



Proactive Outreach Manager Developer Guide

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Chapter 1: Introduction

Purpose

This guide includes REST and SOAP (Deprecated) API reference along with real time POM PDC and various custom classes of Avaya Proactive Outreach Manager.

Intended Audience

This document is intended for users and development engineers who are involved in customizing Avaya Proactive Outreach Manager through the web services, orchestration designer, engagement designer applications and custom classes. This guide intends to give further insight to developers implementing applications interacting with Proactive Outreach Manager directly, in addition to what is explained in Reference guides.

What's New

- Added versioning for existing and new webservice.
 - With this release Avaya Proactive Outreach Manager provides below REST APIs for configuring below POM elements:
 - Campaigns - Add, update, delete, list, schedule, clone, fetch details, search.
 - Contact List - Add, update, delete, list, search, list associated attributes, get contact list ID.
 - Data Sources - Add, update, delete, list, schedule, fetch details.
 - Contacts - get system contact id, search, list contacts of specific contact list in batches for pagination.
 - Contact Strategies - Add, import, list, delete with id or name, clone with id or name and search.
 - Completion Code - Add, update, delete, list.
 - Contact Attributes - Add, add in bulk, list, view, delete, update, generate csv.
 - Global configuration - list, update, bulk update, fetch details with ID, name.
 - Purge Schedule - list, update.
 - DNC lists - Add, update, list, delete, list all addresses specific list.
 - DNC Group - Add, update, list, delete, associate and de-associate DNC list, get and update default DNC list for group.
 - Organization - List organizations.
 - Export column Attempt data, Zones list, EPM Servers list and Addressbook list.
-

Chapter 2: REST Web services

You can use REST Web services to perform POM configuration related activities. For POM 3.1 and above releases only the REST webservices will be supported for existing or new POM functionalities. These release onwards it is recommended to use REST based APIs along with JSON data format instead of axis2 and SOAP webservices.

Note:

The configured EP user used for calling webservices must have access to the entities like contacts, campaigns, contact lists, campaign and attributes. The user created with predefined POM Campaign manager role have access to most of the operations available through webservices.

Versioning and Supported Settings:

1. METHOD TYPE : GET/POST

2. Standard URL:

Must be "https" and use version v2 for 3.1.1 release

https://<POM IP address>/VP_POM_Service/v2/<resource-names>

3. AUTHORIZATION:

Type: Basic Auth

Username: admin or org users (EP user having role to access the resource and specific operation)

Password: xxxxxx

4. HEADER:

Content-Type: application/json

X-Requested-With: RESTWeb (or rest)

Get List of Contact Lists

GET /v2/contactlists

The API provides list of contact list created on POM system for given user organization. For non-org user details for all contact list will be provided.

URL

https://<EP Server IP>/VP_POM_Service/v2/contactlists

Parameters

path None

payload None

JSON response

List of items getListOfContactListDto is returned, each item has fields listed below:

Field name	Description
contactListName	The name of the contact list.
lastUpdated	The last time run for import or empty of the contact data was completed.
totalContacts	The total number of contacts in the contact list

Field name	Description
availableContacts	The contacts that are available for dialing. When you delete contacts from excluded contacts list, they become available for dialing. So, Available Contacts = Total Contacts - Excluded Contacts
excludedContacts	The total number of contacts that are skipped for dialing after you mark them as not callable.
allowedOrg	The list of associated organizations with the contact list.

Example

The example provided in this section is based on the admin user.

HTTP: GET /VP_POM_Service/v2/contactlists HTTP/1.1

Header:

Authorization: Basic xxxxxxxxxxxxxxxxxxxx

Content-Type: application/json

X-Requested-With: rest

Cache-Control: no-cache

RESPONSE JSON:

```
[{"contactListName":"testCL","lastUpdated":1491385868367,"totalContacts":26,"availableContacts":0,"excludedContacts":0,"allowedOrg":[]}, {"contactListName":"testCL1","lastUpdated":1491453481677,"totalContacts":1000000,"availableContacts":0,"excludedContacts":0,"allowedOrg":[]}, {"contactListName":"RestContactList","lastUpdated":1495789050772,"totalContacts":18,"availableContacts":0,"excludedContacts":0,"allowedOrg":["hr","sales"]}, {"contactListName":"new","lastUpdated":1498543337908,"totalContacts":0,"availableContacts":0,"excludedContacts":0,"allowedOrg":[]}]
```

Get Contact Batch from Contact List

GET /v2/contactlists/{contact_list_id}/contacts/list

The API provide list of contact in batches for specific contact list. The contact list ID needs to be provided as input.

URL

https://<EP ServerIP>/VP_POM_Service/v2/contactlists/{contact_list_id}/contacts/list

Parameters

Path

Parameter	Required	Description	Data Type
contact_list_id	Yes	The contact list ID	int

Query

Parameter	Required	Description	Data Type
pageSize	No	Default page size value is 10 contact records if not provided in request.	int
pageNumber	No	Default page number value is 1 if not provided in request.	int
sortBy	No	Default contactId (system contact ID) is used to sort the records fetched in response. Valid values include contact attribute names associated with mentioned contact list ID like predefined attributes firstName,	String

		lastName, phoneNumber1, userContactId, etc and custom attribute names.	
sortDirection	No	By default, asc value is used. Valid values include asc and desc .	String
searchBy	No	Valid values include contact attribute names associated with mentioned contact list ID like predefined attributes firstName, lastName, phoneNumber1, userContactId, etc and custom attribute names.	String
searchOperator	No	Valid values in includes =, !=,>=,<=,>,<,in,between,notbetween,isnull,isnotnull,like,notlike according to data type of the provided attribute.	String
searchValue	No	Any valid value according to selected search attribute.	String

payload None

JSON response

Field name	Description
contactBatch	List of contacts according to criteria specified in request. Each contact record in the batch has values for both predefined and custom attributes.
totalPage	Total pages count according to pageSize and total contact present in contact list.

Example

The example provided in this section is based on fetching contacts with search criteria based on custom attribute callpending and true value.

HTTP: GET

```
/VP_POM_Service/v2/contactlists/1/contacts/list?searchBy=callpending
&searchOperator==&searchValue=true&sortBy=userContactId&sortDirection=DESC&pageNumber=1
```

HTTP/1.1

Header:

Authorization: Basic xxxxxxxxxxxxxxxxxxxx

Content-Type: application/json

X-Requested-With: rest

Cache-Control: no-cache

RESPONSE JSON:

```
{
  "contactBatch": [
    {
      "userContactID": "2001",
      "systemContactID": 1995,
      "contactListID": 1,
      "contactListName": "test",
      "title": null,
      "firstName": "Brian",
      "lastName": "Hillis",
      "phoneNumber1": "7204809261",
      "phoneNumber1CtryCode": 1,
      "phoneNumber1TimeZone": "Asia/Calcutta",
      "phoneNumber2": "2134321434",
      "phoneNumber2CtryCode": 1,
      "phoneNumber2TimeZone": "MST",
      "email": null,
      "language": null,
      "addressLine1": null,
      "addressLine2": null,
      "addressLine3": null,
      "addressLine4": null,
      "addressLine5": null,
      "country": null,
      "zipcode": null,
      "contactStatusFlag": null,
      "lastAttemptTime": null,
      "lastSuccessfulAttemptTime": null,
      "createdBy": null,
      "lastModifiedOn": null,
      "lastModifiedBy": null,
      "lastContactCompletionCode": null,
      "lastContactCompletionCodeID": null,
      "customAttributeList": [
        {
          "attributeName": "company",
          "attributeType": "STRING",
          "attributeValue": "99999"
        },
        {
          "attributeName": "test",
          "attributeType": "LONG",
          "attributeValue": "34234"
        },
        {
          "attributeName": "callpending",
          "attributeType": "BOOLEAN",
          "attributeValue": "true"
        }
      ],
      "userContactID": "1006",
      "systemContactID": 1000,
      "contactListID": 1,
      "contactListName": "test",
      "title": null,
      "firstName": "KRISHNA",
      "lastName": "GOVINDARAJAN",
      "phoneNumber1": "50005",
      "phoneNumber1CtryCode": 1,
      "phoneNumber1Tim
```

```
eZone":"Asia/Calcutta","phoneNumber2":"3298","phoneNumber2CtryCode":1,"phoneNumber2TimeZone":"Asia/Calcutta","email":"sadavarte@avaya.com","language":null,"addressLine1":null,"addressLine2":null,"addressLine3":null,"addressLine4":null,"addressLine5":null,"country":null,"zipcode":null,"contactStatusFlag":null,"lastAttemptTime":null,"lastSuccessfulAttemptTime":null,"createdBy":null,"lastModifiedOn":null,"lastModifiedBy":null,"lastContactCompletionCode":null,"lastContactCompletionCodeID":null,"customAttributeList":[{"attributeName":"callpending","attributeType":"BOOLEAN","attributeValue":"true"},{"attributeName":"test","attributeType":"LONG","attributeValue":null},{"attributeName":"company","attributeType":"STRING","attributeValue":"AVAYA"}]},{"userContactID":"10","systemContactID":10,"contactListID":1,"contactListName":"test","title":null,"firstName":"ALAN","lastName":"BEIAGI","phoneNumber1":"50009","phoneNumber1CtryCode":1,"phoneNumber1TimeZone":"America/Atka","phoneNumber2":"3298","phoneNumber2CtryCode":1,"phoneNumber2TimeZone":"Asia/Calcutta","email":"sadavarte@avaya.com","language":null,"addressLine1":null,"addressLine2":null,"addressLine3":null,"addressLine4":null,"addressLine5":null,"country":null,"zipcode":null,"contactStatusFlag":null,"lastAttemptTime":null,"lastSuccessfulAttemptTime":null,"createdBy":null,"lastModifiedOn":null,"lastModifiedBy":null,"lastContactCompletionCode":null,"lastContactCompletionCodeID":null,"customAttributeList":[{"attributeName":"test","attributeType":"LONG","attributeValue":null},{"attributeName":"callpending","attributeType":"BOOLEAN","attributeValue":"true"},{"attributeName":"company","attributeType":"STRING","attributeValue":"AVAYA"}]}],{"totalPage":1}
```

Fetch Contact List ID

POST /v2/contactlists/id

The API provides system generated unique identifier of contact list. The ID fetched using this API can be used for saving, update, fetch or delete contacts, updating attributes values, exclude, empty contact list related REST apis.

URL

https://<EP Server IP>/VP_POM_Service/v2/contactlists/id

Parameters

path None

payload

Parameter	Required	Data Type
contactListName	String	The name of contact list for which ID needs to be retrieved.

JSON response

Field name	Description
contactListID	The unique identifier of contact list name provided by user

Example

The example provided in this section is based on extracting contact list unique ID for existing list `list_Campaign_Callback_Preserve_02`

HTTP: POST /VP_POM_Service/v2/contactlists/id HTTP/1.1

Header:

Authorization: Basic xxxxxxxxxxxxxxxxxxxx

Content-Type: application/json

X-Requested-With: rest
Cache-Control: no-cache

REQUEST JSON:

```
{ "contactListName": "list_Campaign_Callback_Preserve_02" }
```

RESPONSE JSON:

```
{"contactListID":104}
```

Search and Sort List of Contact Lists

GET

/v2/contactlists?sortBy={sort_by}&sortDirection={ASC}&searchBy={search_by}&searchOperator={operator}&searchValue={value}

The API fetches list of contact list according to search and sort criteria mentioned in the request.

URL

https://<EP Server IP>/VP_POM_Service/v2/contactlists?sortBy={sort_by}&sortDirection={ASC}&searchBy={search_by}&searchOperator={operator}&searchValue={value}

Parameters

Query

Parameter	Required	Description	Data Type
sortBy	No	Valid values include contactListId, contactListName, zoneName, lastUpdateOn, organizationName, totalContacts and totalExcludedContacts. By default, contactListId is used.	String
sortDirection	No	Valid values include asc and desc.	String
searchBy	No	Valid values include contactListId, contactListName, zoneName, lastUpdateOn, organizationName, totalContacts and totalExcludedContacts. By default, contactListId is used.	String
searchOperator	No	Valid operator are =,!=,in,like,notlike,"is null", "is not null"	String
searchValue	No	Valid value according to type of attribute used in search by parameter.	String

payload None

JSON response

Field name	Description
List of contact lists	Each contact list will have contactListId, contactListName, lastUpdateOn, totalContacts, availableContacts, totalExcludedContacts, organizationName and zoneName.

Example

The example provided in this section is based searching contact list equals specific name and sorted by name in ascending order.

```
HTTP: GET
/VP_POM_Service/v2/contactlists?sortBy=contactListName&sortDirection
=ASC&searchBy=contactListName&searchOperator=in&searchValue=SearchLi
st
HTTP/1.1
Header:
Authorization: Basic xxxxxxxxxxxxxxxxxxxx
Content-Type: application/json
X-Requested-With: rest
Cache-Control: no-cache
```

RESPONSE JSON:

```
[{"contactListId":69,"contactListName":"SearchList","lastUpdateOn":"2018-07-01
18:18:14.8650000
+05:30","totalContacts":5,"availableContacts":5,"totalExcludedContacts":0,"organizat
ionName":null,"zoneName":"Default"}]
```

Create Contact List

POST /v2/contactlists

It creates new contact list on POM system.

URL

https://<EP Server IP>/VP_POM_Service/v2/contactlists

Parameters

path None

payload

Parameter	Required	Data Type
name	Yes	String
description	No	String
zoneName	Yes	String

JSON response

Field name	Description
contactListID	ID of new contact list.

Example

The example provided in this section is based creating contact list with name newRestContactList for Default zone

```
HTTP: POST /VP_POM_Service/v2/contactlists HTTP/1.1
Header:
Authorization: Basic xxxxxxxxxxxxxxxxxxxx
Content-Type: application/json
X-Requested-With: rest
Cache-Control: no-cache
```


REQUEST JSON:

```
{
  "name": "newResContactList",
  "description": "This is a description for a new contact list created",
  "zoneName": "Default"
}
```

RESPONSE JSON:

```
{"contactListID":3}
```

Edit Contact List

POST /v2/contactlists/{contact_list_id}

It updates existing contact list on POM system.

URL

https://<EP Server IP>/VP_POM_Service/v2/contactlists/{contact_list_id}

Parameters

path

Parameter	Required	Description	Data Type
contact_list_id	Yes	The contact list ID	int

payload

Parameter	Required	Data Type
description	No	String
zoneName	Yes	String

JSON response

Field name	Description
result	Returns true on success

Example

The example provided in this section will change zone of contact list with ID 3 to Pune zone and new description

HTTP: POST /VP_POM_Service/v2/contactlists/3 HTTP/1.1

Header:

Authorization: Basic xxxxxxxxxxxxxxxxxxxx
Content-Type: application/json
X-Requested-With: rest
Cache-Control: no-cache

REQUEST JSON:

```
{
  "description": "Changed description",
  "zoneName": "Pune"
}
```

RESPONSE JSON:

```
{"result":true}
```

Delete Contact List

POST /v2/contactlists/{contact_list_id}/delete

It deletes existing contact list from POM system.

URL

https://<EP Server IP>/VP_POM_Service/v2/contactlists/{contact_list_id}/delete

Parameters

path

Parameter	Required	Description	Data Type
contact_list_id	Yes	The contact list ID	int

payload None

JSON response

Field name	Description
result	Returns true on success

Example

The example provided in this section will delete contact list with ID 3 from POM system.

HTTP: POST /VP_POM_Service/v2/contactlists/3/delete HTTP/1.1

Header:

Authorization: Basic xxxxxxxxxxxxxxxxxxxx

Content-Type: application/json

X-Requested-With: rest

Cache-Control: no-cache

RESPONSE JSON:

```
{"result":true}
```

Get System Contact ID of Contact

GET /v2/contactlists/{contact_list_id}/contacts/{user_contact_id}/id

The API retrieves system generated unique identifier of contact in specific contact list.

URL

https://<EP Server

IP>/VP_POM_Service/v2/contactlists/{contact_list_id}/contacts/{user_contact_id}/id/

Parameters

path

Parameter	Required	Description	Data Type
contact_list_id	Yes	The contact list ID	int
user_contact_id	Yes	The user contact ID	String

payload None

JSON response

Field name	Description
systemContactID	The system contact ID

Example

The example provided in this section is based on fetching system contact ID of contact having user contact ID as acc10123 from contact list ID 3.

```
HTTP: GET /VP_POM_Service/v2/contactlists/3/contacts/acc10123/id
HTTP/1.1
```

Header:

Authorization: Basic xxxxxxxxxxxxxxxxxxxx

Content-Type: application/json

X-Requested-With: rest

Cache-Control: no-cache

RESPONSE JSON:

```
{"systemContactID":994}
```

Get Attributes Associated with Contact List

```
GET /v2/contactlists/{contact_list_id}/contactattributes
```

The API provides list of contact attributes associated with provided contact list.

URL

https://<EP Server

IP>/VP_POM_Service/v2/contactlists/{contact_list_id}/contactsattributes

Parameters

path

Parameter	Required	Description	Data Type
contact_list_id	true	The contact list ID	int

payload None

JSON response

Field name	Description
attributeName	The name of contact attribute.
attributeDataType	The data type of the attribute. The minimum and the maximum values for each data type are:

Field name	Description
	<p>INTEGER: The minimum value is -2,147,483,648, and the maximum value is 2,147,483,647 (both values inclusive).</p> <p>LONG: The minimum value is -9,223,372,036,854,775,808, and the maximum value is 9,223,372,036,854,775,807 (both values inclusive).</p> <p>SHORT: The minimum value is -32,768, and the maximum value is 32,767 (both values inclusive).</p> <p>CHARACTER: A single character is allowed.</p> <p>FLOAT: 28 precisions and 10 scale. This means 28 characters before the decimal and 10 characters after the decimal point.</p> <p>Note: You cannot enter a float value as a combination on numbers and alphabets. For example, 123.4f is not a valid float value.</p> <p>BOOLEAN: The allowed values are TRUE and FALSE, or YES and NO, or T and F, or Y and N, or 0 and 1.</p> <p>STRING: Any string up to 3990 characters.</p> <p>PHONE: Valid phone number up to 80 characters. The system has two predefined attributes; Phone 1 and Phone 2, for specifying the phone number. Use this to specify an alternate phone number. When you add a phone attribute, POM adds 2 child attributes, xxx_ctype_code and xxx_tz, where xxx is name of the phone attribute.</p> <p>EMAIL: Any string up to 80 characters.</p> <p>DATE: Date in the valid format. Note: The date format must match the date part specified in the Global Date Format field on the Manage Global Configuration page under POM Home > Configurations > Global Configurations.</p> <p>For example, to specify a custom attribute, Date_Of_Birth, then use the Date data type.</p> <p>TIME: Time in the valid format. Note: The time format must match the time part specified in the Global Date Format field on the Manage Global Configuration page under POM Home > Configurations > Global Configurations.</p> <p>For example, to specify a custom attribute, Delivery_Time, then use the Time data type.</p> <p>TIMESTAMP: Timestamp in the valid format. Note: The timestamp must match with the timestamp part specified in the Global Date Format field on the Manage Global Configuration page under POM Home > Configurations > Global Configurations.</p>

Field name	Description
	<p>For example, to specify a custom attribute, Schedule, then use the Timestamp field.</p> <p>If you specify the Global Date Format as DD-MM-YYYY hh:mm:ss, then the valid date format considers DD-MM-YYYY, the valid time format considers hh:mm:ss, and the valid timestamp considers DD:MM:YYYY hh:mm:ss.</p>
displayName	The display name of contact attribute. For custom type of attribute, it is same as attribute name.
masked	The masked attribute not visible to agent. Returned true in case contact attribute is not visible to agent.
readonly	The contact attribute is not editable for logged in agent if true is returned.

