation of the published post/message.<br>**Note:** Use UTC Date/Time format to create the dateTime string before sending to OpenScape Contact Center. This field is shown at the Agent Portal. JavaScript example: Date().toUTCString(); |
| **contactID** | String | Identify the contact who will be routed by OSCC. This is unique in all events to same user. |
| **agentID** | String | Identify the agent who receive the request. |
| **source** | Object | Contains the information about the person or organization that is posting the message to the corporate system or social media.<br>See the **source** object definition below. |
| **publishedObject** | Object | **C**ontains all the information about the content to be posted to the social media or other media.<br>See the **objectToBePublished** object definition below. |
| **destination** | Object | Defines the place on which the message shall be published. One example is a page on which the message shall be published.<br>See the **destination** object definition below. |

| Source Object | | |
|---|---|---|
| **Attribute name** | **Attribute type** | **Description** |
| **id** | String | Identifies of the source (From) of the contact. |

| | | |
|---|---|---|
| **type** | String | Defines if the source is a Person or Organization. The string values supported by the OpenScape Contact Center are "**Person**", "**Organization**". |
| **name** | String | Defines the name of the source that means the name of the person or organization.<br>**Note:** The name is shown at the Agent Portal. Containing up to 256 characters. |
| **location** | String | (Optional). Contains information about the location of the source who sent the message.<br>**Note:** Containing up to 256 characters. |
| **language** | String | (Optional). Contains the language used by the source. Example: "en".<br>**Note:** Containing up to 256 characters. |
| **additionalInfos** | Array of Strings | (Optional) List of **additionalInfos** objects that contain a k**ey/value** pair that can be used by the connector. |

| **PublishedObject Object** | | |
|---|---|---|
| **Attribute name** | **Attribute type** | **Description** |
| **id** | String | Contains the published message on the corporate system or social media.<br>**Note:** Containing up to 256 characters. |
| **fatherId** | String | Identifies the parent of the post or comment on the media. Example: On Facebook, one post in the timeline can have comments. The father ID is the Original post identification and the "id" is the comment identification.<br>**Note:** This object is very important for the stream and the realtime contact handling. Containing up to 256 characters. |
| **inReplyTo** | Object | Contains the identification value if it is a reply to another post or comment.<br>See the **inReplyTo** object definition below. |
| **title** | String | Contains the title of the comment/post. This data is shown on the Contact Detail view for the Agent.<br>**Note:** Containing up to 256 characters. |
| **content** | String | Contains the text content of the post/comment sent by the source.<br>**Note:** Containing up to 5000 characters. |
| **contactData** | Array of Objects | List of c**ontactData** key/value pairs which may carry customized data about the contact.<br>**Note:** This list can be used by OpenScape Contact Center to define routing strategies according to the input key/values. This field is also shown at the Agent Portal.<br>See the **contactData** object definition below. |
| **attachments** | Array of Objects | List of **attachment** objects that contain information about files attached to the message on the corporate system/social media.<br>**Note:** The Agent Portal will show only if there's any attachment.<br>See the **attachments** object definition below. |
| **tagList** | Array of Objects | List of **tag** objects that contain tag data depending on the social media. Tags are keywords used by social media to classify a post or mark some subject.<br>See the **tag** object definition below. |

| Destination Object | | |
|---|---|---|
| **Attribute name** | **Attribute type** | **Description** |
| **id** | String | Identifies the destination (To) of the contact.<br>**Note:** This field can be used for routing at the Manager, through Design Center in Source/Destination component. Containing up to 256 characters. |
| **type** | String | Defines if the destination is a User or Page. The string values supported by the OpenScape Contact Center are "**User**", "**Page**". |
| **name** | String | Define the name of the destination. The name of the user or page.<br>**Note:** The name is shown at the Agent Portal. Containing up to 256 characters. |
| **URL** | String | (Optional). Contain information about the URL of the destination where the message were sent. |
| **additionalInfos** | Array of String | (Optional) List of **additionalInfos** objects that contain a **key/value** pair that can be used by the connector. |

