

Mitel MiContact Center Enterprise

SESSION INFORMATION SERVICE
DESCRIPTION

Release 9.5 SP3



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Session Information Service - Description
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INTRODUCTION

The MiCC Enterprise Session Information Service provides a WCF Duplex interface allowing clients to connect in order to receive session information from subscribed service groups as well as receive updates for the subscribed groups. Information about all activity in the MiCC Enterprise system is provided for selected service groups.

This document describes the interface for subscribing to receive session information for service group as well as the information returned.

Note: Due to the duplex nature of the Session Information Service, https communication is not supported. If the system is configured to use https for WCF service communication, the Session Information Service will still communicate using the http protocol.

REQUESTS

The following requests are part of the `ISessionInformationService` interface.

INITIALIZE

Initializes the session. The client must make this request to initialize the connection to the Session Information Service.

Authentication for the Session Information Interface can be set in the CM system properties, in the Advanced dialog. It uses the same checkbox as for Open Media Interface since the interface is implemented in the same service. If authentication is enabled, the `LogonID` and `Password` parameters must be provided in the call to `Initialize`; otherwise, they can be left empty. The passed in `LogonID/Password` combination must be for a valid MiCC Enterprise user who is configured as a host administrator or an `InvalidUserFault` will be thrown

PARAMETERS

PARAMETER NAME	DESCRIPTION	OPTIONAL/REQUIRED
<code>LogonID</code>	LogonID for authorized user	Optional if Authentication is not enabled for the interface
<code>Password</code>	Password for the authorized user	Optional if Authentication is not enabled for the interface
<code>SendQueuePositionUpdates</code>	Whether an update event should be sent when an item changes queue position	Required. Suggested value is false unless queue position updates are required

FAULTS

FAULT	DESCRIPTION
<code>NoLicenseFault</code>	Thrown if the <code>SessionInformation</code> site license could not be acquired
<code>InvalidUserFault</code>	Thrown if authentication is enabled and the user could not be authenticated as a host administrator
<code>RouterDisconnectedFault</code>	Thrown if the service is not connected to the router

SUBSCRIBE

Subscribes to a service group. If the subscription succeeds, the current session information for all sessions currently in the service group queue will be sent in the `SessionsUpdated` event. The `InitialDataComplete` event will be sent when all initial session information has been sent for that service group.

PARAMETERS

PARAMETER NAME	DESCRIPTION	OPTIONAL/REQUIRED
ServiceGroupID	The record ID of the service group to subscribe to	Optional, if TenantID and ServiceGroupName are provided. If supplied, it will be used instead of the TenantID/Service Group Name
TenantID	Record ID of the tenant in which the service group is defined. Not required if ServiceGroupID is provided.	Required if ServiceGroupID not provided
ServiceGroupName	Name of the service group to subscribe to	Required if ServiceGroupID not provided

SUBSCRIBERESPONSE PARAMETERS

PARAMETER	DESCRIPTION
Succeeded	True if successfully subscribed to the group
ServiceGroupID	Unique identifier for the service group. This ID will be sent in all events for the group

FAULTS

FAULT	DESCRIPTION
RouterDisconnectedFault	Thrown if the service is not connected to the router
InvalidServiceGroupFault	Thrown if the service group information in the subscribe is not valid

UNSUBSCRIBE

Unsubscribes from a service group.

PARAMETERS

PARAMETER NAME	DESCRIPTION	OPTIONAL/REQUIRED
ServiceGroupID	The record ID of the service group to unsubscribe from. This ID was returned in the Subscriberesponse	Required

HEARTBEAT

Keeps the connection open. When the KeepAlive event is received, the client should respond by calling the Heartbeat method

EVENTS

The events are defined in the `ISessionInformationClientContract` interface. When creating the client to the WCF Duplex interface, a class needs to be provided which implements this interface.

KEEPALIVE

Sent to keep the session active. When received by the client, the client should call the `Heartbeat` method on the `ISessionInformationService` interface.

SESSIONSUPDATED

Sent when 1 or more sessions are updated. Not that there may be updates of different types in the array. The `UpdateType` of each session in the array should be examined.

PARAMETERS

PARAMETER NAME	DESCRIPTION	OPTIONAL/REQUIRED
<code>SessionUpdate[]</code>	An array of updated sessions	Required

SESSIONUPDATE

MEMBER	DESCRIPTION
<code>UpdateType</code>	The <code>SessionUpdateType</code>
<code>Session</code>	<code>SessionInfo</code> class containing the session details
<code>RemoveCause</code>	The reason the session was removed

SESSIONUPDATETYPE ENUMERATION

ENUM MEMBER	DESCRIPTION
<code>Add</code>	Session added
<code>Modify</code>	Queue position for the session was updated
<code>Remove</code>	Session deleted

SESSIONINFO

MEMBER	DESCRIPTION
<code>ServiceGroupID</code>	Unique ID of the service group
<code>CallID</code>	Unique ID of the session

MEMBER	DESCRIPTION
QueuePosition	The position in the queue. Note that the first position is 1
PreferredAgentID	The preferred agent id for the session, if any. Will be 0 if not supplied
MediaType	The SessionMediaType
TimeEnteredQueue	The time the session entered the queue in UTC
CustomerInformation	The caller's number. In the case of an email or SMS session, this will be the sender's email or SMS address
DialedNumber	The dialed number for a voice call. Empty for other media types.
IVRInformation[]	The IVR information associated with the session

SESSIONREMOVECAUSE ENUMERATION

ENUM MEMBER	DESCRIPTION
None	Default value
SessionAllocatedToAgent	Session has left the queue and been allocated to an agent
Disconnect	The session disconnected
Overflow	Overflowed to another destination
ServiceGroupClosed	The group is closed
CallTransferred	Transferred out of the queue
SessionFailed	The session is no longer valid
CampaignNotRunning	Session removed because the campaign is not running (may be ended, paused, or stopped)

SESSIONMEDIATYPE ENUMERATION

ENUM MEMBER	DESCRIPTION
None	Default value
Chat	Chat session
Callback	Voice Callback
WebCallBack	Web Callback
Voice	Voice call
Email	Email session
Campaign	Campaign call
SMS	SMS session
OpenMedia	Open Media Session

IVRINFORMATION

MEMBER	DESCRIPTION
Label	Display label
Data	The IVR data

INITIALDATACOMPLETE

After subscribing to a service group, the service will send out the initial session data for that group. When all initial session data has been sent, the InitialDataComplete event is sent to indicate that it is done.

PARAMETERS

PARAMETER NAME	DESCRIPTION	OPTIONAL / REQUIRED
ServiceGroupID	The ServiceGroupID for the group that has completed sending initial data	Required

ROUTERDISCONNECTED

If the session information service is disconnected from the router, the RouterDisconnected event will be sent. All existing subscriptions and client sessions will be removed. The client must call Initialize to re-establish the connection.

ERROR HANDLING

If the Session Information Service loses connection to the MiCC Enterprise Router service, the RouterDisconnected event will be sent and all subscriptions will be removed. The client must call Initialize to re-establish the connection.