Example

The example provided in this section is based on contact list ID 1 and configured with custom and system contact attributes.

```
HTTP: GET /v2/contactlists/{contact_list_id}/contactattributes HTTP/1.1
Header:
Authorization: Basic xxxxxxxxxxxxxxxxxxxx
Content-Type: application/json
X-Requested-With: rest
Cache-Control: no-cache
```

RESPONSE JSON:

```
[{"attributeName":"zipcode_predefined","attributeDataType":"STRING","displayName":"Zipcode
Predefined","masked":false,"readonly":false}, {"attributeName":"user_contact_id","attributeDataType":"STRING","displayName":"ID","masked":false,"readonly":true}, {"attributeName":"last_name","attributeDataType":"STRING","displayName":"Last Name","masked":false,"readonly":false}, {"attributeName":"language","attributeDataType":"STRING","displayName":"Language","masked":false,"readonly":false}, {"attributeName":"zone_name","attributeDataType":"STRING","displayName":"zone_name","masked":false,"readonly":false}, {"attributeName":"card_type","attributeDataType":"STRING","displayName":"card_type","masked":false,"readonly":false}, {"attributeName":"salary","attributeDataType":"STRING","displayName":"salary","masked":false,"readonly":false}, {"attributeName":"time_zone","attributeDataType":"STRING","displayName":"Time Zone","masked":false,"readonly":false}, {"attributeName":"phone_number2","attributeDataType":"PHONE","displayName":"Phone 2","masked":false,"readonly":false}, {"attributeName":"phone_number2_ctry_code","attributeDataType":"INTEGER","displayName":"Phone 2 Country Code","masked":false,"readonly":false}, {"attributeName":"country_predefined","attributeDataType":"STRING","displayName":"Country Predefined","masked":false,"readonly":false}, {"attributeName":"title_predefined","attributeDataType":"STRING","displayName":"Title Predefined","masked":false,"readonly":false}, {"attributeName":"phone_number1_ctry_code","attributeDataType":"INTEGER","displayName":"Phone 1 Country Code","masked":false,"readonly":false}, {"attributeName":"first_name","attributeDataType":"STRING","displayName":"First Name","masked":false,"readonly":false}, {"attributeName":"phone_number2_tz","attributeDataType":"STRING","displayName":"Phone 2 Time Zone","masked":false,"readonly":false}, {"attributeName":"age","attributeDataType":"STRING","displayName":"age","masked":false,"readonly":false}, {"attributeName":"email","at
```

```
tributeDataType":"EMAIL","displayName":"E-Mail", "masked":false, "readonly":false}, {"attributeName":"addr_line1_predefined", "tributeDataType":"STRING", "displayName":"Address Line 1 Predefined", "masked":false, "readonly":false}, {"attributeName":"phone_number1", "tributeDataType":"PHONE", "displayName":"Phone 1", "masked":false, "readonly":false}]
```

Empty Contact List

POST /v2/contactlists/{contact_list_id}/empty

The API starts job on POM server to empty the contact list.

URL

https://<EP Server IP>/VP_POM_Service/v2/contactlists/{contact_list_id}/empty

Parameters

path

Parameter	Required	Description	Data Type
contact_list_id	true	The contact list ID	int

payload None

JSON response

Field name	Description
result	The result for empty operation. Returns true if job for emptying contact list is created successfully.
totalContacts	The total number of contacts in the contact list.

Example

The example provided in this section is based on emptying the contact list ID 3

HTTP: POST /VP_POM_Service/v2/contactlists/3/empty HTTP/1.1

Header:

Authorization: Basic xxxxxxxxxxxxxxxxxxxx

Content-Type: application/json

X-Requested-With: rest

Cache-Control: no-cache

RESPONSE JSON:

```
{"result":true,"totalContacts":1000000}
```

Get Contact List Empty Status

GET /v2/contactlists/{contact_list_id}/empty/status

The API provides status for running empty job for provided contact list ID.

URL

https://<EP Server IP>/VP_POM_Service/v2/contactlists/{contact_list_id}/empty/status

Parameters

path

Parameter	Required	Description	Data Type
contact_list_id	true	The contact list ID	Int

payload None

JSON response

Field name	Description
contactListStatus	The current status for empty job created for contact list. For example: LIST_BEING_EMPTIED is returned if empty job is in progress. Else LIST_BEING_IDLE is assigned for status.
remainingContacts	The number of contacts remaining in the contact list.

Example

The example provided in this section is based on getting empty job status for contact list ID 2.

HTTP: GET /VP_POM_Service/v2/contactlists/2/empty/status/ HTTP/1.1

Header:

Authorization: Basic xxxxxxxxxxxxxxxxxxxx

Content-Type: application/json

X-Requested-With: rest

Cache-Control: no-cache

RESPONSE JSON:

```
{"contactListStatus":"LIST_BEING_EMPTIED","remainingContacts":988000}
```

Get Contact from List

GET /v2/contactlists/{contact_list_id}/contacts/{user_contact_id}

The API provide contact record details for each attribute of the requested contact.

URL

https://<EP Server

IP>/VP_POM_Service/v2/contactlists/{contact_list_id}/contacts/{user_contact_id}

Parameters

path

Parameter	Required	Description	Data Type
contact_list_id	true	The contact list ID	int
user_contact_id	true	The use contact ID for contact.	string

payload None

JSON response

Field name	Data Type
userContactID	string
title	string
firstName	string

Field name	Data Type
lastName	string
phoneNumber1	string
phoneNumber1CtryCode	int
phoneNumber1TimeZone	string
phoneNumber2	string
phoneNumber2CtryCode	int
phoneNumber2TimeZone	string
email	string
language	string
addressLine1 to addressLine5	string
country	string
zipcode	string
contactStatusFlag	string
lastAttemptTime	string
lastSuccessfulAttemptTime	string
createdBy	string
lastModifiedOn	string
lastModifiedBy	string
lastContactCompletionCode	string
lastContactCompletionCodeID	int
customAttributeList	List of CustomContactAttribute type Member for each CustomContactAttribute contains below 3 fields: attributeName - The name of custom contact attribute. attributeType - The data type of attribute. attributeValue - The value of custom contact attribute.

Example

The example provided in this section is based on fetching of contact record with user contact ID 21030 of contact list ID 2 from POM server.

HTTP: GET /VP_POM_Service/v2/contactlists/2/contacts/21030 HTTP/1.1

Header:

Authorization: Basic xxxxxxxxxxxxxxxxxxxx

Content-Type: application/json

X-Requested-With: rest

Cache-Control: no-cache

RESPONSE JSON:

```
{
  "userContactID": "21030",
  "systemContactID": 11,
  "contactListID": 2,
  "contactListName": "restapi02",
  "title": "Mr",
  "firstName": "AutoTest21030",
  "lastName": "user",
  "phoneNumber1": "2121225010",
  "phoneNumber1CtryCode": 91,
  "phoneNumber1TimeZone": "GMT+05:30",
  "phoneNumber2": "2121225020",
  "phoneNumber2CtryCode": 91,
  "phoneNumber2TimeZone": "GMT+05:30",
  "email": "AutoTest21030@pomdev22.com",
  "language": "en-us",
  "addressLine1": "Pune City",
  "addressLine2": null,
  "addressLine3": null,
  "addressLine4": null,
  "addressLine5": null,
  "country": null,
  "zipcode": null,
  "contactStatusFlag": null,
  "lastAttemptTime": 1501192775986,
  "lastSuccessfulAttemptTime": 1501192779276,
  "createdBy": "admin",
  "lastModifiedOn": 1501178671822,
  "lastModifiedBy": "admin",
  "lastContactCompletionCode": "Answer_Machine",
  "lastContactCompletionCodeID": 14,
  "customAttributeList": [
    {
      "attributeName": "custom01",
      "attributeType": "STRING",
      "attributeValue": "custom0121030"
    },
    {
      "attributeName": "phoneNumber3",
      "attributeType": "PHONE",
      "attributeValue": "2121225139"
    },
    {
      "attributeName": "phoneNumber3_ctry_code",
      "attributeType": "INTEGER",
      "attributeValue": "91"
    }
  ]
}
```



```

{"phoneNumber3_tz","attributeType":"STRING","attributeValue":"GMT+05:30"}, {"attributeName":"phoneNumber3_tz_int","attributeType":"INTEGER","attributeValue":"19800000"}, {"attributeName":"custom04","attributeType":"STRING","attributeValue":"custom0421030"}, {"attributeName":"custom03","attributeType":"STRING","attributeValue":"custom0321030"}, {"attributeName":"custom02","attributeType":"STRING","attributeValue":"custom0221030"}]]}

```

Save Contact to List

POST /v2/contactlists/{contact_list_id}/contacts

The API to add a new contact, or update an existing contact for provided contact list ID.

URL

https://<EP Server IP>/VP_POM_Service/v2/contactlists/{contact_list_id}/contacts

Parameters

path

Parameter	Required	Description	Data Type
contact_list_id	true	The contact list ID	String

payload

Parameter	Required	Data Type
userContactID	true	String
title	No	String
firstName	No	String
lastName	No	String
phoneNumber1	No	String
phoneNumber1CtryCode	No	Int
phoneNumber1TimeZone	No	String
phoneNumber2	No	String
phoneNumber2CtryCode	No	Int
phoneNumber2TimeZone	No	String
email	No	String
language	No	String
addressLine1 to addressLine5	No	String
country	No	String
zipcode	No	String
lastAttemptTime	No	String
lastSuccessfulAttemptTime	No	String
lastContactCompletionCodeID	No	Int Please note this value could get overwritten during campaign execution on completion code updates.
automaticUpdateTimezone	No	Boolean
updateExistingContact	true	Boolean
checkRejectPattern	No	Boolean
checkPhoneFormatRule	No	Boolean
checkDNC	No	Boolean
customAttributeList	No	List of CustomContactAttribute Member for each custom attribute contains below 2 fields: attributeName - The name of custom contact attribute. attributeValue - The value of custom contact attribute.

JSON response

Field name	Description
SystemContactID	Returns system contact ID of the added or modified contact.

Example

The example provided in this section is based on saving user contact ID 1126 to contact list ID 2.

HTTP: POST /VP_POM_Service/v2/contactlists/2/contacts/save HTTP/1.1

Header:

Authorization: Basic xxxxxxxxxxxxxxxxxxxx

Content-Type: application/json

X-Requested-With: rest

Cache-Control: no-cache

REQUEST JSON:

```
{
  "userContactID": "1126",
  "title": "MR",
  "firstName": "FName",
  "lastName": "LName",
  "phoneNumber1": null,
  "phoneNumber1CtryCode": null,
  "phoneNumber1TimeZone": null,
  "phoneNumber2": null,
  "phoneNumber2CtryCode": null,
  "phoneNumber2TimeZone": null,
  "email": "test@test.com",
  "language": null,
  "addressLine1": null,
  "addressLine2": null,
  "addressLine3": null,
  "addressLine4": null,
  "addressLine5": null,
  "country": null,
  "zipcode": null,
  "customAttributeList": [{
    "attributeName": "City",
    "attributeValue": "Mumbai"  },
  {
    "attributeName": "BloodGroup",
    "attributeValue": ""  },
  {
    "attributeName": "customEmail",
    "attributeValue": "abc@pom.com"
  } ],
  "automaticUpdateTimezone": false,
  "updateExistingContact": true,
  "checkRejectPattern": false,
  "checkPhoneFormatRule": false,
  "checkDNC": false
}
```

RESPONSE JSON:

```
{"SystemContactID":242}
```

Delete Contact from List

POST

/v2/contactlists/{contact_list_id}/contacts/{user_contact_id}/delete

The API permanently delete a contact record from the POM database. It supports deletion of un-attempted in-queue contacts and processed contacts which are marked as done while the campaign job is running. This webservice might throw fault error “Cannot delete contact as the attempt is in progress” even though contact list is not associated with campaign job. This error appears only during campaign job initialization for few seconds. In such cases if retries for 3 to 5 times are performed the fault error should allow contact deletion successfully.

URL

https://<EP Server IP>/VP_POM_Service/v2/contactlists/{contact_list_id}/contacts/{user_contact_id}/delete

Parameters

path

Parameter	Required	Description	Data Type
contact_list_id	true	The contact list ID	int
user_contact_id	true	The use contact ID for contact.	string

payload None

JSON response

Field name	Description
contactDeleted	Returned true if contact deletion is successful.

Example

The example provided in this section is based on contact list ID 4 and user contact ID is 114 for the contact. The contact having user contact ID is being deleted.

HTTP: POST /VP_POM_Service/v2/contactlists/4/contacts/114/delete
HTTP/1.1

Header:

Authorization: Basic xxxxxxxxxxxxxxxxxxxx
Content-Type: application/json
X-Requested-With: rest
Cache-Control: no-cache

RESPONSE JSON:

```
{"contactDeleted": true}
```

Get Contact Attribute Value from List

GET

/v2/contactlists/{contact_list_id}/contacts/{user_contact_id}/attributes/{attribute_name}

The API provides attribute value for provided contact ID and attribute name.

URL

https://<EP Server

IP>/VP_POM_Service/v2/contactlists/{contact_list_id}/contacts/{user_contact_id}/attributes/{attribute_name}

Parameters

path

Parameter	Required	Description	Data Type
contact_list_id	true	The contact list ID.	int
user_contact_id	true	The user contact ID for contact.	String
attribute_name	true	The attribute name for system or custom type of attribute. Valid values for system type of contact attributes is below: UserContactId FirstName LastName PhoneNumber1 PhoneNumber1CtryCode TimeZone PhoneNumber2 PhoneNumber2CtryCode PhoneNumber2Tz Email Language TitlePredefined AddrLine1Predefined AddrLine2Predefined AddrLine3Predefined AddrLine4Predefined AddrLine5Predefined CountryPredefined ZipcodePredefined	String

payload None

JSON response

Field name	Description
attributeValue	The value for contact attribute.

Example

The example provided in this section is based on ZipCode system contact attribute for contact list ID as 1 and user contact ID 1.

```

HTTP:
/VP_POM_Service/v2/contactlists/1/contacts/1/attributes/ZipCode
HTTP/1.1
Header:
Authorization: Basic xxxxxxxxxxxxxxxxxxxx
Content-Type: application/json
X-Requested-With: rest
Cache-Control: no-cache
RESPONSE JSON:
{"attributeValue":"300"}

```

Update Contact Attribute Value to List

POST
/v2/contactlists/{contact_list_id}/contacts/{user_contact_id}/attributes/{attribute_name}/update
The API updates value for given contact attribute for the contact record in specific contact list.

URL

https://<EP Server
IP>/VP_POM_Service/v2/contactlists/{contact_list_id}/contacts/{user_contact_id}/attributes/{attribute_name}/update

Parameters

path

Parameter	Required	Description	Data Type
contact_list_id	true	The contact list ID	string
user_contact_id	true	The user contact ID for contact.	string
attribute_name	true	The attribute name for custom or system type of attribute. Valid values for system type of contact attributes is below: UserContactId FirstName LastName PhoneNumber1 PhoneNumber1CtryCode TimeZone PhoneNumber2 PhoneNumber2CtryCode PhoneNumber2Tz Email Language TitlePredefined AddrLine1Predefined AddrLine2Predefined AddrLine3Predefined AddrLine4Predefined AddrLine5Predefined CountryPredefined ZipcodePredefined	string

payload

Parameter	Required	Description	Data Type
contactAttributeValue	true	The new value for contact attribute.	string

JSON response

Field name	Description
updatedAttribute	Returns true if update for contact attribute is successful.

Example

The example provided in this section is based on updating ZipCode custom attribute for contact with user contact ID 1 for contact list ID 1.

HTTP: POST

/v2/VP_POM_Service/contactlists/1/contacts/1/attributes/ZipCode/update/ HTTP/1.1

Header:

Authorization: Basic xxxxxxxxxxxxxxxxxxxx
Content-Type: application/json
X-Requested-With: rest
Cache-Control: no-cache

REQUEST JSON:

```
{"contactAttributeValue": "411013"}
```

RESPONSE JSON:

```
{"updatedAttribute": true}
```

Create Campaign

POST /v2/campaigns

This web service creates a campaign with the properties provided.