*DeliveredOpenMediaEvent JSON body example:*


```
{
  "type":"OpenMediaEvent",
  "openMediaEventType":"DeliveredOpenMediaEvent",
  "dateTime":"2018-02-20 15:08:40.994",
  "contactID":"O553A8C5A0300",
  "agentID":"100",
  "source":{
    "id":"703545976517482_703546043184142",
    "type":"Organization",
    "name":"John Smith",
    "location":"Brasilia, Brasil",
    "language":"pt",
    "additionalInfo":[
    ]
  },
  "publishedObject":{
    "id":"703545976517482_703546026517477",
    "fatherId":"205056409590639_124328589355467",
    "inReplyTo":null,
    "title":"Sales Testing",
```

```
    "content":"",
    "contactData":null,
    "attachments":null,
    "tagList":null
  },
  "destination":{
    "id":"Node",
    "type":null,
    "name":"",
    "url":"",
    "additionalInfo":[
    ]
  }
}
```


## EstablishedEvent

| EstablishedEvent Object | | |
|---|---|---|
| **Attribute name** | **Attribute type** | **Description** |
| **type** | String | Indicates the type of Event. To all Independent Media Events the type is **OpenMediaEvent** |
| **openMediaEventType** | String | Indicate type of Event. **EstablishedEvent** |
| **dateTime** | String | Indicates the date and time of the creation of the published post/message.<br>**Note:** Use UTC Date/Time format to create the dateTime string before sending to OpenScape Contact Center. This field is shown at the Agent Portal. JavaScript example: Date().toUTCString(); |
| **contactID** | String | |
| **agentID** | String | |

*EstablishedEvent JSON body example:*


```
{
  "type":"OpenMediaEvent",
  "openMediaEventType":"EstablishedEvent",
  "dateTime":"2018-02-20 15:08:41.043",
  "contactID":"O553A8C5A0300",
  "agentID":"100"
}
```

## HeldOpenMediaEvent

| HeldOpenMediaEventObject | | |
|---|---|---|
| **Attribute name** | **Attribute type** | **Description** |
| **type** | String | Indicates the type of Event. To all Independent Media Events the type is **OpenMediaEvent** |
| **openMediaEventType** | String | Indicate type of Event. **HeldOpenMediaEvent** |
| **dateTime** | String | Indicates the date and time of the creation of the published post/message.<br>**Note:** Use UTC Date/Time format to create the dateTime string before sending to OpenScape Contact Center. This field is shown at the Agent Portal. JavaScript example: Date().toUTCString(); |
| **contactID** | String | |
| **agentID** | String | |
| **source** | Object | Contains the information about the person or organization that is posting the message to the corporate system or social media.<br>See the **source** object definition below. |
| **publishedObject** | Object | **C**ontains all the information about the content to be posted to the social media or other media.<br>See the **objectToBePublished** object definition below. |
| **destination** | Object | Defines the place on which the message shall be published. One example is a page on which the message shall be published.<br>See the **destination** object definition below. |
| **heldReason** | String | |

| Source Object | | |
|---|---|---|
| **Attribute name** | **Attribute type** | **Description** |
| **id** | String | Identifies of the source (From) of the contact. |
| **type** | String | Defines if the source is a Person or Organization. The string values supported by the OpenScape Contact Center are "**Person**", "**Organization**". |
| **name** | String | Defines the name of the source that means the name of the person or organization.<br>**Note:** The name is shown at the Agent Portal. Containing up to 256 characters. |
| **location** | String | (Optional). Contains information about the location of the source who sent the message.<br>**Note:** Containing up to 256 characters. |
| **language** | String | (Optional). Contains the language used by the source. Example: "en".<br>**Note:** Containing up to 256 characters. |
| **additionalInfos** | Array of Strings | (Optional) List of **additionalInfos** objects that contain a k**ey/value** pair that can be used by the connector. |

| PublishedObject Object | | |
|---|---|---|
| **Attribute name** | **Attribute type** | **Description** |
| **id** | String | Contains the published message on the corporate system or social media.<br>**Note:** Containing up to 256 characters. |
| **fatherId** | String | Identifies the parent of the post or comment on the media. Example: On Facebook, one post in the timeline can have comments. The |

| | | |
|---|---|---|
| | | father ID is the Original post identification and the “id” is the comment identification.<br>**Note:** This object is very important for the stream and the realtime contact handling. Containing up to 256 characters. |
| **inReplyTo** | Object | Contains the identification value if it is a reply to another post or comment.<br>See the **inReplyTo** object definition below. |
| **title** | String | Contains the title of the comment/post. This data is shown on the Contact Detail view for the Agent.<br>**Note:** Containing up to 256 characters. |
| **content** | String | Contains the text content of the post/comment sent by the source.<br>**Note:** Containing up to 5000 characters. |
| **contactData** | Array of Objects | List of c**ontactData** key/value pairs which may carry customized data about the contact.<br>**Note:** This list can be used by OpenScape Contact Center to define routing strategies according to the input key/values. This field is also shown at the Agent Portal.<br>See the **contactData** object definition below. |
| **attachments** | Array of Objects | List of **attachment** objects that contain information about files attached to the message on the corporate system/social media.<br>**Note:** The Agent Portal will show only if there’s any attachment.<br>See the **attachments** object definition below. |
| **tagList** | Array of Objects | List of **tag** objects that contain tag data depending on the social media. Tags are keywords used by social media to classify a post or mark some subject.<br>See the **tag** object definition below. |

| **Destination Object** | | |
|---|---|---|
| **Attribute name** | **Attribute type** | **Description** |
| **id** | String | Identifies the destination (To) of the contact.<br>**Note:** This field can be used for routing at the Manager, through Design Center in Source/Destination component. Containing up to 256 characters. |
| **type** | String | Defines if the destination is a User or Page. The string values supported by the OpenScape Contact Center are “**User**”, “**Page**”. |
| **name** | String | Define the name of the destination. The name of the user or page.<br>**Note:** The name is shown at the Agent Portal. Containing up to 256 characters. |
| **URL** | String | (Optional). Contain information about the URL of the destination where the message were sent. |
| **additionalInfos** | Array of String | (Optional) List of **additionalInfos** objects that contain a **key/value** pair that can be used by the connector. |

*HeldOpenMediaEvent JSON body example:*


```
{
  "type":"OpenMediaEvent",
  "openMediaEventType":"HeldOpenMediaEvent",
```

```
  "dateTime":"2018-02-20 15:09:14.054",
  "contactID":"O553A8C5A0300",
  "agentID":"100",
  "source":{
    "id":"",
    "type":"",
    "name":"",
    "location":"",
    "language":"",
    "additionalInfo":[
    ]
  },
  "publishedObject":{
    "id":"",
    "fatherId":"",
    "inReplyTo":null,
    "title":"",
    "content":"",
    "contactData":null,
    "attachments":null,
    "tagList":null
  },
  "destination":{
    "id":"",
    "type":null,
    "name":"",
    "url":"",
    "additionalInfo":[
    ]
  },
  "heldReason":"0"
}
```

## RetrievedOpenMediaEvent

| HeldOpenMediaEventObject | | |
|---|---|---|
| **Attribute name** | **Attribute type** | **Description** |
| **type** | String | Indicates the type of Event. To all Independent Media Events the type is **OpenMediaEvent** |
| **openMediaEventType** | String | Indicate type of Event. **RetrievedOpenMediaEvent** |
| **dateTime** | String | Indicates the date and time of the creation of the published post/message.<br>**Note:** Use UTC Date/Time format to create the dateTime string before sending to OpenScape Contact Center. This field is shown at the Agent Portal. JavaScript example: Date().toUTCString(); |
| **contactID** | String | |
| **agentID** | String | |
| **source** | Object | Contains the information about the person or organization that is posting the message to the corporate system or social media.<br>See the **source** object definition below. |
| **publishedObject** | Object | **C**ontains all the information about the content to be posted to the social media or other media.<br>See the **objectToBePublished** object definition below. |
| **destination** | Object | Defines the place on which the message shall be published. One example is a page on which the message shall be published.<br>See the **destination** object definition below. |