URL

https://<EP Server IP>/VP_POM_Service/v2/campaigns

Parameters

Path – None

Payload

Parameter	Type	Description
campaignName	String	A unique identifier for the campaign
campaignDesc	String	A short description of the campaign or purpose of the campaign.

contactLists	List	Contact List Name(s) for finite Campaign or infinite campaign with contact list
campaignType	String	Campaign types available are Finite, InfiniteWithContacts, InfiniteWithoutContacts.
campaignStrategy	String	The Campaign Strategies that are in "Completed" state only
contactRecordAssignmentToAgent	Array	Select to filter the contact record based on attribute and Agent ID. Valid values are Attributes and AgentID
attributesForContactRecordAssignmentToAgent	List	If Attributes is selected for contactRecordAssignmentToAgent then list of custom attributes are required.
agentIDForContactRecordAssignmentToAgent	String	If AgentID is selected for contactRecordAssignmentToAgent then provide custom attribute which contains Agent ID
applyDNC	Boolean	To Apply DNC at Campaign level.
dncGroupsForCampaign	List	List of all DNC groups for applying to Campaign
defaultDNCGroup	String	Default DNC group when Agent mark any contact as DNC
publishAttemptDataToContextStore	Boolean	Publish the contact attempt data to Context Store. Valid values are True/False.
zoneEPMList	List	Mapping of zones and EPM to be used
dialingPrefix	String	Prefix to dial such as the country code or area code.
ccaStartType	String	Specify when the Call Classification Analysis (CCA) can start. Valid values are CCA_START_ON_CONNECT and CCA_START_ON_PROGRESS
ccaTimeout	Integer	Use to specify the CCA timeout value. This value depends on the On Connect and On Progress values. You can set CCA timeout value in the range 5000 and 20000 milliseconds for CCA On Connect and 5000 to 45000 milliseconds for CCA On Progress.

enableComplianceTimers	Boolean	Enable or disable the compliance timers.
startOfVoiceTimeOut	Integer	Start Of Voice timer. The combined value of the Start of Voice Timeout (milliseconds) and Live Voice Timeout (milliseconds) cannot be more than the CCA Timeout value.
liveVoiceTimeOut	Integer	Live Voice timer. The combined value of the Start of Voice Timeout (milliseconds) and Live Voice Timeout (milliseconds) cannot be more than the CCA Timeout value.
smsPrefix	String	Prefix before sending out the SMS.
falsePositiveRateAMD	Double	Use AMD False Positive Rate to specify the false positives and is used in the nuisance rate calculation.
considerAnswerMachineByAgent	Boolean	When Consider Answer Machine By Agent is True, such calls are considered in the Nuisance rate calculations.
sortCriteriaAttributeList	List	Specify the attributes to sort the data either in ascending or descending order. <pre>{ "attrName": "ContactId", "sortOrder": "desc" }</pre> Valid attrName values are contact attributes Valid sortOrder values are - asc/desc
pauseDialingDuringRecordSelection	Boolean	If true, POM starts dialing only after it finishes filtering all records based on the filter criteria specified.
filterCriteriaConditonType	String	If you specify more than one filter condition, provide value for this field. Valid values are – ALL, ANY or CUSTOM
filterConditions	String	Used when CUSTOM is condition type is given. A combination of contact attributes to filter the records. Eg. If you have 4 conditions, 1, 2, 3, and 4, then you

		cannot write custom criteria as: (1 and 2) OR (1 and 3).
filterCriteriaAttributeList	List	Provide Filter Criteria Attributes in JSON format. <pre>{ "filterAttributeName": "DateAttr", "filterAttributeValue": "03132018", "filterOperator": "=", "filterDateFormat": "MMDDYYYY" }</pre>
completionCodes	List	Provide list of custom completion codes with a campaign.
completionCodesExcludedForAttempt Calculation	List	Provide list of all the completion codes (System and Custom) not to be considered while calculating attempts.
agentAddressBook	List	Provide list of agent Address Book entries with a Campaign.
timeBasedFinishCriteria	Object	Provide Time based finish criteria in json format. <pre>{ "abortAfterHrs": 22, "abortAfterMins": 44 }</pre>
checkTimeBasedFinishCriteriaForPausedCampaign		Check Time Based Finish Criteria for Paused Campaign
finishCompletionCodeConditionType	String	If you specify more than one finish completion code condition, provide value for this field. Valid values are – ALL, ANY or CUSTOM
finishCompletionCodeConditions	String	Used when CUSTOM is condition type is given. A combination of contact attributes to filter the records. Eg. If you have 4 conditions, 1, 2, 3, and 4, then you cannot write custom criteria as: (1 and 2) OR (1 and 3).
finishCompletionCodeCriteriaList	List	Completion Code based finish criteria. Completion Codes to be used in setting Finish Criteria and accordingly type your criteria. JSON format, <pre>[{ "completionCodeName": "c12",</pre>

		"completionCodeValue": "12" }]
finishGoalConditonType	String	If you specify more than one finish completion code condition, provide value for this field. Valid values are – ALL, ANY or CUSTOM
finishGoalConditions	String	Used when CUSTOM is condition type is given. A combination of contact attributes to filter the records. Eg. If you have 4 conditions, 1, 2, 3, and 4, then you cannot write custom criteria as: (1 and 2) OR (1 and 3).
finishGoalCriteriaList	List	Goal Based finish Criteria. Contact Attributes to be used in setting Finish Criteria and accordingly type your criteria. JSON format, { "contactAttributeName": "b_int", "contactAttributeValue": "33" }
exportContacts	Boolean	Enable to export the Contact
exportDataColumns	List	List of contact attributes for export
exportDataCompletionCodes	List	List of Completion Codes for export
postProcessorClass	String	Provide fully resolved class Name (e.g. com.avaya.pom.custom.myPostProcessor) implementing the custom post processing interface.
recorderAttributes	List	Attributes for Event SDK or Recorder
sendAttributesToEventSDKRecorder	Boolean	Enable it in case recorder attributes are required.

JSON response

Field name	Description
campaignID	The unique ID of new campaign.

Example

The example provided in this section is to create a campaign with provided JSON.

HTTP: POST /VP_POM_Service/v2/campaigns

HTTP/1.1

Header:

Authorization: Basic xxxxxxxxxxxxxxxxxxxx
Content-Type: application/json
X-Requested-With: rest
Cache-Control: no-cache

REQUEST JSON:

```
{
  "campaignName": "RestCampaign",
  "campaignDesc": null,
  "contactLists": [
    "list1"
  ],
  "campaignType": "Finite",
  "campaignStrategy": "Preview",
  "contactRecordAssignmentToAgent": [
    "Attributes",
    "AgentID"
  ],
  "publishAttemptDataToContextStore": false,
  "attributesForContactRecordAssignmentToAgent": [
    "city",
    "State",
    "company"
  ],
  "agentIDForContactRecordAssignmentToAgent": "BloodGroup",
  "applyDNC": true,
  "dncGroupsForCampaign": [
    "Common DNC List Group",
    "CC DNC List Group",
    "DNCGroup2",
    "HR DNC List Group"
  ],
  "defaultDNCGroup": "CC DNC List Group",
  "zoneEPMList": [
    {
      "zoneName": "Default",
      "epmServersForZone": [
        "EPM(DC1)"
      ]
    }
  ],
  "dialingPrefix": "91",
  "ccaStartType": "CCA_START_ON_CONNECT",
  "ccaTimeout": 7500,
  "enableComplianceTimers": true,
  "startOfVoiceTimeOut": 2000,
  "liveVoiceTimeOut": 1800,
  "smsPrefix": null,
  "falsePositiveRateAMD": 3,
  "considerAnswerMachineByAgent": true,
  "sortCriteriaAttributeList": [
    {
      "attrName": "ContactId",
      "sortOrder": "desc"
    }
  ],
}
```

```

    {
      "attrName": "FirstName",
      "sortOrder": "asc"
    },
    {
      "attrName": "attr",
      "sortOrder": "desc"
    }
  ],
  "pauseDialingDuringRecordSelection": true,
  "filterCriteriaConditonType": "ALL",
  "filterConditions": null,
  "filterCriteriaAttributeList": [
    {
      "filterAttributeName": "BG",
      "filterOperator": "isnull"
    },
    {
      "filterAttributeName": "DateAttr",
      "filterAttributeValue": "03132018",
      "filterOperator": "=",
      "filterDateFormat": "MMDDYYYY"
    },
    {
      "filterAttributeName": "FirstName",
      "filterAttributeValue": "Ramkrishna",
      "filterOperator": "!="
    }
  ],
  "completionCodes": [
    "cc16",
    "c13",
    "cc9",
    "cc7",
    "c11",
    "c12",
    "cc6",
    "cc10",
    "c14",
    "cc15",
    "cc8"
  ],
  "completionCodesExcludedForAttemptCalculation": [
    "BgrndAMD_Nuisance_Call",
    "bbbbbb",
    "Answer_Human",
    "Attempt_Timeout",
    "All_Contact_Addresses_Empty",
    "c12",
    "Desktop_Error",
    "Attempt_Skip_By_Agent",
    "c11",
    "AMD_Application_Played",
    "Attempt_In_Progress",
    "Answer_Machine",

```

```

    "Application_Error"
  ],
  "agentAddressBook": [
    "agentAddress1",
    "agentAddress3",
    "agentAddress2"
  ],
  "timeBasedFinishCriteria": {
    "abortAfterHrs": 22,
    "abortAfterMins": 44
  },
  "checkTimeBasedFinishCriteriaForPausedCampaign": true,
  "finishCompletionCodeConditonType": "ALL",
  "finishCompletionCodeConditions": null,
  "finishCompletionCodeCriteriaList": [
    {
      "completionCodeName": "c12",
      "completionCodeValue": "12"
    },
    {
      "completionCodeName": "Answer_Human",
      "completionCodeValue": "34"
    }
  ],
  "finishGoalConditonType": "ANY",
  "finishGoalConditions": null,
  "finishGoalCriteriaList": [
    {
      "contactAttributeName": "b_int",
      "contactAttributeValue": "33"
    },
    {
      "contactAttributeName": "b_long",
      "contactAttributeValue": "55"
    }
  ],
  "exportContacts": true,
  "exportDataColumns": [
    "AttemptedField",
    "BloodGroup",
    "CallCompletionTime",
    "CallConnectTime",
    "AttemptedAddress",
    "attr"
  ],
  "exportDataCompletionCodes": [
    "Answer_Machine",
    "AMD_Application_Played",
    "Answer_Human",
    "Application_Error",
    "All_Contact_Addresses_Empty",
    "Desktop_Error"
  ],
  "postProcessorClass": "com.avaya.pom.custom.myPostProcessor",
  "recorderAttributes": [

```

```

    "DateAttr",
    "BloodGroup",
    "Email",
    "emailCust",
    "city",
    "FirstName",
    "company",
    "landline",
    "UserContactId"
  ]
}

```

RESPONSE JSON:

```

{
  "campaignID": 2579
}

```

Edit Campaign

POST /v2/campaigns/{campaignId}

This web service edits a campaign with the properties provided. Campaign Name is non-editable.

URL

https://<EP Server IP>/VP_POM_Service/v2/campaigns/{campaignId}

Parameters

Path – None

Payload

Parameter	Type	Description
campaignDesc	String	A short description of the campaign or purpose of the campaign.
contactLists	List	Contact List Name(s) for finite Campaign or infinite campaign with contact list
campaignType	String	Campaign types available are Finite, InfiniteWithContacts, InfiniteWithoutContacts.
campaignStrategy	String	The Campaign Strategies that are in "Completed" state only
contactRecordAssignmentToAgent	Array	Select to filter the contact record based on attribute and Agent ID. Valid values are Attributes and AgentID

attributesForContactRecordAssignmentToAgent	List	If Attributes is selected for contactRecordAssignmentToAgent then list of custom attributes are required.
agentIDForContactRecordAssignmentToAgent	String	If AgentID is selected for contactRecordAssignmentToAgent then provide custom attribute which contains Agent ID
applyDNC	Boolean	To Apply DNC at Campaign level.
dncGroupsForCampaign	List	List of all DNC groups for applying to Campaign
defaultDNCGroup	String	Default DNC group when Agent mark any contact as DNC
publishAttemptDataToContextStore	Boolean	Publish the contact attempt data to Context Store. Valid values are True/False.
zoneEPMList	List	Mapping of zones and EPM to be used
dialingPrefix	String	Prefix to dial such as the country code or area code.
ccaStartType	String	Specify when the Call Classification Analysis (CCA) can start. Valid values are CCA_START_ON_CONNECT and CCA_START_ON_PROGRESS
ccaTimeout	Integer	Use to specify the CCA timeout value. This value depends on the On Connect and On Progress values. You can set CCA timeout value in the range 5000 and 20000 milliseconds for CCA On Connect and 5000 to 45000 milliseconds for CCA On Progress.
enableComplianceTimers	Boolean	Enable or disable the compliance timers.
startOfVoiceTimeOut	Integer	Start of Voice timer. The combined value of the Start of Voice Timeout (milliseconds) and Live Voice Timeout (milliseconds) cannot be more than the CCA Timeout value.
liveVoiceTimeOut	Integer	Live Voice timer. The combined value of the Start of Voice Timeout (milliseconds) and Live Voice Timeout (milliseconds) cannot be more than the CCA Timeout value.

smsPrefix	String	Prefix before sending out the SMS.
falsePositiveRateAMD	Double	Use AMD False Positive Rate to specify the false positives and is used in the nuisance rate calculation.
considerAnswerMachineByAgent	Boolean	When Consider Answer Machine By Agent is True, such calls are considered in the Nuisance rate calculations.
sortCriteriaAttributeList	List	Specify the attributes to sort the data either in ascending or descending order. <pre>{ "attrName": "ContactId", "sortOrder": "desc" }</pre> Valid attrName values are contact attributes Valid sortOrder values are - asc/desc
pauseDialingDuringRecordSelection	Boolean	If true, POM starts dialing only after it finishes filtering all records based on the filter criteria specified.
filterCriteriaConditonType	String	If you specify more than one filter condition, provide value for this field. Valid values are – ALL, ANY or CUSTOM
filterConditions	String	Used when CUSTOM is condition type is given. A combination of contact attributes to filter the records. Eg. If you have 4 conditions, 1, 2, 3, and 4, then you cannot write custom criteria as: (1 and 2) OR (1 and 3).
filterCriteriaAttributeList	List	Provide Filter Criteria Attributes in JSON format. <pre>{ "filterAttributeName": "DateAttr", "filterAttributeValue": "03132018", "filterOperator": "=", "filterDateFormat": "MMDDYYYY" }</pre>

completionCodes	List	Provide list of custom completion codes with a campaign.
completionCodesExcludedForAttempt Calculation	List	Provide list of all the completion codes (System and Custom) not to be considered while calculating attempts.
agentAddressBook	List	Provide list of agent Address Book entries with a Campaign.
timeBasedFinishCriteria	Object	Provide Time based finish criteria in json format. <pre>{ "abortAfterHrs": 22, "abortAfterMins": 44 }</pre>
checkTimeBasedFinishCriteriaForPausedCampaign		Check Time Based Finish Criteria for Paused Campaign
finishCompletionCodeConditionType	String	If you specify more than one finish completion code condition, provide value for this field. Valid values are – ALL, ANY or CUSTOM
finishCompletionCodeConditions	String	Used when CUSTOM is condition type is given. A combination of contact attributes to filter the records. Eg. If you have 4 conditions, 1, 2, 3, and 4, then you cannot write custom criteria as: (1 and 2) OR (1 and 3).
finishCompletionCodeCriteriaList	List	Completion Code based finish criteria. Completion Codes to be used in setting Finish Criteria and accordingly type your criteria. JSON format, <pre>[{ "completionCodeName": "c12", "completionCodeValue": "12" }]</pre>
finishGoalConditionType	String	If you specify more than one finish completion code condition, provide value for this field. Valid values are – ALL, ANY or CUSTOM
finishGoalConditions	String	Used when CUSTOM is condition type is given. A combination of contact attributes to filter the records. Eg. If you have 4 conditions, 1, 2, 3, and 4, then you

		cannot write custom criteria as: (1 and 2) OR (1 and 3).
finishGoalCriteriaList	List	Goal Based finish Criteria. Contact Attributes to be used in setting Finish Criteria and accordingly type your criteria. JSON format, <pre>{ "contactAttributeName": "b_int", "contactAttributeValue": "33" }</pre>
exportContacts	Boolean	Enable to export the Contact
exportDataColumns	List	List of contact attributes for export
exportDataCompletionCodes	List	List of Completion Codes for export
postProcessorClass	String	Provide fully resolved class Name (e.g. com.avaya.pom.custom.myPostProcessor) implementing the custom post processing interface.
recorderAttributes	List	Attributes for Event SDK or Recorder
sendAttributesToEventSDKRecorder	Boolean	Enable it in case recorder attributes are required.

JSON response

Field name	Description
result	It returns true on success.

Example

The example provided in this section is to edit a campaign with provided JSON.

Note:

When campaign is in paused state, edit campaign webservice does not allow to change parameters on record selection page

Following parameters will not be changed after edit campaign webservice :

sortCriteriaAttributeList, pauseDialingDuringRecordSelection, filterCriteriaConditonType, filterConditions, filterCriteriaAttributeList

HTTP: POST /VP_POM_Service/v2/campaigns/{campaignId} HTTP/1.1

Header:

Authorization: Basic xxxxxxxxxxxxxxxxxxxx

Content-Type: application/json

X-Requested-With: rest

Cache-Control: no-cache

REQUEST JSON:

```
{
  "campaignDesc": null,
  "contactLists": [
    "list1"
  ],
  "campaignType": "Finite",
  "campaignStrategy": "Preview",
  "contactRecordAssignmentToAgent": [
    "Attributes",
    "AgentID"
  ],
  "publishAttemptDataToContextStore": false,
  "attributesForContactRecordAssignmentToAgent": [
    "city",
    "State",
    "company"
  ],
  "agentIDForContactRecordAssignmentToAgent": "BloodGroup",
  "applyDNC": true,
  "dncGroupsForCampaign": [
    "Common DNC List Group",
    "CC DNC List Group",
    "DNCGroup2",
    "HR DNC List Group"
  ],
  "defaultDNCGroup": "CC DNC List Group",
  "zoneEPMList": [
    {
      "zoneName": "Default",
      "epmServersForZone": [
        "EPM(DC1)"
      ]
    }
  ],
  "dialingPrefix": "91",
  "ccaStartType": "CCA_START_ON_CONNECT",
  "ccaTimeout": 7500,
  "enableComplianceTimers": true,
  "startOfVoiceTimeOut": 2000,
  "liveVoiceTimeOut": 1800,
  "smsPrefix": null,
  "falsePositiveRateAMD": 3,
  "considerAnswerMachineByAgent": true,
  "sortCriteriaAttributeList": [
    {
      "attrName": "ContactId",
      "sortOrder": "desc"
    },
    {
      "attrName": "FirstName",
      "sortOrder": "asc"
    }
  ]
}
```

```

        "attrName": "attr",
        "sortOrder": "desc"
    }
],
"pauseDialingDuringRecordSelection": true,
"filterCriteriaConditonType": "ALL",
"filterConditions": null,
"filterCriteriaAttributeList": [
    {
        "filterAttributeName": "BG",
        "filterOperator": "isnull"
    },
    {
        "filterAttributeName": "DateAttr",
        "filterAttributeValue": "03132018",
        "filterOperator": "=",
        "filterDateFormat": "MMDDYYYY"
    },
    {
        "filterAttributeName": "FirstName",
        "filterAttributeValue": "Ramkrishna",
        "filterOperator": "!="
    }
],
"completionCodes": [
    "cc16",
    "c13",
    "cc9",
    "cc7",
    "c11",
    "c12",
    "cc6",
    "cc10",
    "c14",
    "cc15",
    "cc8"
],
"completionCodesExcludedForAttemptCalculation": [
    "BgrndAMD_Nuisance_Call",
    "bbbbbb",
    "Answer_Human",
    "Attempt_Timeout",
    "All_Contact_Addresses_Empty",
    "c12",
    "Desktop_Error",
    "Attempt_Skip_By_Agent",
    "c11",
    "AMD_Application_Played",
    "Attempt_In_Progress",
    "Answer_Machine",
    "Application_Error"
],
"agentAddressBook": [
    "agentAddress1",
    "agentAddress3",

```

```

    "agentAddress2"
  ],
  "timeBasedFinishCriteria": {
    "abortAfterHrs": 22,
    "abortAfterMins": 44
  },
  "checkTimeBasedFinishCriteriaForPausedCampaign": true,
  "finishCompletionCodeConditonType": "ALL",
  "finishCompletionCodeConditions": null,
  "finishCompletionCodeCriteriaList": [
    {
      "completionCodeName": "c12",
      "completionCodeValue": "12"
    },
    {
      "completionCodeName": "Answer_Human",
      "completionCodeValue": "34"
    }
  ],
  "finishGoalConditonType": "ANY",
  "finishGoalConditions": null,
  "finishGoalCriteriaList": [
    {
      "contactAttributeName": "b_int",
      "contactAttributeValue": "33"
    },
    {
      "contactAttributeName": "b_long",
      "contactAttributeValue": "55"
    }
  ],
  "exportContacts": true,
  "exportDataColumns": [
    "AttemptedField",
    "BloodGroup",
    "CallCompletionTime",
    "CallConnectTime",
    "AttemptedAddress",
    "attr"
  ],
  "exportDataCompletionCodes": [
    "Answer_Machine",
    "AMD_Application_Played",
    "Answer_Human",
    "Application_Error",
    "All_Contact_Addresses_Empty",
    "Desktop_Error"
  ],
  "postProcessorClass": "com.avaya.pom.custom.myPostProcessor",
  "recorderAttributes": [
    "DateAttr",
    "BloodGroup",
    "Email",
    "emailCust",
    "city",

```

```

    "FirstName",
    "company",
    "landline",
    "UserContactId"
  ]
}

```

RESPONSE JSON:

```

{
  "result": true
}

```

Get Campaign Details

GET /v2/campaigns/{campaignId}

This web service gets a campaign details for the campaign id provided in path parameter.