| Source Object | | |
|---|---|---|
| **Attribute name** | **Attribute type** | **Description** |
| **id** | String | Identifies of the source (From) of the contact. |
| **type** | String | Defines if the source is a Person or Organization. The string values supported by the OpenScape Contact Center are “**Person**”, “**Organization**”. |
| **name** | String | Defines the name of the source that means the name of the person or organization.<br>**Note:** The name is shown at the Agent Portal. Containing up to 256 characters. |
| **location** | String | (Optional). Contains information about the location of the source who sent the message.<br>**Note:** Containing up to 256 characters. |
| **language** | String | (Optional). Contains the language used by the source. Example: “en”.<br>**Note:** Containing up to 256 characters. |
| **additionalInfos** | Array of Strings | (Optional) List of **additionalInfos** objects that contain a k**ey/value** pair that can be used by the connector. |

| PublishedObject Object | | |
|---|---|---|
| **Attribute name** | **Attribute type** | **Description** |
| **id** | String | Contains the published message on the corporate system or social media.<br>**Note:** Containing up to 256 characters. |
| **fatherId** | String | Identifies the parent of the post or comment on the media. Example: On Facebook, one post in the timeline can have comments. The father ID is the Original post identification and the “id” is the comment |

| | | |
|---|---|---|
| | | identification.<br>**Note:** This object is very important for the stream and the realtime contact handling. Containing up to 256 characters. |
| **inReplyTo** | Object | Contains the identification value if it is a reply to another post or comment.<br>See the **inReplyTo** object definition below. |
| **title** | String | Contains the title of the comment/post. This data is shown on the Contact Detail view for the Agent.<br>**Note:** Containing up to 256 characters. |
| **content** | String | Contains the text content of the post/comment sent by the source.<br>**Note:** Containing up to 5000 characters. |
| **contactData** | Array of Objects | List of c**ontactData** key/value pairs which may carry customized data about the contact.<br>**Note:** This list can be used by OpenScape Contact Center to define routing strategies according to the input key/values. This field is also shown at the Agent Portal.<br>See the **contactData** object definition below. |
| **attachments** | Array of Objects | List of **attachment** objects that contain information about files attached to the message on the corporate system/social media.<br>**Note:** The Agent Portal will show only if there's any attachment.<br>See the **attachments** object definition below. |
| **tagList** | Array of Objects | List of **tag** objects that contain tag data depending on the social media. Tags are keywords used by social media to classify a post or mark some subject.<br>See the **tag** object definition below. |

| **Destination Object** | | |
|---|---|---|
| **Attribute name** | **Attribute type** | **Description** |
| **id** | String | Identifies the destination (To) of the contact.<br>**Note:** This field can be used for routing at the Manager, through Design Center in Source/Destination component. Containing up to 256 characters. |
| **type** | String | Defines if the destination is a User or Page. The string values supported by the OpenScape Contact Center are "**User**", "**Page**". |
| **name** | String | Define the name of the destination. The name of the user or page.<br>**Note:** The name is shown at the Agent Portal. Containing up to 256 characters. |
| **URL** | String | (Optional). Contain information about the URL of the destination where the message were sent. |
| **additionalInfos** | Array of String | (Optional) List of **additionalInfos** objects that contain a **key/value** pair that can be used by the connector. |

*RetrievedOpenMediaEvent JSON body example:*


```
{
  "type":"OpenMediaEvent",
  "openMediaEventType":"RetrievedOpenMediaEvent",
  "dateTime":"2018-02-20 15:09:19.867",
  "contactID":"O553A8C5A0300",
```

```
  "agentID":"100",
  "source":{
    "id":"703545976517482_703546043184142",
    "type":"Organization",
    "name":"John Smith",
    "location":"Brasilia, Brasil",
    "language":"pt",
    "additionalInfo":[

    ]
  },
  "publishedObject":{
    "id":"703545976517482_703546026517477",
    "fatherId":"205056409590639_124328589355467",
    "inReplyTo":null,
    "title":"Sales Testing",
    "content":"",
    "contactData":null,
    "attachments":null,
    "tagList":null
  },
  "destination":{
    "id":"Node",
    "type":null,
    "name":"",
    "url":"",
    "additionalInfo":[

    ]
  }
}
```

## TransferredOpenMediaEvent

| TransferredOpenMediaEventObject | | |
|---|---|---|
| **Attribute name** | **Attribute type** | **Description** |
| **type** | String | Indicates the type of Event. To all Independent Media Events the type is **OpenMediaEvent** |
| **openMediaEventType** | String | Indicate type of Event. **TransferredOpenMediaEvent** |
| **dateTime** | String | Indicates the date and time of the creation of the published post/message.<br>**Note:** Use UTC Date/Time format to create the dateTime string before sending to OpenScape Contact Center. This field is shown at the Agent Portal. JavaScript example: Date().toUTCString(); |
| **contactID** | String | |
| **agentID** | String | |
| **m_TransferReason** | String | |
| **m_TransferTargetType** | String | |
| **m_TransferringParty** | Object type of TranferParty | |
| **m_TransferTargetParty** | Object type of TranferParty | |

| TransferParty Object | | |
|---|---|---|
| **Attribute name** | **Attribute type** | **Description** |
| **type** | String | |
| **called** | String | |
| **lSiteKey** | String | |
| **deviceId** | String | |
| **agentId** | String | |
| **lAgentKey** | String | |
| **lTeamKey** | String | |
| **teamName** | String | |
| **state** | String | |
| **m_isCtiEventReceived** | Boolean | |
| **m_isCtiEventExpected** | Boolean | |
| **m_connectionState** | String | |

*TransferredOpenMediaEvent JSON body example:*


```
{
  "type":"OpenMediaEvent",
  "openMediaEventType":"TransferredOpenMediaEvent",
  "dateTime":"2018-02-20 15:09:23.470",
  "contactID":"O553A8C5A0300",
  "agentID":"100",
```

```
  "m_TransferReason":1,
  "m_TransferTargetType":1,
  "m_TransferringParty":{
    "type":0,
    "callId":"O553A8C5A0300O553A8C5A0300",
    "lSiteKey":354091819,
    "deviceId":"",
    "agentId":"100",
    "lAgentKey":7,
    "lTeamKey":0,
    "teamName":"",
    "state":2,
    "m_isCtiEventReceived":false,
    "m_isCtiEventExpected":false,
    "m_connectionState":7
  },
  "m_TransferTargetParty":{
    "type":0,
    "callId":"O553A8C5A0300O553A8C5A0300",
    "lSiteKey":354091819,
    "deviceId":"",
    "agentId":"100",
    "lAgentKey":7,
    "lTeamKey":0,
    "teamName":"",
    "state":2,
    "m_isCtiEventReceived":false,
    "m_isCtiEventExpected":false,
    "m_connectionState":7
  }
}
```

## DisconnectedEvent

| DisconnectedEventObject | | |
|---|---|---|
| **Attribute name** | **Attribute type** | **Description** |
| **type** | String | Indicates the type of Event. To all Independent Media Events the type is **OpenMediaEvent** |
| **openMediaEventType** | String | Indicate type of Event. **DisconnectedEvent** |
| **dateTime** | String | Indicates the date and time of the creation of the published post/message.<br>**Note:** Use UTC Date/Time format to create the dateTime string before sending to OpenScape Contact Center. This field is shown at the Agent Portal. JavaScript example: Date().toUTCString(); |
| **contactID** | String | The contactID property is an internal number used to uniquely identify contacts. |
| **agentID** | String | Use the AgentID property to store the ID that the user will use to log on. |
| **discardReason** | String | This DiscardReason property returns a Discard reason key as defined in the database. |
| **disconnectReason** | String | The enDisconnectReasons enumeration represents the reasons that a disconnect |
| **disconnectedParty** | Object type of DisconnectedParty | The DisconnectedParty property is the party that is disconnecting from the contact. |

| DisconnectedParty Object | | |
|---|---|---|
| **Attribute name** | **Attribute type** | **Description** |
| **agentKey** | String | The AgentKey property is the key for the user in the database. This key represents the user who is associated with this call |
| **device** | String | The device property specifies the device of a user |
| **partyType** | String | The PartyType property describes the type of party object you have. This may also provide more information about the Device, depending on what the party object represents |