URL

https://<EP Server IP>/VP_POM_Service/v2/campaigns/{campaignId}

Parameters

Path

Parameter	Required	Description	Data Type
campaignId	true	The Campaign ID	int

Payload - None

JSON response

Field name	Description
campaignName	A unique identifier for the campaign
campaignDesc	A short description of the campaign or purpose of the campaign.
contactLists	Contact List Name(s) for finite Campaign or infinite campaign with contact list
campaignType	Campaign types available are Finite, InfiniteWithContacts, InfiniteWithoutContacts.
campaignStrategy	The Campaign Strategies that are in "Completed" state only
contactRecordAssignmentToAgent	Select to filter the contact record based on attribute and Agent ID. Valid values are Attributes and AgentID
attributesForContactRecordAssignmentToAgent	If Attributes is selected for contactRecordAssignmentToAgent then list of custom attributes are required.

agentIDForContactRecordAssignmentToAgent	If AgentID is selected for contactRecordAssignmentToAgent then provide custom attribute which contains Agent ID
applyDNC	To Apply DNC at Campaign level.
dncGroupsForCampaign	List of all DNC groups for applying to Campaign
defaultDNCGroup	Default DNC group when Agent mark any contact as DNC
publishAttemptDataToContextStore	Publish the contact attempt data to Context Store. Valid values are True/False.
zoneEPMList	Mapping of zones and EPM to be used
dialingPrefix	Prefix to dial such as the country code or area code.
ccaStartType	Specify when the Call Classification Analysis (CCA) can start. Valid values are CCA_START_ON_CONNECT and CCA_START_ON_PROGRESS
ccaTimeout	Use to specify the CCA timeout value. This value depends on the On Connect and On Progress values. You can set CCA timeout value in the range 5000 and 20000 milliseconds for CCA On Connect and 5000 to 45000 milliseconds for CCA On Progress.
enableComplianceTimers	Enable or disable the compliance timers.
startOfVoiceTimeOut	Start Of Voice timer. The combined value of the Start of Voice Timeout (milliseconds) and Live Voice Timeout (milliseconds) cannot be more than the CCA Timeout value.
liveVoiceTimeOut	Live Voice timer. The combined value of the Start of Voice Timeout (milliseconds) and Live Voice Timeout (milliseconds) cannot be more than the CCA Timeout value.
smsPrefix	Prefix before sending out the SMS.
falsePositiveRateAMD	Use AMD False Positive Rate to specify the false positives and is used in the nuisance rate calculation.
considerAnswerMachineByAgent	When Consider Answer Machine By Agent is True, such calls are considered in the Nuisance rate calculations.
sortCriteriaAttributeList	Specify the attributes to sort the data either in ascending or descending order. <pre>{ "attrName": "ContactId", "sortOrder": "desc" }</pre> Valid attrName values are contact attributes

	Valid sortOrder values are - asc/desc
pauseDialingDuringRecordSelection	If true, POM starts dialing only after it finishes filtering all records based on the filter criteria specified.
filterCriteriaConditonType	If you specify more than one filter condition, provide value for this field. Valid values are – ALL, ANY or CUSTOM
filterConditions	Used when CUSTOM is condition type is given. A combination of contact attributes to filter the records. Eg. If you have 4 conditions, 1, 2, 3, and 4, then you cannot write custom criteria as: (1 and 2) OR (1 and 3).
filterCriteriaAttributeList	Provide Filter Criteria Attributes in JSON format. <pre>{ "filterAttributeName": "DateAttr", "filterAttributeValue": "03132018", "filterOperator": "=", "filterDateFormat": "MMDDYYYY" }</pre>
completionCodes	Provide list of custom completion codes with a campaign.
completionCodesExcludedForAttemptCalculation	Provide list of all the completion codes (System and Custom) not to be considered while calculating attempts.
agentAddressBook	Provide list of agent Address Book entries with a Campaign.
timeBasedFinishCriteria	Provide Time based finish criteria in json format. <pre>{ "abortAfterHrs": 22, "abortAfterMins": 44 }</pre>
checkTimeBasedFinishCriteriaForPausedCampaign	Check Time Based Finish Criteria for Paused Campaign
finishCompletionCodeConditonType	If you specify more than one finish completion code condition, provide value for this field. Valid values are – ALL, ANY or CUSTOM
finishCompletionCodeConditions	Used when CUSTOM is condition type is given. A combination of contact attributes to filter the records. Eg. If you have 4 conditions, 1, 2, 3, and 4, then you cannot write custom criteria as: (1 and 2) OR (1 and 3).
finishCompletionCodeCriteriaList	Completion Code based finish criteria. Completion Codes to be used in setting Finish Criteria and accordingly type your criteria. JSON format, <pre>[{</pre>

	"completionCodeName": "c12", "completionCodeValue": "12" }]
finishGoalConditonType	If you specify more than one finish completion code condition, provide value for this field. Valid values are – ALL, ANY or CUSTOM
finishGoalConditions	Used when CUSTOM is condition type is given. A combination of contact attributes to filter the records. Eg. If you have 4 conditions, 1, 2, 3, and 4, then you cannot write custom criteria as: (1 and 2) OR (1 and 3).
finishGoalCriteriaList	Goal Based finish Criteria. Contact Attributes to be used in setting Finish Criteria and accordingly type your criteria. JSON format, { "contactAttributeName": "b_int", "contactAttributeValue": "33" }
exportContacts	Enable to export the Contact
exportDataColumns	List of contact attributes for export
exportDataCompletionCodes	List of Completion Codes for export
postProcessorClass	Provide fully resolved class Name (e.g. com.avaya.pom.custom.myPostProcessor) implementing the custom post processing interface.
recorderAttributes	Attributes for Event SDK or Recorder

Example

The example provided in this section is to get a campaign with provided JSON.

HTTP: GET /VP_POM_Service/v2/campaigns/{campaignId}

HTTP/1.1

Header:

Authorization: Basic xxxxxxxxxxxxxxxxxxxx

Content-Type: application/json

X-Requested-With: rest

Cache-Control: no-cache

RESPONSE JSON:

```
{
  "campaignName": GetCampaignDetails,
  "campaignDesc": null,
  "contactLists": [
    "list1"
  ]
}
```

```

],
"campaignType": "Finite",
"campaignStrategy": "Preview",
"contactRecordAssignmentToAgent": [
  "Attributes",
  "AgentID"
],
"publishAttemptDataToContextStore": false,
"attributesForContactRecordAssignmentToAgent": [
  "city",
  "State",
  "company"
],
"agentIDForContactRecordAssignmentToAgent": "BloodGroup",
"applyDNC": true,
"dncGroupsForCampaign": [
  "Common DNC List Group",
  "CC DNC List Group",
  "DNCGroup2",
  "HR DNC List Group"
],
"defaultDNCGroup": "CC DNC List Group",
"zoneEPMList": [
  {
    "zoneName": "Default",
    "epmServersForZone": [
      "EPM(DC1)"
    ]
  }
],
"dialingPrefix": "91",
"ccaStartType": "CCA_START_ON_CONNECT",
"ccaTimeout": 7500,
"enableComplianceTimers": true,
"startOfVoiceTimeOut": 2000,
"liveVoiceTimeOut": 1800,
"smsPrefix": null,
>falsePositiveRateAMD": 3,
"considerAnswerMachineByAgent": true,
"sortCriteriaAttributeList": [
  {
    "attrName": "ContactId",
    "sortOrder": "desc"
  },
  {
    "attrName": "FirstName",
    "sortOrder": "asc"
  },
  {
    "attrName": "attr",
    "sortOrder": "desc"
  }
],
"pauseDialingDuringRecordSelection": true,
"filterCriteriaConditonType": "ALL",

```

```

"filterConditions": null,
"filterCriteriaAttributeList": [
  {
    "filterAttributeName": "BG",
    "filterOperator": "isnull"
  },
  {
    "filterAttributeName": "DateAttr",
    "filterAttributeValue": "03132018",
    "filterOperator": "=",
    "filterDateFormat": "MMDDYYYY"
  },
  {
    "filterAttributeName": "FirstName",
    "filterAttributeValue": "Ramkrishna",
    "filterOperator": "!="
  }
],
"completionCodes": [
  "cc16",
  "c13",
  "cc9",
  "cc7",
  "c11",
  "c12",
  "cc6",
  "cc10",
  "c14",
  "cc15",
  "cc8"
],
"completionCodesExcludedForAttemptCalculation": [
  "BgrndAMD_Nuisance_Call",
  "bbbbbb",
  "Answer_Human",
  "Attempt_Timeout",
  "All_Contact_Addresses_Empty",
  "c12",
  "Desktop_Error",
  "Attempt_Skip_By_Agent",
  "c11",
  "AMD_Application_Played",
  "Attempt_In_Progress",
  "Answer_Machine",
  "Application_Error"
],
"agentAddressBook": [
  "agentAddress1",
  "agentAddress3",
  "agentAddress2"
],
"timeBasedFinishCriteria": {
  "abortAfterHrs": 22,
  "abortAfterMins": 44
},

```

```

"checkTimeBasedFinishCriteriaForPausedCampaign": true,
"finishCompletionCodeConditonType": "ALL",
"finishCompletionCodeConditions": null,
"finishCompletionCodeCriteriaList": [
  {
    "completionCodeName": "c12",
    "completionCodeValue": "12"
  },
  {
    "completionCodeName": "Answer_Human",
    "completionCodeValue": "34"
  }
],
"finishGoalConditonType": "ANY",
"finishGoalConditions": null,
"finishGoalCriteriaList": [
  {
    "contactAttributeName": "b_int",
    "contactAttributeValue": "33"
  },
  {
    "contactAttributeName": "b_long",
    "contactAttributeValue": "55"
  }
],
"exportContacts": true,
"exportDataColumns": [
  "AttemptedField",
  "BloodGroup",
  "CallCompletionTime",
  "CallConnectTime",
  "AttemptedAddress",
  "attr"
],
"exportDataCompletionCodes": [
  "Answer_Machine",
  "AMD_Application_Played",
  "Answer_Human",
  "Application_Error",
  "All_Contact_Addresses_Empty",
  "Desktop_Error"
],
"postProcessorClass": "com.avaya.pom.custom.myPostProcessor",
"recorderAttributes": [
  "DateAttr",
  "BloodGroup",
  "Email",
  "emailCust",
  "city",
  "FirstName",
  "company",
  "landline",
  "UserContactId"
]
}

```

Clone Campaign

POST /v2/campaigns/clone

This web service clones a campaign fromCampaign to toCampaign.

URL

https://<EP Server IP>/VP_POM_Service/v2/campaigns/clone

Parameters

Path - None

Payload

Parameter	Type	Description
fromCampaign	String	A unique identifier for the campaign to be cloned
toCampaign	String	A unique identifier for the campaign new Campaign

JSON response

Field name	Description
isCampaignCloned	true

Example

The example provided in this section is to clone a campaign with provided JSON.

HTTP: POST /VP_POM_Service/v2/campaigns/clone HTTP/1.1

Header:

Authorization: Basic xxxxxxxxxxxxxxxxxxxx

Content-Type: application/json

X-Requested-With: rest

Cache-Control: no-cache

REQUEST JSON:

```
{
  "fromCampaign": "RestCamp1",
  "toCampaign": "RestCamp2"
}
```

RESPONSE JSON:

```
{
  "isCampaignCloned": "true"
}
```

Delete Campaign

POST /v2/campaigns/{campaignId}/delete

This web service deletes the campaign. After calling the web service campaign deletion starts.

URL

https://<EP Server IP>/VP_POM_Service/v2/campaigns/{campaignId}/delete

Parameters

Path - None

Parameter	Required	Description	Data Type
campaignId	true	The Campaign ID	int

Payload – None

JSON response

Field name	Description
isCampaignDeleteStarted	true

Example

The example provided in this section is to delete a campaign with provided JSON.

```
HTTP: POST /VP_POM_Service/v2/campaigns/{campaignId}/delete
HTTP/1.1
```

Header:

```
Authorization: Basic xxxxxxxxxxxxxxxxxxxx
Content-Type: application/json
X-Requested-With: rest
Cache-Control: no-cache
```

RESPONSE JSON:

```
{
  " isCampaignDeleteStarted":"true"
}
```

Search Campaign

GET /v2/campaigns/search

This web service deletes the campaign. After calling the web service campaign deletion starts.

URL

https://<EP Server IP>/VP_POM_Service/v2/campaigns/search

Parameters

Path – None

Query

Parameter	Type	Description
PageSize (optional)	Integer	Number of records to be fetched from campaign list. Max 100 campaigns per request is allowed. If value is not provided default page size used for calculating total pages will be 10.

PageNumber (optional)	Integer	The page number for which records needs to be fetched. If value is not provided default 1 will be used.
SortBy (optional)	String	Field name to be used for sorting the records. Possible values include below names and datatypes: "Name" "Strategy" "List"
SortDirection (optional)	String	Either asc and desc values are allowed for ascending and descending sort respectively. If value is not provided DESC will be used as default value.
SearchBy (optional)	String	Field name to be used for searching the records. Possible values include below names and datatypes: "Name" "Strategy" "List"
SearchOperator (optional)	String	Below operator will be allowed according to type of field selected in SearchBy: =, !=, in, like, notlike
SearchValue (optional)	String	Value to be searched. Ensure to provide valid value. Wild chars like *, ~ are not valid.

Payload – None

JSON response

Field name	Description
campaignList	List of campaigns. Following campaign details will be returned by API. "campaignID": 5, "campaignName": "abd3", "contactStrategyName": "Preview", "infiniteStatus": "Finite", "contactListName": ["list2", "list3", "list4"]]
totalPage	Total Pages of campaignList response

Example

The example provided in this section is to delete a campaign with provided JSON.

HTTP: GET /VP_POM_Service/v2/campaigns/search

HTTP/1.1

Header:

Authorization: Basic xxxxxxxxxxxxxxxxxxxx

Content-Type: application/json

X-Requested-With: rest
Cache-Control: no-cache

RESPONSE JSON:

```
{
  "campaignList": [
    {
      "campaignID": 5,
      "campaignName": "abd3",
      "contactStrategyName": "Preview",
      "infiniteStatus": "Finite",
      "contactListName": [
        "list2",
        "list3",
        "list4"
      ]
    }
  ],
  "totalPage": 1
}
```

Schedule Campaign

POST /v2/campaigns/{campaign_id}/schedule

The API provides ability to schedule jobs to run once for finite or infinite type of campaign.

URL

https://<EP Server IP>/VP_POM_Service/v2/campaigns/{campaign_id}/schedule

Parameters

path

Parameter	Required	Description	Data Type
campaign_id	true	The ID for the campaign	int

payload

Parameter	Required	Description	Data Type
startTime	true	Specify the start date and time for the triggering campaign. Ensure that the start date and format is yyyy/MM/dd HH:mm:ss.	string
timeZone	true	Specify the time zone you want to use for scheduling the jobs.	string
archivalFrequencyType	true	Specify the archival frequency for the campaign. It can be either Hourly, or RunEveryNHours, or DailyAt	string
archivalEveryNHours	true	Archival of the contact attempt information related to the campaign after a specified time interval in hours. For example, if you specify the value as 5, then the archival schedule runs 5 hours after the campaign starts and every 5 hours until the campaign ends.	string
archivalTimeInHrsMins	true	Specify the archival frequency in hours and minutes.	string

JSON response

Field name	Description
campaignSchedule	Returns true on success

Example

The example provided in this section is based on scheduling a campaign job with run once frequency at 10:05:05 along with DailyAt frequency for archival job at time 09:00 AM

HTTP: POST /VP_POM_Service/v2/campaigns/1/schedule HTTP/1.1

Header:

Authorization: Basic xxxxxxxxxxxxxxxxxxxx

Content-Type: application/json

X-Requested-With: rest

Cache-Control: no-cache

REQUEST JSON:

```
{
  "startTime":"2018/04/02 10:5:5",
  "timeZone": "GMT+05:30",
  "archivalFrequencyType": "DailyAt",
  "archivalEveryNHours": null,
  "archivalTimeInHrsMins": "09:00"
}
```

RESPONSE JSON:

```
{"campaignSchedule":true}
```

Schedule Recurring Campaign

POST /v2/campaigns/{campaign_id}/schedule/recurring

The API provides ability to schedule jobs to run finite or infinite type of campaign on recurrent basis.

URL

https://<EP Server IP>/VP_POM_Service/v2/campaigns/{campaign_id}/schedule/recurring

Parameters

path

Parameter	Required	Description	Data Type
campaign_id	true	The ID for the campaign	int

payload

Parameter	Required	Description	Data Type
startTime	true	Specify the start date and time for the triggering campaign. Ensure that the start date and format is yyyy/MM/dd HH:mm:ss.	string
timeZone	true	Specify the time zone you want to use for scheduling the jobs.	string

archivalFrequencyType	true	Specify the archival frequency for the campaign. It can be either Hourly, or RunEveryNHours, or DailyAt	string
archivalEveryNHours	true	Specify the archival frequency in hours.	string
archivalTimeInHrsMins	true	Specify the archival frequency in hours and minutes.	string
recurring	true	Set to true for recurring type of schedules.	boolean
recurringFrequency	true	<p>The frequency for finite campaign. You can specify any one of the values:</p> <p>RunEveryNMinutes: This option creates a job for the campaign every N specified minutes.</p> <p>Daily : This option creates a job daily at the start time you mention during scheduling and continues till the end datetime.</p> <p>Weekly :This option creates jobs on specified days and weekly recurring jobs are automatically created. You can select the days of the week. For example, if you select Monday and Friday, then it creates the weekly jobs on Monday and Friday at the start time mentioned during schedule.</p> <p>Monthly: This option creates the jobs monthly depending on the start date till the finish date.</p> <p>Yearly: This option creates the jobs yearly depending on the start date till the finish date.</p>	string
weekDaysOnly	true	Valid for Daily type of schedule frequency. If set to true the schedule will be created only for weekdays. all days of the week except the weekend days you mention in the POM Home >Configurations > Global Configurations.	boolean
selectedDays	true	Creates a job on all days of the week except the weekend days you mention in global configuration page. Valid values include Monday, Tuesday, Wednesday, Thursday, Friday, Saturday and Sunday. Used for Weekly type of schedule frequency.	string
runEveryMinutes	true	To specify value in minutes for RunEveryNMinutes schedule.	string
recurringEndTime	true	The end date and the time for terminating the campaign. Ensure that the end date and the format is yyyy/MM/dd HH:mm:ss.	string

JSON response

Field name	Description
recurringCampaignSchedule	Returns true on success

Example

The example provided in this section is based on creating recurring schedule for campaign ID 2 with weekly frequency. It will run on two selected days Monday and Friday every week. The Archival frequency is hourly.

HTTP: POST /VP_POM_Service/v2/campaign/2/schedule/recurring HTTP/1.1

Header:

Authorization: Basic xxxxxxxxxxxxxxxxxxxx

Content-Type: application/json

X-Requested-With: rest

Cache-Control: no-cache

REQUEST JSON:

```
{
  "startTime": "2018/03/08 10:23:10",
  "timeZone": "GMT+05:30",
  "archivalFrequencyType": "Hourly",
  "archivalEveryNHours": null,
  "archivalTimeInHrsMins": null,
  "recurring": "True",
  "recurringFrequency": "Weekly",
  "weekDaysOnly": "false",
  "selectedDays": ["Monday", "Friday"],
  "runEveryMinutes": null,
  "recurringEndTime": "2018/04/09 10:23:10"
}
```

RESPONSE JSON:

```
{"recurringCampaignSchedule": true}
```

Run Campaign

POST /v2/campaigns/{campaign_id}/job/start

The API start new instance of job for specified campaign ID. The archival schedule will run hourly basis for the campaign.

URL

https://<EP Server IP>/VP_POM_Service/v2/campaigns/{campaign_id}/job/start

Parameters

path

Parameter	Required	Description	Data Type
campaign_id	true	The ID of campaign.	string

payload None

JSON response

Field name	Description
isQueued	Returns true on successful campaign start.

Example

The example provided in this section is based on campaign ID 1 for which new campaign job is created.

```
HTTP: POST /VP_POM_Service/v2/campaigns/1/job/start/ HTTP/1.1
```

Header:

```
Authorization: Basic xxxxxxxxxxxxxxxxxxxx
```

```
Content-Type: application/json
```

```
X-Requested-With: rest
```

```
Cache-Control: no-cache
```

RESPONSE JSON:

```
{"isQueued": true}
```

Pause Campaign Job

```
POST /v2/campaigns/job/{job_id}/pause
```

The API pauses campaign job which is active or running on POM system.

URL

```
https://<EP Server IP>/VP_POM_Service/v2/campaigns/job/{job_id}/pause
```

Parameters

path

Parameter	Required	Description	Data Type
job_id	true	The job ID of campaign	int

payload None

JSON response

Field name	Description
isPaused	Returns true on success.

Example

The example provided in this section is based on pausing campaign job ID 11 which was active or running on POM monitor.

```
HTTP: POST /VP_POM_Service/v2/campaigns/job/11/pause HTTP/1.1
```

Header:

```
Authorization: Basic xxxxxxxxxxxxxxxxxxxx
```

```
Content-Type: application/json
```

```
X-Requested-With: rest
```

Cache-Control: no-cache

RESPONSE JSON:

```
{"isPaused": true}
```

Resume Paused Campaign Job

POST /v2/campaigns/job/{job_id}/resume

The API resumes campaign job which is currently in paused state on POM system.

URL

https://<EP Server IP>/VP_POM_Service/v2/campaigns/job/{job_id}/resume

Parameters

path

Parameter	Required	Description	Data Type
job_id	true	The job ID of campaign	int

payload None

JSON response

Field name	Description
isResumed	Returns true on success.

Example

The example provided in this section is based on resuming campaign job ID 11 which was in paused state on POM monitor.

```
HTTP: POST /VP_POM_Service/v2/campaigns/job/11/resume HTTP/1.1
```

Header:

```
Authorization: Basic xxxxxxxxxxxxxxxxxxxx
```

```
Content-Type: application/json
```

```
X-Requested-With: rest
```

```
Cache-Control: no-cache
```

RESPONSE JSON:

```
{"isResumed": true}
```

Stop Campaign Job

POST /v2/campaigns/job/{job_id}/stop

The API stops campaign job which is currently in paused or running state on POM system. If campaign job has pending callbacks the campaign job will first transition into Stopped, Callback state. If stop job is invoked on same job id again the job will move to completed state.

URL

https://<EP Server IP>/VP_POM_Service/v2/campaigns/job/{job_id}/stop

Parameters

path

Parameter	Required	Description	Data Type
job_id	true	The campaign job ID	int

payload None

JSON response

Field name	Description
isStopped	Returns true on success.

Example

The example provided in this section is based on stopping campaign job ID 11 which was in running or paused state on POM monitor.

HTTP: POST /VP_POM_Service/v2/campaigns/job/11/stop HTTP/1.1

Header:

Authorization: Basic xxxxxxxxxxxxxxxxxxxx

Content-Type: application/json

X-Requested-With: rest

Cache-Control: no-cache

RESPONSE JSON:

```
{"isStopped": true}
```

Get Job Status

GET /v2/campaigns/job/job_id/status

The API provides current status of campaign job.

URL

https://<EP Server IP>/VP_POM_Service/v2/campaigns/job/job_id/status

Parameters

path

Parameter	Required	Description	Data Type
job_id	true	The ID of campaign job	int

payload None

JSON response

Field name	Description
jobStatus	The current status for job. The int value showing job state meaning listed below: 1, "JOB_QUEUED" 2, "JOB_ACTIVE"

Field name	Description
	4, "JOB_COMPLETED"
	8, "JOB_PAUSE"
	16, "JOB_PAUSED"
	32, "JOB_FILTER_IN_PROGRESS"
	64, "JOB_RESUME"
	128, "JOB_STOP"
	256, "JOB_STOPPING"
	512, "JOB_STOPPED"
	1024, "JOB_PAUSING"
	2048, "JOB_CREATING_HISTORY"
	4096, "JOB_SHADOW" (Callback state)
	8192, "JOB_STOPPED_IN_SHADOW" (Stopped, callback state)

Example

The example provided in this section is based on fetching status for campaign job 1 which was completed.

```
HTTP: GET /VP_POM_Service/v2/campaigns/job/1/status HTTP/1.1
```

Header:

```
Authorization: Basic xxxxxxxxxxxxxxxxxxxx
```

```
Content-Type: application/json
```

```
X-Requested-With: rest
```

```
Cache-Control: no-cache
```

RESPONSE JSON:

```
{"jobStatus":4}
```

Get Campaign ID

```
POST /v2/campaigns/id
```

The API provides system generated unique identifier of campaign. The ID retrieved from here can be used while invoking run campaign, getting campaign details/jobs, scheduling campaign related apis.

URL

```
https://<EP Server IP>/VP_POM_Service/v2/campaigns/id
```

Parameters

path None

payload

Parameter	Required	Description	Data Type
campaignName	true	The name of the campaign.	string

JSON response

Field name	Description
campaignID	The unique identifier for the campaign.

Example

The example provided in this section is based on fetching ID for campaign “testCampaign” which exists on campaign manager page.

HTTP: POST /VP_POM_Service/v2/campaigns/id HTTP/1.1

Header:

Authorization: Basic xxxxxxxxxxxxxxxxxxxx

Content-Type: application/json

X-Requested-With: rest

Cache-Control: no-cache

REQUEST JSON:

```
{"campaignName": "testCampaign"}
```

RESPONSE JSON:

```
{"campaignID": 1}
```

Is Contact Exists in Active Job

POST /v2/campaigns/contact/check

The API provides ability to check contact existence in campaign job based on user contact ID. for example user will have to import account id from CRM and import it into POM contact list as user contact id, then account id can be used as input for this rest api.

The response will have job ids and list of system contact ids matching to user_contact_id given as input.

URL

https://<EP Server IP>/VP_POM_Service/v2/campaigns/contact/check

Parameters

path None

payload

Parameter	Required	Description	Data Type
userContactID	true	The user contact ID of the contact.	string

JSON response

Field name	Description
result	Returns true if given user contact ID found part of active campaign job.
jobIDSystemContactIDList	List of items giving campaign job ID and system contact ID for given user contact ID.

Example

The example provided in this section is based on user contact ID 1, the response returned true as the contact found part of job ID 42 and system contact ID is 1 too for the contact as shown in response json.

HTTP: POST /VP_POM_Service/v2/campaigns/contact/check HTTP/1.1

Header:

Authorization: Basic xxxxxxxxxxxxxxxxxxxx

Content-Type: application/json

X-Requested-With: rest

Cache-Control: no-cache

REQUEST JSON:

```
{ "userContactID": "1" }
```

RESPONSE JSON:

```
{ "result": true, "jobIDSystemContactIDList": [{"42": "[1]"} ] }
```

Add Contact from Contact List to Job

POST /v2/campaigns/job/contact/add

Use this API to add a contact record to the running campaign job. The configured EP user must have access to the contact lists and campaign jobs.

When you add a contact by using this web service, the contact will not adhere to the filter criteria specified. However, the sort criteria specified will be applicable to the added contact.

The invocation of web service this webservice is optional. Saving contact to contact list using rest api will ensure that the newly added contact will be picked for dialing, if it meets filter criteria of the campaign.

This web service can still be invoked to change the priority of an existing contact which is not yet dialed by POM or add contacts to campaign job at HIGH/TOP priority even if it does not meet the filter criteria.

Further to this, once the campaign job moves to a Callback state and any new contacts added to the job will be considered for dialing. The campaign job state will be changed to Running state.

Addition contact through web service is not allowed if campaign job status is filter in progress.

URL

https://<EP Server IP>/VP_POM_Service/v2/campaigns/job/contact/add/

Parameters

path None

payload

Parameter	Required	Description	Data Type
jobID	true	The campaign job ID	int
contactListID	true	The contact list ID	int
userContactID	true	The user contact ID for the contact	string
contactPriority	No	Value of priority to be assigned to contact record. The possible values are LOW, TWO, THREE, FOUR, MEDIUM, SIX, SEVEN, EIGHT, NINE, HIGH, TOP and BOTTOM.	string

JSON response

Field name	Description
result	Returns true on success.

Example

The example provided in this section is based on adding user contact ID 1 of contact list 1 to campaign job 37.

HTTP: POST /VP_POM_Service/v2/campaigns/job/contact/add HTTP/1.1

Header:

Authorization: Basic xxxxxxxxxxxxxxxxxxxx

Content-Type: application/json

X-Requested-With: rest

Cache-Control: no-cache

REQUEST JSON:

```
{
  "jobID": "37",
  "contactListID": "1",
  "userContactID": "1",
  "contactPriority": "LOW"
}
```

RESPONSE JSON:

```
{"result": true}
```

Remove Contact from Job

POST /v2/campaigns/job/contact/remove

The API removes contact from running active job on POM system.

For example:

POM would receive the user contact ID from the CRM system as an attribute in the contact list. In case of an incoming call the inbound ACD (or Oceana, or the desktop) would use the calling number (ANI) of the caller to query the CRM system to find a match of the calling number and receive the user contact ID in return. With the received user contact ID it could query POM using this webservice to check whether such contact is part of running campaign job on POM.

URL

https://<EP Server IP>/VP_POM_Service/v2/campaigns/job/contact/remove/

Parameters

path None

payload

Parameter	Required	Description	Data Type
jobID	true	The campaign job ID	int
contactListID	true	The contact list ID	int

userContactID	true	The user contact ID for the contact. This should be used as a link between external customer database and POM database	string
---------------	------	--	--------

JSON response

Field name	Description
result	Returns true on success.

Example

The example provided in this section is based on removing user contact ID 1 from campaign job 37.

HTTP: POST /VP_POM_Service/v2/campaigns/job/contact/remove HTTP/1.1

Header:

Authorization: Basic xxxxxxxxxxxxxxxxxxxx

Content-Type: application/json

X-Requested-With: rest

Cache-Control: no-cache

REQUEST JSON:

```
{
  "jobID": "37",
  "contactListID": "1",
  "userContactID": "1",
}
```

RESPONSE JSON:

```
{"result": true}
```

Add Contact List to Job

POST

/v2/campaigns/job/{job_id}/contactlist/{contact_list_id}/priority/{priority}/applyfilter/{apply_filter}/add

The API adds contact list to running campaign job on POM system.

URL

https://<EP Server

IP>/VP_POM_Service/v2/campaigns/job/{job_id}/contactlist/{contact_list_id}/priority/{priority}/applyfilter/{apply_filter}/add

Parameters

path

Parameter	Required	Description	Data Type
job_id	true	The campaign job ID	int
contact_list_id	true	The contact list ID	int
priority	true	Value of priority to be assigned to contact record. The possible values are LOW, TWO, THREE,	string

		FOUR, MEDIUM, SIX, SEVEN, EIGHT, NINE, HIGH, TOP and BOTTOM.	
apply_filter	true	By default, set to false. If ApplyFilter is set to true, POM applies the filter criteria specified during campaign creation.	boolean

payload None

JSON response

Field name	Description
result	Returns true on success.

Example

The example provided in this section is based on adding contact list with ID 2 to running campaign job 106 with HIGH priority and apply filter enabled.

HTTP: POST

/VP_POM_Service/v2/campaigns/job/106/contactlist/2/priority/HIGH/applyfilter/true/add HTTP/1.1

Header:

Authorization: Basic xxxxxxxxxxxxxxxxxxxx

Content-Type: application/json

X-Requested-With: rest

Cache-Control: no-cache

RESPONSE JSON:

```
{"result": true}
```

Remove Contact List from Job

POST /v2/campaigns/job/{job_id}/contactlist/{contact_list_id}/remove

The API removes contact list from running campaign job on POM system.

URL

https://<EP Server

IP>/VP_POM_Service/v2/campaigns/job/{job_id}/contactlist/{contact_list_id}/remove

Parameters

path

Parameter	Required	Description	Data Type
job_id	true	The campaign job ID	int
contact_list_id	true	The contact list ID	int

payload None

JSON response

Field name	Description
result	Returns true on success.

Example

The example provided in this section is based on removing contact list with ID 2 from running campaign job 106.

```
HTTP: POST /VP_POM_Service/v2/campaigns/job/106/contactlist/2/remove
HTTP/1.1
```

Header:

Authorization: Basic xxxxxxxxxxxxxxxxxxxx

Content-Type: application/json

X-Requested-With: rest

Cache-Control: no-cache

RESPONSE JSON:

```
{"result": true}
```

Get Campaign Job Details

```
GET /v2/campaigns/joblist #returns jobs with JOB_ACTIVE status
```

```
GET /v2/campaigns/joblist?jobStates=JOB_COMPLETED, JOB_ACTIVE
```

The API provides campaign name, job id and state for each campaign or job found matching with the used organization and specified states.

URL

https://<EP Server IP>/VP_POM_Service/v2/campaigns/joblist/

Parameters

path

Parameter	Required	Description	Data Type
jobStates	false	The comma separated values for job states criteria. Valid values include JOB_QUEUED, JOB_ACTIVE, JOB_COMPLETED, JOB_PAUSE, JOB_PAUSED, JOB_FILTER_IN_PROGRESS, JOB_RESUME, JOB_STOP, JOB_STOPPING, JOB_PAUSING, JOB_CREATING_HISTORY or JOB_SHADOW. You can use these names to filter the job IDs matching the corresponding state. The default value is JOB_ACTIVE. There can be multiple job states. The valid values are: JOB_QUEUED: The job is queued for running. The job does not perform any dialing operations. JOB_ACTIVE: The job is running and is performing dialing operations. JOB_COMPLETED: The job has completed dialing all records and there are no more records for dialing. JOB_PAUSE: The user initiated a pause action on the job. After this state, the job moves to the Pausing state. JOB_PAUSING: The job is pausing the dialing. After this state, the job moves to the Paused state.	string

		<p>JOB_PAUSED: The job is paused and is not dialing any records. In case of agent-based campaigns, all agents are released from the job.</p> <p>JOB_FILTER_IN_PROGRESS: The job is filtering the records as per the selection criteria mentioned in the Campaign Creation Wizard and Campaign Strategy.</p> <p>JOB_RESUME: The user initiated a resume action on the job. After this state, the job moves to the Active state.</p> <p>JOB_STOP: The user stopped the job and the job does not perform any dialing operations.</p> <p>JOB_STOPPING: The job is stopping the dialing. After this state, the job moves to the Stopped state.</p> <p>JOB_CREATING_HISTORY: The job is either completed or stopped and there are no more records for dialing. In this state, the job moves the records to the archival state.</p> <p>JOB_SHADOW (Callback): The job is either completed or stopped and the job is waiting for callback records to complete. The callback state is saved as Job Shadow in the database.</p> <p>JOB_STOPPED_IN_SHADOW: The Job is in stopped, callback state</p>	
--	--	---	--

payload None

JSON response

List of items is returned, each item has fields listed below:

Field name	Description
campaignName	The name of the campaign.
jobID	The job ID for the campaign.
jobState	The current job state for campaign job.

Example

The example provided in this section is based on getting campaign job list found in active and pause state from POM system.

```
HTTP: GET /VP_POM_Service/v2/campaigns/joblist?jobStates=JOB_ACTIVE,
JOB_PAUSE HTTP/1.1
```

Header:

```
Authorization: Basic xxxxxxxxxxxxxxxxxxxx
```

```
Content-Type: application/json
```

```
X-Requested-With: rest
```

```
Cache-Control: no-cache
```

RESPONSE JSON:

```
[{"campaignName":"testCampaign","jobID":42,"jobState":"JOB_ACTIVE"}]
```

Get Campaign Jobs

```
GET /v2/campaigns/campaign_id/joblist
```

#returns jobs with all available states.

GET /v2/campaign/{campaign_id}/joblist?jobStates={job states}
#returns job matching to states of the job.

The API provides list of job matching with requested job states for the specific campaign.

URL

https://<EP Server IP>/VP_POM_Service/v2/campaigns/campaign_id/joblist

Parameters

path

Parameter	Required	Description	Data Type
campaign_id	true	The unique identifier for campaign.	string
jobStates	true	<p>The comma separated values for job states criteria. Valid values include JOB_QUEUED, JOB_ACTIVE, JOB_COMPLETED, JOB_PAUSE, JOB_PAUSED, JOB_FILTER_IN_PROGRESS, JOB_RESUME, JOB_STOP, JOB_STOPPING, JOB_PAUSING, JOB_CREATING_HISTORY or JOB_SHADOW. You can use these names to filter the job IDs matching the corresponding state. There can be multiple job states. The valid values are:</p> <p>JOB_QUEUED: The job is queued for running. The job does not perform any dialing operations. JOB_ACTIVE: The job is running and is performing dialing operations. JOB_COMPLETED: The job has completed dialing all records and there are no more records for dialing. JOB_PAUSE: The user initiated a pause action on the job. After this state, the job moves to the Pausing state. JOB_PAUSING: The job is pausing the dialing. After this state, the job moves to the Paused state. JOB_PAUSED: The job is paused and is not dialing any records. In case of agent-based campaigns, all agents are released from the job. JOB_FILTER_IN_PROGRESS: The job is filtering the records as per the selection criteria mentioned in the Campaign Creation Wizard and Campaign Strategy. JOB_RESUME: The user initiated a resume action on the job. After this state, the job moves to the Active state. JOB_STOP: The user stopped the job and the job does not perform any dialing operations. JOB_STOPPING: The job is stopping the dialing. After this state, the job moves to the Stopped state. JOB_CREATING_HISTORY: The job is either completed or stopped and there are no more records for dialing. In this state, the job moves the records to the archival state.</p>	string

		JOB_SHADOW (Callback): The job is either completed or stopped and the job is waiting for callback records to complete. The callback state is saved as Job Shadow in the database. JOB_STOPPED_IN_SHADOW: The Job is in stopped, callback state	
--	--	---	--

payload None

JSON response

List of items is returned; each item has fields listed below:

Field name	Description
jobID	The campaign job ID
jobState	The campaign job state.

Example

The example provided in this section is based on fetching active and completed job for campaign ID 2 from POM system.

HTTP: GET

/VP_POM_Service/v2/campaigns/1/joblist?jobStates=JOB_COMPLETED,
JOB_ACTIVE HTTP/1.1

Header:

Authorization: Basic xxxxxxxxxxxxxxxxxxxx

Content-Type: application/json

X-Requested-With: rest

Cache-Control: no-cache

RESPONSE JSON:

```
[{"jobID":1,"jobState":"JOB_COMPLETED"}, {"jobID":10,"jobState":"JOB_COMPLETED"}, {"jobID":32,"jobState":"JOB_COMPLETED"}, {"jobID":34,"jobState":"JOB_COMPLETED"}, {"jobID":42,"jobState":"JOB_ACTIVE"}]
```

Get Active Campaign Jobs and Tasks

GET /v2/campaigns/{campaign_id}/tasks

The API provides list of active job and action ids found for provided campaign ID.