*DisconnectedEvent JSON body example:*


```
{
  "type":"OpenMediaEvent",
  "openMediaEventType":"DisconnectedEvent",
  "dateTime":"2018-02-20 15:09:37.253",
  "contactID":"O553A8C5A0300",
  "agentID":"100",
  "discardReason":"11",
  "disconnectReason":"DISCARDED",
  "disconnectedParty":{
    "agentKey":"7",
```

```
    "device":"",
    "partyType":"0"
  }
}
```

# 6. Error Code

All the error codes and error text are set as follow:

| Error Codes | |
|---|---|
| **Number** | **Text** |
| 0 | NO_ERROR |
| 1 | GENERAL_ERROR |
| 2 | ALREADY_REGISTERED_ON |
| 4 | WRONG_TITLE_OR_TOKEN_NOT_FOUND |
| 6 | AUTH_STATEMENT_NOT_VALID |
| 7 | NOT_READY |
| 8 | NOT_ENABLED |
| 9 | CONNECTOR_BLOCKED |
| 10 | CONNECTOR_NOT_REGISTERED |
| 11 | WRONG_API_REQUEST |
| 12 | STRING_OUT_OF_BOUND |
| 13 | WRONG_DATE_FORMAT |

# 7. Appendix

## JavaScript and NodeJS code example

In this session we have an example of code written in JavaScript containing functions and objects that can be used to integrate with the OpenScape Contact Center. If there is an intention to use any other programming language, the objects below can guide you as an example.

**How to:**

Step 1) To execute the code it is mandatory to install the Node JS (https://nodejs.org/en/).

Step 2) Create a .js file at any folder and copy the code below.

Step 3) After the file has been created, change some attributes values to enable the example to work. Attributes to be changed:

- myaddress: the ip address of the local machine
- myport: the port opened to receive events from OpenScape Contact Center
- omserveraddress: the ip address of the OpenScape Contact Center
- _omtoken: the token generated for the connector in Manager Application
- _omtitle: the title of the connector created in Manager Application

Step 4) Install the node module called **express** in the folder containing the .js file. Command: npm install express

Step 5) Install the node module called **body-parser** in the folder containing the .js file. Command: npm install body-parser

Step 6) Run the example using node in the folder containing the .js file. Command: node filename.js