URL

https://<EP Server IP>/VP_POM_Service/v2/campaigns/{campaign_id}/tasks

Parameters

path

Parameter	Required	Description	Data Type
campaign_id	True	The campaign ID	string

payload None

JSON response

Field name	Description
jobID	The campaign job ID
actionIDs	The list of action IDs found for running job.

Example

The example provided in this section is based on.

HTTP: GET /VP_POM_Service/v2/campaigns/{campaign_id}/tasks/ HTTP/1.1

Header:

Authorization: Basic xxxxxxxxxxxxxxxxxxxx

Content-Type: application/json

X-Requested-With: rest

Cache-Control: no-cache

RESPONSE JSON:

```
{"jobID":2,"actionIDs":[100,101]}
```

Get Active Campaign Job TaskID for Task

POST /v2/campaigns/{campaign_id}/taskid

The API provides task or action ID for specific task or action name specified in the request.

URL

https://<EP Server IP>/VP_POM_Service/v2/campaigns/{campaign_id}/taskid

Parameters

path

Parameter	Required	Description	Data Type
campaign_id	true	The ID for the campaign.	string

payload

Parameter	Required	Description	Data Type
taskName	true	The task name specified in campaign strategy.	string

JSON response

Field name	Description
taskID	The ID of task or action

Example

The example provided in this section is based on campaign with ID 1 and task name as Call_100 which is default name of call action from strategy.

HTTP: POST /VP_POM_Service/v2/campaigns/1/taskid HTTP/1.1

Header:

Authorization: Basic xxxxxxxxxxxxxxxxxxxx

Content-Type: application/json

X-Requested-With: rest

Cache-Control: no-cache

REQUEST JSON:

```
{"taskName": "Call_100"}
```

RESPONSE JSON:

```
{"taskID": 100}
```

Set Max Attempts Count for Task

POST /v2/campaigns/{job_id}/task/{task_id}/count/{count_number}

The API provides option to set the maximum number of simultaneous calls. A campaign with tasks having custom call pacing enabled always starts with 0 as the value for the Count parameter, and so does not place calls till the count is set to a nonzero positive value.

URL

https://<EP Server
IP>/VP_POM_Service/v2/campaigns/{job_id}/task/{task_id}/count/{count_number}

Parameters

path

Parameter	Required	Description	Data Type
job_id	true	The job ID of campaign	int
task_id	true	The task ID of action specified in strategy	int
count_number	true	The max number of attempts. POM uses the nonzero value specified in the call attempts and then launches the maximum attempts. POM keeps running with this value and guarantees that the attempts do not exceed the specified value at any point.	int

payload None

JSON response

Field name	Description
IsSet	Returns true on success

Example

The example provided in this section is based on campaign job ID 12 with action ID is 100 and count set to 5 meaning max 5 attempts can be launched by campaign manager for the specified action.

HTTP: POST /VP_POM_Service/v2/campaigns/12/task/100/count/5 HTTP/1.1

Header:

Authorization: Basic xxxxxxxxxxxxxxxxxxxx

Content-Type: application/json

X-Requested-With: rest

Cache-Control: no-cache

RESPONSE JSON:

```
{"IsSet":true}
```

Get Campaign List for Org

GET /v2/campaigns

The API provides list of campaigns for organization selected from the user.

URL

https://<EP Server IP>/VP_POM_Service/v2/campaigns

Parameters

path	None
payload	None

JSON response

List of items is returned; each item has fields listed below:

Field name	Description
campaignName	The name of the campaign.
contactStrategyName	The contact strategy name assigned for the campaign.
infiniteStatus	Return either finite or infinite based on type of the campaign.
contactListName	The list of contact list names assigned for the campaign.

Example

The example provided in this section is based on retrieving list of campaigns for admin (non-org) user.

HTTP: GET /VP_POM_Service/v2/campaigns HTTP/1.1

Header:

Authorization: Basic xxxxxxxxxxxxxxxxxxxx

Content-Type: application/json

X-Requested-With: rest

Cache-Control: no-cache

RESPONSE JSON:

```
[{"campaignID":6,"campaignName":"forTest","contactStrategyName":"notificationCamp","infiniteStatus":"Finite","contactListName":["new"]}, {"campaignID":5,"campaignName":"hrCamp","contactStrategyName":"preview","infiniteStatus":"Infinite","contactListName":[]}, {"campaignID":4,"campaignName":"infiniteCamp","contactStrategyName":"progressiveCS","infiniteStatus":"Infinite","contactListName":[]}, {"campaignID":2,"campaignName":"testCamp","contactStrategyName":"progressiveCS","infiniteStatus":"Finite","contactListName":["testCL1"]}, {"campaignID":3,"campaignName":"testCamp1","contactStrategyName":"progressiveCS","infiniteStatus":"Finite","contactListName":["testCL","RestContactList","testCL1"]}, {"campaignID":1,"campaignName":"testCampaign","contactStrategyName":"preview","infiniteStatus":"Finite","contactListName":["testCL"]}]]
```

Get Contact List Name for Campaign

GET /v2/campaigns/{campaign_id}/contactlist

The API provides name of the contact lists associated with campaign.

URL

https://<EP Server IP>/VP_POM_Service/v2/campaigns/{campaign_id}/contactlist

Parameters

path

Parameter	Required	Description	Data Type
campaign_id	true	The ID for the campaign.	int

payload None

JSON response

Field name	Description
contactListNames	Comma separated list of contact list names.

Example

The example provided in this section is based on campaign ID 3, the campaign is associated with 3 contact lists as shown in JSON response.

HTTP: GET /VP_POM_Service/v2/campaigns/3/contactlist HTTP/1.1

Header:

Authorization: Basic xxxxxxxxxxxxxxxxxxxx

Content-Type: application/json

X-Requested-With: rest

Cache-Control: no-cache

RESPONSE JSON:

```
{"contactListNames":["testCL","RestContactList","testCL1"]}
```

Get All Data Sources for List

GET /v2/datasources/contactlists/{contact_list_name}

The API provides list of data sources exists for specific contact list.

URL

https://<EP Server IP>/VP_POM_Service/v2/contactlists/{contact_list_name}

Parameters

path

Parameter	Required	Description	Data Type
-----------	----------	-------------	-----------

contact_list_name	Yes	The name of the contact list.	String
payload	None		

JSON response

List of items dataSourceDtoList is returned, each item has fields listed below:

Field name	Description
id	The system generated unique ID for data source
name	The name of list data source
description	Description text provided for the data source
dataSourceType	The data source type. Possible values are: File Database Custom Upload File Add DNC File Remove DNC File Exclude Contacts Reset Excluded Contacts Local FTP SFTP Import Type Not Supported
lastExecuted	The last executed import job date and time

Example

The example provided in this section is based retrieving list of all datasources for contact list.
 HTTP: GET /VP_POM_Service/v2/datasources/contactlists/test HTTP/1.1
 Header:

```
Authorization: Basic xxxxxxxxxxxxxxxxxxxx
Content-Type: application/json
X-Requested-With: rest
Cache-Control: no-cache
```

RESPONSE JSON:

```
[
  {
    "id": 36,
    "name": "restDBTest1",
    "dataSourceType": "Database",
    "description": "DS DB test",
    "lastExecuted": null
  },
  {
    "id": 37,
    "name": "LocalFTPFileREST",
    "dataSourceType": "UNSUPPORTED Import",
    "description": "test CL Desc",
    "lastExecuted": null
  }
]
```

Get Details of Data Source

GET /v2/datasources/{data_source_id}

The API retrieves details of specific data source existing on POM.

URL

https://<EP Server IP>/VP_POM_Service/v2/datasources/{data_source_id}

Parameters

path

Parameter	Required	Description	Data Type
data_source_id	Yes	The data source ID	Int

Payload None

JSON response

Field name	Description
dataSourceID	The data source ID
dataSourceType	Type of the data source. Valid values are: contact_file, database_sql, custom, upload_contact_file, dnc_file_for_add, dnc_file_for_remove, not_supported, exclude_contacts, reset_excluded_contacts
name	Name of the data source,
description	Description of the data source,
listName	Contact list name for which datasource is created.
emptyContactListBeforeImport	Empty of contact list enabled or disabled. Valid values are true and false
automaticUpdateTimezone	Value of automatic update time zone flag. Valid values are true and false
automaticUpdateState	Value of automatic update of state flag. Valid values are true and false. This will be useful only if new global configuration setting is enabled.
automaticUpdateWireless	Value of automatic update of wireless flag. Valid values are true and false. This will be useful only if new global configuration setting is enabled.
checkRejectPattern	Set to true if reject pattern checks are enabled for the datasource.
checkPhoneFormatRule	Set to true if phone format checks are enabled for the datasource.
checkDNC	Set to true if DNC checking is enabled for the datasource.
updateExistingContact	Set to true if updating of existing contacts is enabled for the datasource. e.g. 0 meaning updateExisting 1 meaning ignoreNew
ifContactExists	Set to updateExisting or ignoreNew.
lastExecuted	Last date and time when datasource was executed.

Field name	Description
File Type Data Source	
fieldSeparator	The separators used in the file for separating fields. The separators can be Comma (,) or Tab or Colon (:), or Semi colon (;) or Pipe () or Other
isFtpFileType	Set to true if file is at remote location.
isFtpSecured	Set to true if SFTP is enabled for the data import. If the contact data source type is FTP, it is set to false.
ftpIPHostName	IP or hostname of the server where file is located.
ftpRemoteFilePath	The path of file on remote server. It is used for ftp/sftp type of datasource.
ftpUserName	The user name configured for ftp/sftp transfer
localFilePathOnServer	The path of file on local server.
Custom Type Data Source	
customDataSourceClassName	The class name uses for importing of the data source.
Database Type Data Source	
databaseDataSourceIPHostName	The IP or hostname of database server from which contacts will get imported.
databaseDataSourcePort	The port number used to connect to the database
databaseDataSourceSchemaName	The schema name of the database.
databaseDataSourceQuery	The query used to populate the records.
databaseType	The database you use. For example, Postgres or Oracle.
databaseDataSourceUserName	The user name used to connect to the database
systemAttributeMappingList	Mapping for system attributes with columns mentioned in select query.
customAttributeMappingList	Mapping for custom attributes with columns mentioned in select query.

Example

The example provided in this section is based retrieving details of upload file type of datasource.

```
HTTP: GET /VP_POM_Service/v2/datasources/21 HTTP/1.1
```

Header:

```
Authorization: Basic xxxxxxxxxxxxxxxxxxxx
```

```
Content-Type: application/json
```

```
X-Requested-With: rest
```

```
Cache-Control: no-cache
```

RESPONSE JSON:

```
{ "dataSourceID":3, "dataSourceType":"upload_contact_file", "name":"Upload From File 3", "description":"Upload From File 58258462", "listName":"rulelistcall02", "emptyContactListBeforeImport":true, "automaticUpdateTimezone":true, "automaticUpdateState":false, "automaticUpdateWireless":false, "checkRejectPattern":false, "checkPhoneFormatRule":false, "checkDNC":false, "updateExistingContact":0, "ifContactExists":"Update existing", "lastExecuted":"06/04/2018 02:07:38 AM", "fieldSeparator":null, "ftpIPHostName":null, "ftpRemoteFilePath":"ruleeditor2.csv", "ftpUserName":null, "localFilePathOnServer":null, "ftpFileType":false, "ftpSecured":false }
```

Create Data Source

```
POST /v2/datasources
```

The API creates data source of file, database and custom type for specific contact list.

URL

https://<EP Server IP>/VP_POM_Service/v2/datasources

Parameters

path None

payload

Parameter	Required	Data Type
Name	Yes	The data source unique name.
dataSourceType	Yes	Type of the data source. Valid values are: contact_file, database_sql, custom, upload_contact_file, dnc_file_for_add, dnc_file_for_remove, not_supported, exclude_contacts, reset_excluded_contacts
listName	Yes	Name of the contact list for which data source needs to be created,
description	No	Description of the data source,
emptyContactListBeforeImport	No	Empty of contact list enabled or disabled. Valid values are true and false
automaticUpdateTimezone	No	Value of automatic update timezone flag. Valid values are true and false
automaticUpdateState	No	Value of automatic update of state flag. Valid values are true and false. This will be useful only if new global configuration setting is enabled.
automaticUpdateWireless	No	Value of automatic update of wireless flag. Valid values are true and false. This will be useful only if new global configuration setting is enabled.
checkRejectPattern	No	Set to true if reject pattern checks are enabled for the datasource.
checkPhoneFormatRule	No	Set to true if phone format checks are enabled for the datasource.
checkDNC	No	Set to true if DNC checking is enabled for the datasource.
updateExistingContact	No	Set to true if updating of existing contacts is enabled for the datasource. e.g. 0 meaning updateExisting 1 meaning ignoreNew
ifContactExists	No	Set to updateExisting or ignoreNew.
fieldSeparator	No	The separators used in the file for separating fields. The separators can be Comma (,) or Tab or Colon (;) or Semi colon (;) or Pipe () or Other
isFtpFileType	No	Set to true if file is at remote location.

isFtpSecured	No	Set to true if SFTP is enabled for the data import. If the contact data source type is FTP, it is set to false.
ftpIPHostName	No	IP or hostname of the server where file is located.
ftpRemoteFilePath	No	The path of file on remote server. It is used for ftp/sftp type of datasource.
ftpUserName	No	The user name configured for ftp/sftp transfer
localFilePathOnServer	No	The path of file on local server.
customDataSourceClassName	No	The class name used for importing of the data source.
databaseDataSourceIPHostName	No	The IP or hostname of database server from which contacts will get imported.
databaseDataSourcePort	No	The port number used to connect to the database
databaseDataSourceSchemaName	No	The schema name of the database.
databaseDataSourceQuery	No	The query used to populate the records.
databaseType	No	The database you use. For example, Postgres or Oracle.
databaseDataSourceUserName	No	The user name used to connect to the database
systemAttributeMappingList	No	Mapping for system attributes with columns mentioned in select query.
customAttributeMappingList	No	Mapping for custom attributes with columns mentioned in select query.

JSON response

Field name	Description
dataSourceID	The unique ID of created datasource.

Example

The example provided in this section is based creating new data source of database type for existing contact list.

HTTP: POST /VP_POM_Service/v2/datasources HTTP/1.1

Header:

Authorization: Basic xxxxxxxxxxxxxxxxxxxx

Content-Type: application/json

X-Requested-With: rest

Cache-Control: no-cache

REQUEST JSON:

```
{
  "dataSourceType": "database_sql",
  "name": "databaseDS",
  "description": "filedsRest21",
  "listName": "rulelistpreview",
  "emptyContactListBeforeImport": true,
  "automaticUpdateTimezone": true,
  "checkRejectPattern": false,
  "automaticUpdateState": false,
  "automaticUpdateWireless": false,
  "checkPhoneFormatRule": true,
  "checkDNC": true,
  "ifContactExists": "ignoreNew",
  "fieldSeparator": ",",
  "ftpFileType": false,
}
```

```

"ftpSecured":false,
"ftpIPHostName":"null",
"ftpPassword":"null",
"ftpRemoteFilePath":"null",
"ftpUserName":"null",
"localFilePathOnServer":"null",
"customDataSourceClassName":"","
"databaseDataSourceIPHostName":"148.147.173.68","databaseDataSourcePort":"5432","databaseDataSourceSchemaName":"dbtest","databaseDataSourcePassword":"postgres01","databaseDataSourceQuery":"select contact_id,phone_number1,phone_number2,first_name,last_name,email from pim_contact where PIM_contact_store_id=1","databaseType":"POSTGRES","databaseDataSourceUserName":"postgres",
"systemAttributeMappingList":[{"pomAttributeName":"id","remoteDatabaseFieldName":"contact_id"}],"customAttributeMappingList":[{"pomAttributeName":"company","remoteDatabaseFieldName":"email"}]}

```

RESPONSE JSON:

```

{"dataSourceID":220}

```

Edit Data Source

POST /v2/datasources/{data_source_id}

The API edits the existing datasource.

URL

https://<EP Server IP>/VP_POM_Service/v2/datasources/{data_source_id}

Parameters

path

Parameter	Required	Description	Data Type
data_source_id	Yes	The ID of data source.	Int

payload

Parameter	Required	Data Type
description	No	Description of the data source,
emptyContactListBeforeImport	No	Empty of contact list enabled or disabled. Valid values are true and false
automaticUpdateTimezone	No	Value of automatic update timezone flag. Valid values are true and false
automaticUpdateState	No	Value of automatic update of state flag. Valid values are true and false. This will be useful only if new global configuration setting is enabled.
automaticUpdateWireless	No	Value of automatic update of wireless flag. Valid values are true and false. This will be useful only if new global configuration setting is enabled.
checkRejectPattern	No	Set to true if reject pattern checks are enabled for the datasource.
checkPhoneFormatRule	No	Set to true if phone format checks are enabled for the datasource.

checkDNC	No	Set to true if DNC checking is enabled for the datasource.
updateExistingContact	No	Set to true if updating of existing contacts is enabled for the datasource. e.g. 0 meaning updateExisting 1 meaning ignoreNew
ifContactExists	No	Set to updateExisting or ignoreNew.
fieldSeparator	No	The separators used in the file for separating fields. The separators can be Comma (,) or Tab or Colon (:) or Semi colon (;) or Pipe () or Other
isFtpFileType	No	Set to true if file is at remote location.
isFtpSecured	No	Set to true if SFTP is enabled for the data import. If the contact data source type is FTP, it is set to false.
ftpIPHostName	No	IP or hostname of the server where file is located.
ftpRemoteFilePath	No	The path of file on remote server. It is used for ftp/sftp type of datasource.
ftpUserName	No	The user name configured for ftp/sftp transfer
localFilePathOnServer	No	The path of file on local server.
customDataSourceClassName	No	The class name usee for importing of the data source.
databaseDataSourceIPHostName	No	The IP or hostname of database server from which contacts will get imported.
databaseDataSourcePort	No	The port number used to connect to the database
databaseDataSourceSchemaName	No	The schema name of the database.
databaseDataSourceQuery	No	The query used to populate the records.
databaseType	No	The database you use. For example, Postgres or Oracle.
databaseDataSourceUserName	No	The user name used to connect to the database
systemAttributeMappingList	No	Mapping for system attributes with columns mentioned in select query.
customAttributeMappingList	No	Mapping for custom attributes with columns mentioned in select query.

JSON response

Field name	Description
result	Return true on successful modification.

Example

The example provided in this section is based on editing existing data source.