**Code example:**

```
var express = require('express');
var bodyParser = require('body-parser');
var app = express();
var http = require('http');
var https = require('https');


var myaddress = '192.168.214.127';
var myport = '8080';


//Application Server specifics
var omserveraddress = '192.168.215.177';
var omserverport = '443';


// OpenMedia specifics
var _myconnhook = 'http://' + myaddress + ':8080/connectorhook';
var _omsession;
var _omtoken = "0xS9GJlLAUaNSRGeyNqPUXmBkGPAjo";
var _omtitle = "ConnectorTitle";
var _omusersettings = null;
var _omIsRegistered = false;
var _ompooling = null;


initialize();
```

```
// REST Interface Configuration
app.use(express.static('public'));
app.use(bodyParser.json());

app.post('/connectorhook', function (req, res) {
  console.log(req.body);
  var data = req.body;

  processReceivedDataFromOSCC(data);

  response = {
    code: "200",
    data: "OK"
  };

  res.send(JSON.stringify(response));
});

// Starts the Server to receive the requests/response from OpenMedia Web Service
var server = app.listen(myport, function () {

  var host = server.address().address;
  var port = server.address().port;

});

function initialize(){
       registerConnectorToOSCC();
}

//Register connector to OpenScape Contact Center
function registerConnectorToOSCC(){

  var data = {
        "type": "Registration",
        "webhookURL": _myconnhook,
        "openMedia" : {
```

```
            "openMediaTitle" : _omtitle,
            "token" : _omtoken
        }
  };

  var options = {
    host: omserveraddress,
    port: omserverport,
    path: '/openmedia/webapi/main/registerConnector',
    method: 'POST',
    headers: {
      "Content-Type": "application/json",
    },
    payload: JSON.stringify(data)
  };

  sendRequestToOSCC(options);

}

//Creating and sending a NewContact
function createAndSendNewContactToOSCC(){

       var date = new Date(); // Get the current Date and Time
       var dateTime = date.toUTCString();
       var inReplyTo = new InReplyTo("111111111");

       // Add some Contact Data. These values can be used by OSCC.
       var contactDatas = [];
       var contactData1 = new ContactData("KEY1", "VALUE1");
       var contactData2 = new ContactData("KEY2", "VALUE2");
       contactDatas.push(contactData1);
       contactDatas.push(contactData2);

       // Add some additional info that can be useful only for the Connector.
       var addtSourceInfos = [];
       var addInfo1 = new AdditionalInfo("KEY1", "VALUE1");
```

```
	var addInfo2 = new AdditionalInfo("KEY2", "VALUE2");

	addtSourceInfos.push(addInfo1);

	addtSourceInfos.push(addInfo2);


	// Create the Source object that represents the from person that is posting a
message.

	var source = new Source("abigail.flores@emailtest.com", "PERSON", "Abgail
Flores",  "New York, NY", "en", addtSourceInfos);


	// Create the Destination of the contact. This defines where the source is
posting a new message.

	var addtDestInfos = [];

	var destination = new Destination("3333444555", "PAGE", "My Page", "",
addtDestInfos);


	// Array of tags

	var tags = [];


	//Array of Attachments

	var attachment = [];


	// Main object that represents the publication for OSCC. This object contains
the

	var publishedObject = new PublishedObject("22222222", "111111111", inReplyTo,
"Test message", "This is a test message content. DateTime = " + dateTime,
contactDatas, attachment, tags);


	var type = "POST"; // Defines the type of the new contact.

	var newContact = new NewContact(type, dateTime, source, publishedObject,
destination, "true");

	sendNewContactDataToOSCC(JSON.stringify(newContact));

}


//Sending the information of the new contact data to the OpenScape Contact Center

function sendNewContactDataToOSCC(data) {


  var options = {

    host: omserveraddress,

    port: omserverport,

    path: '/openmedia/webapi/main/newContact',
```

```
    method: 'POST',
    headers: {
      "Content-Type": "application/json",
      "Authorization": _omsession
    },
    payload: data
  };
  console.log('New contact created.');
  sendRequestToOSCC(options);
}

//Send the request to the OpenScape Contact Center
function sendRequestToOSCC(options) {
  var req;
    console.log('options.host: ' + options.host);
    console.log('options.port: ' + options.port);
    console.log('options.payload: ' + options.payload);

       process.env.NODE_TLS_REJECT_UNAUTHORIZED = "0";
    req = https.request(options, function (res) {
      res.setEncoding('utf8');

      res.on('data', function (chunk) {
        console.log('BODY: ' + chunk);
        processOSCCReturn(chunk);
      });
    });

    req.write(options.payload);

    req.on('response', function (e) {
      console.log('Response: ' + e.message);
      req.end();
    });

    req.on('error', function (e) {
      console.log('problem with request: ' + e.message);
```

```
      req.end();
    });
}

//OpenScape Contact Center return
function processOSCCReturn(data) {
  var obj = JSON.parse(data);
  if (obj.errorCode === 0) {
    if(obj.type === "Registration") {