HTTP: POST /VP_POM_Service/v2/datasources/21 HTTP/1.1

Header:

Authorization: Basic xxxxxxxxxxxxxxxxxxxx

Content-Type: application/json

X-Requested-With: rest

Cache-Control: no-cache

REQUEST JSON:

```
{
  "description": "filedsRest21",
  "emptyContactListBeforeImport": true,
}
```

```

"automaticUpdateTimezone":true,
"checkRejectPattern":false,
"checkPhoneFormatRule":false,
"automaticUpdateState":false,
"automaticUpdateWireless":false,
"checkDNC":true,
"ifContactExists":"ignoreNew",
"fieldSeparator":",",
"ftpFileType":false,
"ftpSecured":false,
"ftpIPHostName":"null",
"ftpPassword":"null",
"ftpRemoteFilePath":"null",
"ftpUserName":"null",
"localFilePathOnServer":"null",
"customDataSourceClassName":"","
"databaseDataSourceIPHostName":"148.147.173.68","databaseDataSourcePort":"5432","dat
abaseDataSourceSchemaName":"dbtest","databaseDataSourcePassword":"postgres01","datab
aseDataSourceQuery":"select
contact_id,phone_number1,phone_number2,first_name,last_name,email from pim_contact
where PIM_contact_store_id=1","databaseDataSourceUserName":"postgres",
"systemAttributeMappingList":[{"pomAttributeName":"ID","remoteDatabaseFieldName":"co
ntact_id"}],"customAttributeMappingList":[{"pomAttributeName":"phone_number1","remot
eDatabaseFieldName":"phone_number2"}]}

```

RESPONSE JSON:

```

{"result":true}

```

Delete Data Source

POST /v2/datasources/{data_source_id}/delete

The API deletes specified data source.

URL

https://<EP Server IP>/VP_POM_Service/v2/datasources/{data_source_id}/delete

Parameters

path

Parameter	Required	Description	Data Type
data_source_id	Yes	The ID of data source.	Int

payload None

JSON response

Field name	Description
result	Return true on successful deletion.

Example

The example provided in this section is based on deletion of data source existing on the POM system.

HTTP: POST /VP_POM_Service/v2/datasources/220/delete HTTP/1.1

Header:

Authorization: Basic xxxxxxxxxxxxxxxxxxxx
Content-Type: application/json
X-Requested-With: rest
Cache-Control: no-cache

RESPONSE JSON:

```
{"result":true}
```

Schedule Data Source

POST /v2/datasources/schedule/runonce

The API provides ability to schedule jobs of run once type for Contact and DNC data import existing on POM server.

URL

https://<EP Server IP>/VP_POM_Service/v2/datasources/schedule/runonce

Parameters

path None

payload

Parameter	Required	Description	Data Type
dataSourceName	true	The name of data source.	string
startTime	true	Specify the start date and time for the triggering data import. Ensure that the start date and format is yyyy/MM/dd HH:mm:ss.	string
timeZone	true	Specify the time zone you want to use for scheduling the jobs.	string

JSON response

Field name	Description
dataSourceSchedule	Returns true on success

Example

The example provided in this section is based on scheduling a data import for run once at 09:00 AM

HTTP: POST /VP_POM_Service/v2/datasources/schedule/runonce HTTP/1.1

Header:

Authorization: Basic xxxxxxxxxxxxxxxxxxxx
Content-Type: application/json
X-Requested-With: rest
Cache-Control: no-cache

REQUEST JSON:

```
{  
  "dataSourceName":"LocalFileDS",  
  "startTime":"2018/06/06 09:00:00",  
  "timeZone": "GMT+05:30"  
}
```

RESPONSE JSON:

```
{"dataSourceSchedule":true}
```

Schedule Recurring Data Source

POST /v2/datasources/schedule/recurring

The API provides ability to schedule jobs of run once type for Contact and DNC data import existing on POM server.

URL

https://<EP Server IP>/VP_POM_Service/v2/datasources/schedule/recurring

Parameters

path None

payload

Parameter	Required	Description	Data Type
dataSourceName	true	The name of data source.	string
startTime	true	Specify the start date and time for the triggering data import. Ensure that the start date and format is yyyy/MM/dd HH:mm:ss.	string
timeZone	true	Specify the time zone you want to use for scheduling the jobs.	string
recurringFrequency	true	The frequency for the import. You can specify any one of the values: RunEveryNMinutes: This option creates import job for every N specified minutes. Daily : This option creates import job daily at the start time you mention during scheduling and continues till the end date time. Weekly : This option creates import jobs on specified days and weekly recurring jobs are automatically created. You can select the days of the week. For example, if you select Monday and Friday, then it creates the weekly import jobs on Monday and Friday at start time mentioned during schedule. Monthly: This option creates import jobs monthly depending on the start date till the finish date. Yearly : This option creates import jobs yearly depending on the start date till the finish date.	string
weekDaysOnly	true	Creates an import job on all days of the week except the weekend days you mention in the POM Home > Configurations > Global Configurations.	boolean
selectedDays	true	To select specific days only for weekly recurring schedule.	string[]
runEveryMinutes	true	To specify value in minutes for RunEveryNMinutes schedule.	string

recurringEndTime	true	The end date and the time for terminating the import. Ensure that the end date and the format is yyyy/MM/dd HH:mm:ss.	string
------------------	------	---	--------

JSON response

Field name	Description
dataSourceSchedule	Returns true on success

Example

The example provided in this section is based on scheduling a data import for run once at 09:00 AM

HTTP: POST /VP_POM_Service/v2/datasources/schedule/recurring HTTP/1.1

Header:

Authorization: Basic xxxxxxxxxxxxxxxxxxxx

Content-Type: application/json

X-Requested-With: rest

Cache-Control: no-cache

REQUEST JSON:

```
{
  "dataSourceName": "LocalFile",
  "startTime": "2017/07/05 17:24:00",
  "timeZone": "IST",
  "recurringFrequency": "Weekly",
  "weekDaysOnly": false,
  "selectedDays": ["Tuesday", "Wednesday"],
  "runEveryMinutes": null,
  "recurringEndTime": "2017/07/06 23:00:00"
}
```

RESPONSE JSON:

```
{"recurringDataSourceSchedule": true}
```

Is Callable

GET

/v2/contactlists/{contact_list_id}/contacts/{user_contact_id}/callable

The API allows to check contact callable status. It is suggested to use this API before marking contact callable or uncallable.

URL

https://<EP Server

IP>/VP_POM_Service/v2/contactlists/{contact_list_id}/contacts/{user_contact_id}/callable

Parameters

path

Parameter	Required	Description	Data Type
-----------	----------	-------------	-----------

contact_list_id	true	The contact list ID.	int
user_contact_id	true	The user contact ID for contact.	string

payload None

JSON response

Field name	Description
callable	Returns true if contact found callable.

Example

The example provided in this section is based on contact list ID 1 and user contact ID 1, the contact found callable as received in JSON response.

```
HTTP: GET /VP_POM_Service/v2/contactlists/1/contacts/1/callable
HTTP/1.1
```

Header:

Authorization: Basic xxxxxxxxxxxxxxxxxxxx

Content-Type: application/json

X-Requested-With: rest

Cache-Control: no-cache

RESPONSE JSON:

```
{"callable":true}
```

Mark Callable

POST /v2/contactlists/{contact_list_id}/contacts/markcallable

The API marks the list of excluded contacts as callable.

URL

https://<EP Server IP>/VP_POM_Service/v2/contactlists/{contact_list_id}/markcallable

Parameters

path

Parameter	Required	Description	Data Type
contact_list_id	true	The contact list ID	string

payload

Parameter	Required	Description	Data Type
userContactId	true	The list of user contact IDs.	ArrayList

JSON response

Field name	Description
result	Returns true if all provided user contact IDs are valid and marked callable successfully.
failedContactIdList	List of user contact IDs which found invalid or incorrect.

Example

The example provided in this section is based on three user contact IDs, the user contact ID 13 is marked callable successfully but the user contact IDs 11 and 12 found invalid for the provided contact list ID 1

```
HTTP:  POST  /VP_POM_Service/v2/contactlists/1/contacts/markcallable
HTTP/1.1
```

Header:

```
Authorization: Basic xxxxxxxxxxxxxxxxxxxx
```

```
Content-Type: application/json
```

```
X-Requested-With: rest
```

```
Cache-Control: no-cache
```

REQUEST JSON:

```
REQUEST JSON:
{
  "userContactId": [11,12,13]
}
```

RESPONSE JSON:

```
{"result":false,"failedContactIdList":["11","12"]}
```

Mark UnCallable

POST /v2/contactlists/{contact_list_id}/contacts/markuncallable

The API marks the list of available (non-excluded) contacts as not callable.

URL

https://<EP Server

IP>/VP_POM_Service/v2/contactlists/{contact_list_id}/markuncallable

Parameters

path

Parameter	Required	Description	Data Type
contact_list_id	true	The contact list ID	string

payload

Parameter	Required	Description	Data Type
userContactId	true	The list of user contact IDs.	ArrayList

JSON response

Field name	Description
result	Returns true if all provided user contact IDs are valid and marked callable successfully.
failedContactIdList	List of user contact IDs which found invalid or incorrect.

Example

The example provided in this section is based on three user contact IDs, the user contact ID 13 is marked not callable successfully but the user contact IDs 11 and 12 found invalid for the provided contact list ID 1

```
HTTP: POST /VP_POM_Service/v2/contactlists/1/contacts/markuncallable
HTTP/1.1
```

Header:

```
Authorization: Basic xxxxxxxxxxxxxxxxxxxx
```

```
Content-Type: application/json
```

```
X-Requested-With: rest
```

```
Cache-Control: no-cache
```

REQUEST JSON:

```
REQUEST JSON:
{
  "userContactId": [11,12,13]
}
```

RESPONSE JSON:

```
{"result":false,"failedContactIdList":["11","12"]}
```

Mark Contact List Callable

POST /v2/contactlists/{contact_list_id}/markcallable

The API marks all the excluded contacts in specified contact list as callable. If contact list has more than 500 excluded contacts, POM will start job to clear the exclusions.

URL

https://<EP Server IP>/VP_POM_Service/v2/contactlists/{contact_list_id}/markcallable

Parameters

path

Parameter	Required	Description	Data Type
contact_list_id	true	The contact list ID	string

payload None

JSON response

Field name	Description
Result	Returns true on success

Example

The example provided in this section is based on contact list ID 3 which is marked callable successfully.

```
HTTP: POST /VP_POM_Service/v2/contactlists/3/markcallable HTTP/1.1
```

Header:

Authorization: Basic xxxxxxxxxxxxxxxxxxxx
Content-Type: application/json
X-Requested-With: rest
Cache-Control: no-cache

RESPONSE JSON:

```
{"result":true}
```

Mark Contact List UnCallable

POST /v2/contactlists/{contact_list_id}/markuncallable

The API marks all the available (non-excluded) contacts in specified contact list as uncallable. If contact list has more than 500 available contacts, POM will start exclude job.

URL

https://<EP Server
IP>/VP_POM_Service/v2/contactlists/{contact_list_id}/markuncallable

Parameters

path

Parameter	Required	Description	Data Type
contact_list_id	true	The contact list ID	string

payload None

JSON response

Field name	Description
result	Returns true on success

Example

The example provided in this section is based on contact list ID 3 which is marked uncallable successfully.

HTTP: POST /VP_POM_Service/v2/contactlists/3/markuncallable HTTP/1.1

Header:

Authorization: Basic xxxxxxxxxxxxxxxxxxxx
Content-Type: application/json
X-Requested-With: rest
Cache-Control: no-cache

RESPONSE JSON:

```
{"result":true}
```

Get List of All DNC Lists

GET /v2/dnclists

The API retrieves all DNC lists created on the system.

URL

https://<EP Server IP>/VP_POM_Service/v2/dnclists

Parameters

path None
payload None

JSON response

List of DNC list items, each item consists:

Field name	Description
DNCListId	The DNC list unique identifier.
DNCListName	The DNC list unique name.
lastUpdated	The date and time when last update happened on DNC list.
totalAddresses	The total number of addresses existing in DNC list.
listType	The type of DNC list like System or Custom

Example

The example provided in this section is based on listing of DNC lists created on system using admin user.

```
HTTP: GET /VP_POM_Service/v2/dnclists HTTP/1.1
```

Header:

```
Authorization: Basic xxxxxxxxxxxxxxxxxxxx
```

```
Content-Type: application/json
```

```
X-Requested-With: rest
```

```
Cache-Control: no-cache
```

RESPONSE JSON:

```
[{"lastUpdated":"2018-06-03  
22:25:18.955","totalAddresses":0,"listType":"Predefined","dnclistId":2,"dnclistName"  
:"agentorg DNC List"}, {"lastUpdated":"2018-06-03  
22:25:19.036","totalAddresses":0,"listType":"Predefined","dnclistId":3,"dnclistName"  
:"CC DNC List"}, {"lastUpdated":"2018-06-03  
23:49:44.367","totalAddresses":2,"listType":"Predefined","dnclistId":1,"dnclistName"  
:"Common DNC List"}]
```

Create DNC List

POST /v2/dnclists

The API creates DNC list of custom type on POM server.

URL

https://<EP Server IP>/VP_POM_Service/v2/dnclists

Parameters

path None
payload

Parameter	Required	Data Type
name	Yes	String
description	No	String

JSON response

Field name	Description
dncListID	The unique identifier of new DNC list.

Example

The example provided in this section is based on creating DNC list of custom type.

HTTP: POST /VP_POM_Service/v2/dnclists HTTP/1.1

Header:

Authorization: Basic xxxxxxxxxxxxxxxxxxxx

Content-Type: application/json

X-Requested-With: rest

Cache-Control: no-cache

REQUEST JSON:

```
{
  "name": "restDNCList",
  "description": "This is description for a new DNC list created"
}
```

RESPONSE JSON:

```
{"dncListID":31}
```

Edit DNC List

POST /v2/dnclists/{dnc_list_id}

The API modifies description of existing DNC list.

URL

https://<EP Server IP>/VP_POM_Service/v2/dnclists/{dnc_list_id}

Parameters

path

Parameter	Required	Description	Data Type
dnc_list_id	Yes	The ID of DNC lists	Int

payload

Parameter	Required	Data Type
description	No	String

JSON response

Field name	Description
result	Returns true on success.

Example

The example provided in this section is based editing description of existing DNC list.

HTTP: POST /VP_POM_Service/v2/dnclists/12 HTTP/1.1

Header:

Authorization: Basic xxxxxxxxxxxxxxxxxxxx
Content-Type: application/json
X-Requested-With: rest
Cache-Control: no-cache

REQUEST JSON:

```
{  
  "description": "REST DNC List"  
}
```

RESPONSE JSON:

```
{"result":true}
```

Is DNC

POST /v2/dnclists/{dnc_list_id}/check

The API checks if a given phone number, or e-mail address, or SIP address exist in the DNC list. If organization are enabled it is suggested to check both org specific and common DNC list.

URL

https://<EP Server IP>/VP_POM_Service/v2/dnclists/{dnc_list_id}/check

Parameters

path

Parameter	Required	Description	Data Type
dnc_list_id	true	The DNC list ID	int

payload

Parameter	Required	Description	Data Type
dncAddress	true	Phone number, or email address, or SIP address.	string
orgNameOfDNCList	true	Name of the organization. If user provides valid OrgName, POM uses Org's DNC list for that organization to execute DNC operation. As POM checks only Org's DNC list, ensure you check common DNC list for Phone No and email address. While applying DNC for Org based campaigns POM check addresses in common DNC list and Org DNC list.	string
checkForPhoneRejection	true	By default set to false. If set to true, POM applies global and country specific rejection patterns for phone number.	boolean
checkForPhoneFormats	true	By default, set to false. If set to true, POM applies country specific phone format patterns for phone number.	boolean

JSON response

Field name	Description
dnc	Returns true if address found existing in the DNC list.

Example

The example provided in this section is based on checking specified DNC list for phone number 98456009234, as received in response the address is not existing in the DNC list so false is returned.

HTTP: POST /VP_POM_Service/v2/dnclists/12/check HTTP/1.1

Header:

Authorization: Basic xxxxxxxxxxxxxxxxxxxx

Content-Type: application/json

X-Requested-With: rest

Cache-Control: no-cache

REQUEST JSON:

```
{
  "dncAddress": "98456009234",
  "checkForPhoneRejection": "false",
  "checkForPhoneFormats": "false",
  "orgNameOfDNCList": "hr"
}
```

RESPONSE JSON:

```
{"dnc":false}
```

Add to DNC List

POST /v2/dnclists/{dnc_list_id}/addresses

The API adds the given phone number, or e-mail address, or SIP address in the DNC list. You can add contact numbers from common DNC list only if admin (non- Org user) is used.

URL

https://<EP Server IP>/VP_POM_Service/v2/{dnc_list_id}/addresses

Parameters

path

Parameter	Required	Description	Data Type
dnc_list_id	true	The DNC list ID	int

payload

Parameter	Required	Description	Data Type
dncAddress	true	Phone number, or email address, or SIP address. For Phone number # can be used as country code separator.	string
orgNameOfDNCList	true	Name of the organization. If you provide the OrgName, POM uses the appropriate DNC	string

		list for that organization to execute the DNC operation.	
checkForPhoneRejection	true	By default, set to false. If set to true, POM applies global and country specific rejection patterns for phone number.	boolean
checkForPhoneFormats	true	By default, set to false. If set to true, POM applies country specific phone format patterns for phone number.	boolean

JSON response

Field name	Description
result	Returns true on success

Example

The example provided in this section is based on adding phone number to DNC list ID 12, as received in response the address successfully added in the mentioned DNC list ID so true is returned. The part before # considered as country code and used for validating address against phone format and reject patterns. If country code is not provided default values from global configuration are used.

HTTP: POST /VP_POM_Service/v2/dnclists/12/addresses HTTP/1.1

Header:

Authorization: Basic xxxxxxxxxxxxxxxxxxxx

Content-Type: application/json

X-Requested-With: rest

Cache-Control: no-cache

REQUEST JSON:

```
{
  "dncAddress": "91#1231123",
  "checkForPhoneRejection": "false",
  "checkForPhoneFormats": "false",
  "orgNameOfDNCList": "hr"
}
```

RESPONSE JSON:

```
{"result":true}
```

Remove from DNC List

POST /v2/dnclists/{dnc_list_id}/addresses/delete

The API deletes the given phone number, or e-mail address, or SIP address from DNC list. You can delete contact numbers from common DNC list only if admin (non- Org user) is used.

URL

https://<EP Server IP>/VP_POM_Service/v2/dnclists/{dnc_list_id}/addresses/delete

Parameters

path

Parameter	Required	Description	Data Type
dnc_list_id	true	The DNC list ID	int

payload

Parameter	Required	Description	Data Type
dncAddress	true	Phone number, or email address, or SIP address. For Phone number # can be used as country code separator.	string
orgNameOfDNCList	true	Name of the organization. If you provide the OrgName, POM uses the appropriate DNC list for that organization to execute the DNC operation.	string
checkForPhoneRejection	true	By default, set to false. If set to true, POM applies global and country specific rejection patterns for phone number.	boolean
checkForPhoneFormats	true	By default, set to false. If set to true, POM applies country specific phone format patterns for phone number.	boolean

JSON response

Field name	Description
result	Returns true on success

Example

The example provided in this section is based on removing phone number from DNC List ID 12, as received in response the address successfully deleted from the mentioned DNC list so true is returned. The part before # considered as country code and used for validating address against phone format and reject patterns. If country code is not provided default values from global configuration are used.

```
HTTP: POST /v2/VP_POM_Service/dnclists/12/addresses/delete HTTP/1.1
```

Header:

```
Authorization: Basic xxxxxxxxxxxxxxxxxxxx
```

```
Content-Type: application/json
```

```
X-Requested-With: rest
```

```
Cache-Control: no-cache
```

REQUEST JSON:

```
{
  "dncAddress": "91#1231123",
  "checkForPhoneRejection": "false",
  "checkForPhoneFormats": "false",
  "orgNameOfDNCList": "hr"
}
```

RESPONSE JSON:

```
{"result":true}
```

Delete DNC List

POST /v2/dnclists/{dnc_list_id}/delete

The API deletes existing custom type of DNC list.