      _omsession = obj.sessionToken;
      _omusersettings = obj.userCredentials;

      _omIsRegistered = true;
      openMediaServerPooling();
    }
  }
}

//Received Data from OpenScape Contact Center
function processReceivedDataFromOSCC(data) {
  var obj = data;

  console.log('processReceivedDataFromOSCC: ' + JSON.stringify(data));
  if (obj.type === "POST" ){
       console.log(obj.objectToBePublished.inReplyTo.id);
       console.log(obj.objectToBePublished.content);
  }
  else if (obj.type == "Stream") {
       var inReplyTo = new InReplyTo("444444444");

       var sourcePerson = new SourceInfo("Person", "John Doe");
       var sourceOrganization = new SourceInfo("Organization", "Organization Name");

       var item1 = new OrderedItem("5555555", "1111_555555", inReplyTo, 'Post', '2016-
09-10T13:15:00Z', sourceOrganization, 'Please provide more detail about your
problem.');
       var item2 = new OrderedItem("6666666", "1111_555555", inReplyTo, 'Post', '2016-
09-10T13:04:55Z', sourcePerson, 'This was the 1st comment to the complaint.');
```

```
      var item3 = new OrderedItem("7777777", "1111_555555", inReplyTo, 'Post', '2016-
09-10T12:04:55Z', sourcePerson, 'This is the original complaint.');


      var items = [];
      items.push(item1);
      items.push(item2);
      items.push(item3);


      var fakeStreamResponse = new StreamResponse("Stream", 0, 'NO_ERROR',
"111111111", 1, 'true', "3", "3", items);


      sendStreamResponseToOSCC(fakeStreamResponse);
  }
}


function sendStreamResponseToOSCC(fakeStreamResponse) {


  var options = {
    host: omserveraddress,
    port: omserverport,
    path: '/openmedia/webapi/main/streamResponse',
    method: 'POST',
    headers: {
      "Content-Type": "application/json",
      "Authorization": _omsession
    },
    payload: JSON.stringify(fakeStreamResponse)
  };


  sendRequestToOSCC(options);
}


function openMediaServerPooling(){
  if (_omIsRegistered) {


    var data = {};
    var options = {
```

```
      host: omserveraddress,
      port: omserverport,
      path: '/openmedia/webapi/main/keepalive',
      method: 'POST',
      headers: {
        "Content-Type": "application/json",
        "Authorization": _omsession
      },
      payload: JSON.stringify(data)
    };

    process.env.NODE_TLS_REJECT_UNAUTHORIZED = "0";
    var req = https.request(options, function (res) {
      res.setEncoding('utf8');
      res.on('data', function (chunk) {
        console.log('KeepAlive response: ' + chunk);
        processOSCCReturn(chunk);
      });
    });
    req.end();
    req.on('error', function (e) {
      console.log('problem with request: ' + e.message);
    });
       createAndSendNewContactToOSCC();
    // Restart pooling
    pollOMWSServer();
  }
}

function pollOMWSServer() {
    setTimeout(function() {
        openMediaServerPooling();
    }, 60000);
}

//Objects model
function AdditionalInfo(key, value) {
```

```
  this.key = key;
  this.value = value;
}

function Source(id, type, name, location, language, additionalInfos) {
  this.id = id;
  this.type = type;
  this.name = name;
  this.location = location;
  this.language = language;
  this.additionalInfos = additionalInfos;
}

function InReplyTo(id) {
  this.id = id;
}

function ContactData(key, value) {
  this.key = key;
  this.value = value;
}

function Attachment(type, content, url) {
  this.type = type;
  this.content = content;
  this.url = url;
}

function Tag(tag) {
  this.tag = tag;
}

function PublishedObject(id, fatherId, inReplyTo, title, content, contactData,
attachments, tagList) {
  this.id = id;
  this.fatherId = fatherId;
  this.inReplyTo = inReplyTo;
```

```
  this.title = title;
  this.content = content;
  this.contactData = contactData;
  this.attachments = attachments;
  this.tagList = tagList;
}

function Destination(id, type, name, URL, additionalInfos) {
  this.id = id;
  this.type = type;
  this.name = name;
  this.URL = URL;
  this.additionalInfos = additionalInfos;
}

function NewContact(type, dateTime, source, publishedObject, destination,
isRealTimeHandling) {
  this.type = type;
  this.dateTime = dateTime;
  this.source = source;
  this.publishedObject = publishedObject;
  this.destination = destination;
  this.isRealTimeHandling = isRealTimeHandling;
}

function OrderedItem(id, fatherId, inReplyTo, type, dateTime, source, content) {
       this.id = id;
       this.fatherId = fatherId;
       this.inReplyTo = inReplyTo;
       this.type = type;
       this.dateTime = dateTime;
       this.source = source;
       this.content = content;
}

function StreamResponse(type, errorCode, errorText, id, page, lastPage, itemsinpage,
totalItems, orderedItems) {
```

```
        this.type = type;
        this.errorCode = errorCode;
        this.errorText = errorText;
        this.id = id;
        this.page = page;
        this.lastPage = lastPage;
        this.itemsinpage = itemsinpage;
        this.totalItems = totalItems;
        this.orderedItems = orderedItems;
}

function SourceInfo(type, name) {
  this.type = type;
  this.name = name;
}
```