URL

https://<EP Server IP>/VP_POM_Service/v2/dnclists/{dnc_list_id}/delete

Parameters

path

Parameter	Required	Description	Data Type
dnc_list_id	Yes	The DNC list ID	Int

payload None

JSON response

Field name	Description
result	Returns true on successful deletion.

Example

The example provided in this section is based deleting existing DNC list of custom type.

HTTP: POST /VP_POM_Service/v2/dnclists/23/delete HTTP/1.1

Header:

Authorization: Basic xxxxxxxxxxxxxxxxxxxx

Content-Type: application/json

X-Requested-With: rest

Cache-Control: no-cache

RESPONSE JSON:

```
{"result":true}
```

List All DNC Groups

GET /v2/dnclists/groups

The API lists all DNC groups created on POM system.

URL

https://<EP Server IP>/VP_POM_Service/v2/dnclists/groups

Parameters

path None

payload None

JSON response

List of DNC group items, each item contains below:

Field name	Description
DNCListsGroupId	The ID of DNC list group.
name	Name of DNC group.
description	Description of DNC group.
organizationId	The organization ID of DNC group.
organizationName	The organization name of DNC group.
createdBy	The user name which created the DNC group.
lastUpdated	The last updated date and time of DNC group.
lastModifiedBy	The user name who modified the DNC group recently.

Example

The example provided in this section is based on listing all DNC groups.

HTTP: GET /VP_POM_Service/v2/dnclists/groups HTTP/1.1

Header:

Authorization: Basic xxxxxxxxxxxxxxxxxxxx

Content-Type: application/json

X-Requested-With: rest

Cache-Control: no-cache

RESPONSE JSON:

```
{ "totalPage": 1, "dnclistsGroupList": [ { "name": "ater", "description": "", "organizationId": -1, "organizationName": "Default", "createdBy": "admin", "lastUpdated": "2018-06-28 20:41:56.929", "lastModifiedBy": "admin", "dnclistsGroupId": 1 } ] }
```

Search and Sort DNC Groups

GET /v2/dnclists/groups

The API search and sort list of DNC groups as per provided criteria from POM system.

URL

https://<EP Server

IP>/VP_POM_Service/v2/dnclists/groups?pageSize={page_size}&pageNumber={page_number}&searchBy={search_by}&searchOperator={search_operator}&searchValue={value}

Parameters

Query

Parameter	Required	Description	Data Type
pageSize	No	Number of records to be fetched per batch. Default value is 10.	int
pageNumber	No	The page number for which records will be fetched. Default value is 1.	int
sortBy	No	Possible values include ID, name and organizationName	String
sortDirection	No	Possible values include ASC or DESC	String
searchBy	No	It allows to search by ID or name or organizationName	String

searchOperator	No	Valid search operators include =, !=, in, contains, begins with, ends with, is null, is not null	String
searchValue	No	Valid search value according to selected searchBy parameter and selected operator.	String

payload None

JSON response

List of DNC group items, each item contains below:

Field name	Description
DNCListsGroupId	The ID of DNC list group.
name	Name of DNC group.
description	Description of DNC group.
organizationId	The organization ID of DNC group.
organizationName	The organization name of DNC group.
createdBy	The user name which created the DNC group.
lastUpdated	The last updated date and time of DNC group.
lastModifiedBy	The user name who modified the DNC group recently.

Example

The example provided in this section is based on listing DNC groups using search and sort criteria to fetch DNC lists containing test in their names.

HTTP: GET

/VP_POM_Service/v2/dnclists/groups?pageSize=10&pageNumber=1&searchBy=name&searchOperator=contains&searchValue=test HTTP/1.1

Header:

Authorization: Basic xxxxxxxxxxxxxxxxxxxx

Content-Type: application/json

X-Requested-With: rest

Cache-Control: no-cache

RESPONSE JSON:

```
{
  "totalPage": 1,
  "dnclistsGroupList": [
    {
      "name": "test2",
      "description": "",
      "organizationId": -1,
      "organizationName": "Default",
      "createdBy": "admin",
      "lastUpdated": "2018-05-28 19:51:21.398",
      "lastModifiedBy": "admin",
      "dnclistsGroupId": 10
    },
    {
      "name": "test1",
      "description": "",
      "organizationId": -1,
      "organizationName": "Default",
      "createdBy": "admin",
      "lastUpdated": "2018-05-28 19:31:09.981",
      "lastModifiedBy": "admin",
      "dnclistsGroupId": 9
    },
    {
      "name": "test",
      "description": "",
      "organizationId": -1,
      "organizationName": "Default",
      "createdBy": "admin",
      "lastUpdated": "2018-05-21 15:02:24.261",
      "lastModifiedBy": "admin",
      "dnclistsGroupId": 8
    }
  ]
}
```

Get DNC Group Details

GET /v2/dnclists/groups/{dnc_list_group_id}

The API retrieves DNC group details for provided dnc group ID.

URL

https://<EP Server IP>/VP_POM_Service/v2/dnclists/groups/{dnc_list_group_id}

Parameters

path

Parameter	Required	Description	Data Type
DNCListGroupID	Yes	Valid DNC group ID to be retrieved from POM system	int

payload None

JSON response

Field name	Description
dnclistGroupId	The ID of DNC list group.
name	Name of DNC group.
description	Description of DNC group.
organizationId	The organization ID of DNC group.
defaultDNCListId	The organization name of DNC group.
createdBy	The user name which created the DNC group.
lastModifiedOn	The last updated date and time of DNC group.
lastModifiedBy	The user name who modified the DNC group recently.

Example

The example provided in this section is based on retrieving details of DNC group having ID 25.

HTTP: GET /VP_POM_Service/v2/dnclists/groups/25 HTTP/1.1

Header:

Authorization: Basic xxxxxxxxxxxxxxxxxxxx

Content-Type: application/json

X-Requested-With: rest

Cache-Control: no-cache

RESPONSE JSON:

```
{"name": "AgentDNCGroup04", "description": "AgentDNCGroup04", "organizationId": -1, "defaultDNCListId": 29, "createdBy": "admin", "lastModifiedOn": 1530468236180, "lastModifiedBy": "admin", "dnclistGroupId": 25}
```

Add DNC Group

POST /v2/dnclists/groups

The API create new DNC group on POM system with provided details.

URL

https://<EP Server IP>/VP_POM_Service/v2/dnclists/groups

Parameters

path

None

payload

Parameter	Required	Data Type
name	Yes	The new DNC group name
Description	No	The description of new DNC group

JSON response

Field name	Description
dncListGroupID	The ID of DNC group created on system.

Example

The example provided in this section is based creating DNC group with provided name and description.

```
HTTP: POST /VP_POM_Service/v2/dnclists/groups HTTP/1.1
```

Header:

```
Authorization: Basic xxxxxxxxxxxxxxxxxxxx
```

```
Content-Type: application/json
```

```
X-Requested-With: rest
```

```
Cache-Control: no-cache
```

REQUEST JSON:

```
{  
  "name": "DNCGroup1",  
  "description": "for all campaigns"  
}
```

RESPONSE JSON:

```
{"dncListGroupID":3}
```

Edit DNC Group

```
POST /v2/dnclists/groups/{dnc_list_group_id}
```

The API edits description of existing DNC group on POM system with provided details.

URL

```
https://<EP Server IP>/VP_POM_Service/v2/dnclists/groups/{dnc_list_group_id}
```

Parameters

path

Parameter	Required	Description	Data Type
DNCListGroupID	Yes	The DNC group ID which needs to be modified	int

payload

Parameter	Required	Data Type
Description	No	The changed description value for existing DNC group

JSON response

Field name	Description
result	Returns true on success

Example

The example provided in this section is based on changing description of existing DNC group.

```
HTTP: POST /VP_POM_Service/v2/dnclists/groups/3 HTTP/1.1
```

Header:

Authorization: Basic xxxxxxxxxxxxxxxxxxxx
Content-Type: application/json
X-Requested-With: rest
Cache-Control: no-cache

REQUEST JSON:

```
{  
  "description": "changed description"  
}
```

RESPONSE JSON:

```
{"result":true}
```

Delete DNC Group

POST /v2/dnclists/groups/{dnc_list_group_id}/delete

The API deletes existing DNC group from POM system.

URL

https://<EP Server IP>/VP_POM_Service/v2/dnclists/groups/{dnc_list_group_id}/delete

Parameters

path

Parameter	Required	Description	Data Type
DNCListGroupId	Yes	The DNC group ID which needs to be modified	int

payload None

JSON response

Field name	Description
result	Returns true on successful deletion

Example

The example provided in this section is based on deletion of existing DNC group.

HTTP: POST /VP_POM_Service/v2/dnclists/groups/3/delete HTTP/1.1

Header:

Authorization: Basic xxxxxxxxxxxxxxxxxxxx
Content-Type: application/json
X-Requested-With: rest
Cache-Control: no-cache

RESPONSE JSON:

```
{"result":true}
```

Get List of Available DNC lists For Group

GET /v2/dnclists?DNCGroupId={DNC_group_ID}

The API retrieves list of DNC lists associated with DNC group.

URL

https://<EP Server IP>/VP_POM_Service/v2/dnclists?DNCGroupId={dnc_group_id}

Parameters

path

Parameter	Required	Description	Data Type
DNCGroupId	true	The DNC group ID for which list of associated DNC lists needs to be fetched	string

payload

None

JSON response

Field name	Description
DNCListId	The DNC list unique identifier.
DNCListName	The DNC list unique name.
lastUpdated	The date and time when last update happened on DNC list.
totalAddresses	The total number of addresses existing in DNC list.
listType	The type of DNC list like System or Custom

Example

The example provided in this section is based on retrieving list of DNC lists associated with DNC group with ID 20.

```
HTTP: GET /VP_POM_Service/v2/dnclists?DNCGroupId=20 HTTP/1.1
```

Header:

```
Authorization: Basic xxxxxxxxxxxxxxxxxxxx
```

```
Content-Type: application/json
```

```
X-Requested-With: rest
```

```
Cache-Control: no-cache
```

RESPONSE JSON:

```
[{"lastUpdated":"2018-07-01
22:44:41.041","totalAddresses":0,"listType":"Custom","dnclistId":19,"dnclistName":"D
NCDeleteList3"}, {"lastUpdated":"2018-07-01
22:45:04.912","totalAddresses":0,"listType":"Custom","dnclistId":20,"dnclistName":"E
mptyGroup"}, {"lastUpdated":"2018-07-01
22:57:46.889","totalAddresses":2,"listType":"Custom","dnclistId":21,"dnclistName":"d
ncList"}, {"lastUpdated":"2018-07-01
23:05:39.748","totalAddresses":2,"listType":"Custom","dnclistId":24,"dnclistName":"d
ncList03"}, {"lastUpdated":"2018-07-01
23:22:09.571","totalAddresses":0,"listType":"Custom","dnclistId":25,"dnclistName":"d
ncList04"}, {"lastUpdated":"2018-07-01
23:33:53.425","totalAddresses":0,"listType":"Custom","dnclistId":26,"dnclistName":"d
ncList06"}, {"lastUpdated":"2018-07-01
23:14:55.706","totalAddresses":1,"listType":"Custom","dnclistId":27,"dnclistName":"c
opydncList06"}, {"lastUpdated":"2018-07-01
23:21:55.086","totalAddresses":0,"listType":"Custom","dnclistId":28,"dnclistName":"A
gentDNCList"}, {"lastUpdated":"2018-07-01
23:33:46.593","totalAddresses":0,"listType":"Custom","dnclistId":29,"dnclistName":"A
gentDNCList04"}, {"lastUpdated":"2018-07-01
```



```
23:10:53.49", "totalAddresses": 2, "listType": "Predefined", "dnclistId": 1, "dnclistName": "Common DNC List"]}]
```

Associate DNC Lists to Group

POST /v2/dnclists/groups/{dnc_list_group_id}/dnclists

The API adds association of multiple DNC lists with DNC group.

URL

https://<EP Server

IP>/VP_POM_Service/v2/dnclists/groups/{dnc_list_group_id}/dnclists

Parameters

path

Parameter	Required	Description	Data Type
DNCGroupId	Yes	DNC group ID for which DNC lists needs to be associated	int

payload

Parameter	Required	Data Type
dnclistIds	Yes	Array of list IDs which need to be associated with DNC group.

JSON response

It will have below fields against each DNC list ID provided in the request.

Field name	Description
status	Valid values are ADDED, ADDFAILED, ADDACCESSDENIED or EXCEPTION
errorCode	The errorcode value in case of failure. In success it will be set to null
errorMessage	The detailed error message in case of failure. In success it will be set to null

Example

The example provided in this section is based adding association of 3 DNC lists to specified DNC group.

HTTP: POST /VP_POM_Service/v2/dnclists/groups/20/dnclists HTTP/1.1

Header:

Authorization: Basic xxxxxxxxxxxxxxxxxxxx

Content-Type: application/json

X-Requested-With: rest

Cache-Control: no-cache

REQUEST JSON:

```
{
  "dnclistIds": [1, 2, 25]
}
```

RESPONSE JSON:

```
{ "1": {"status": "ADDED", "errorCode": null, "errorMessage": null}, "2": {"status": "ADDED", "errorCode": null, "errorMessage": null}, "25": {"status": "ADDED", "errorCode": null, "errorMessage": null} }
```

Dissociate DNC Lists from Group

POST /v2/dnclists/groups/{dnc_list_group_id}/dnclists/remove

The API removes association of multiple DNC lists from DNC group.

URL

https://<EP Server

IP>/VP_POM_Service/v2/dnclists/groups/{dnc_list_group_id}/dnclists/remove

Parameters

path

Parameter	Required	Description	Data Type
DNCGroupId	Yes	DNC group ID for which DNC lists needs to be disassociated	int

payload

Parameter	Required	Data Type
dnclistIds	Yes	Array of list IDs which need to be removed from DNC group's associated DNC lists.

JSON response

It will have below fields against each DNC list ID provided in the request.

Field name	Description
status	Valid values are REMOVED, REMOVEFAILED or EXCEPTION
errorCode	The errorcode value in case of failure. In success it will be set to null
errorMessage	The detailed error message in case of failure. In success it will be set to null

Example

The example provided in this section is based removing association of 3 DNC lists from specified DNC group.

HTTP: POST /VP_POM_Service/v2/dnclists/groups/20/dnclists/remove

HTTP/1.1

Header:

Authorization: Basic xxxxxxxxxxxxxxxxxxxx

Content-Type: application/json

X-Requested-With: rest

Cache-Control: no-cache

REQUEST JSON:

```
{
  "dnclistIds": [1, 21, 25]
}
```

RESPONSE JSON:

```
{"1":{"status":"REMOVED","errorCode":null,"errorMessage":null},"25":{"status":"REMOVED","errorCode":null,"errorMessage":null},"21":{"status":"REMOVEFAILED","errorCode":1334,"errorMessage":"DNC list to DNC group assignment not present."}}
```

Get Default DNC List ID for Group

GET /v2/dnclists/groups/{dnc_list_group_id}/defaultdnclist

The API retrieves default DNC list ID for the specific DNC group.

URL

https://<EP Server

IP>/VP_POM_Service/v2/dnclists/groups/{dnc_list_group_id}/defaultdnclist

Parameters

path None

payload None

JSON response

Field name	Description
dnclistId	The ID of DNC list
dnclistName	The name of DNC list
listType	The type of DNC list, it could be custom of system.
totalAddresses	The number of addresses existing in DNC list
lastUpdated	The date and time stamp of last update made on DNC list

Example

The example provided in this section is based on retrieving default DNC list ID for DNC group having ID as 20.

```
HTTP: GET /VP_POM_Service/v2/dnclists/groups/20/defaultdnclist
```

```
HTTP/1.1
```

```
Header:
```

```
Authorization: Basic xxxxxxxxxxxxxxxxxxxx
```

```
Content-Type: application/json
```

```
X-Requested-With: rest
```

```
Cache-Control: no-cache
```

RESPONSE JSON:

```
{"lastUpdated":"2018-07-01  
22:47:51.234","totalAddresses":0,"listType":"Predefined","dnclistId":2,"dnclistName"  
:"CC DNC List"}
```

Update Default DNC List for Group

POST

```
/v2/dnclists/groups/{dnc_list_group_id}/defaultdnclist?DNCListId={DN  
C_list_id}
```

The API updates default DNC list ID to the specific DNC group.

URL

```
https://<EP Server IP>/VP_POM_Service/v2/dnclists/groups/{dnc_list_group_id}/defaultdnclist?DNCListId={DNC_list_id}
```

Parameters

Path

Parameter	Required	Description	Data Type
DNCGroupld	Yes	The ID of DNC group.	int

Query

Parameter	Required	Description	Data Type
DNCListId	No	The ID of DNC list out of already associated DNC lists which needs to be updated as default DNC list for the group. If not provided the default DNC list will be set to NONE	int

payload None

JSON response

Field name	Description
result	Returns true on success.

Example

The example provided in this section is based on assigning DNC list ID 3 as default DNC list for DNC group having ID as 20.

```
HTTP: POST
/VP_POM_Service/v2/dnclists/groups/20/defaultdnclist?DNCListId=3
HTTP/1.1
Header:
Authorization: Basic xxxxxxxxxxxxxxxxxxxx
Content-Type: application/json
X-Requested-With: rest
Cache-Control: no-cache
```

RESPONSE JSON:
{"result":true}

Add Address To DNC List using List ID

```
POST /v2/dnclists/{dnc_list_id}/addresses
```

The API add address to specific DNC list ID specified in the request.

URL

```
https://<EP Server IP>/VP_POM_Service/v2/dnclists/{dnc_list_id}/addresses
```

Parameters

path

Parameter	Required	Description	Data Type
DNCListID	Yes	The DNC list ID in which address needs to be added	int

payload

Parameter	Required	Data Type
dncAddress	Yes	String
checkForPhoneRejection	No	boolean
checkForPhoneFormats	No	boolean

JSON response

Field name	Description
result	Returns true on success.

Example

The example provided in this section is based on adding address to specific DNC list ID.

```
HTTP: POST /VP_POM_Service/v2/dnclists/1/addresses HTTP/1.1
```

Header:

```
Authorization: Basic xxxxxxxxxxxxxxxxxxxx
```

```
Content-Type: application/json
```

```
X-Requested-With: rest
```

```
Cache-Control: no-cache
```

REQUEST JSON:

```
{
  "dncAddress": "21213",
  "checkForPhoneRejection": "false",
  "checkForPhoneFormats": "false"
}
```

RESPONSE JSON:

```
{"result":true}
```

Remove Address from DNC List using List ID

```
POST /v2/dnclists/{dnc_list_id}/addresses/delete
```

The API deletes address from specific DNC list ID specified in the request.

URL

```
https://<EP Server
```

```
IP>/VP_POM_Service/v2/dnclists/{dnc_list_id}/addresses/delete
```

Parameters

path

Parameter	Required	Description	Data Type
DNCListID	Yes	The DNC list ID from which address needs to be removed	int

payload

Parameter	Required	Data Type
dncAddress	Yes	String
checkForPhoneRejection	No	boolean
checkForPhoneFormats	No	boolean

JSON response

Field name	Description
result	Returns true on success.

Example

The example provided in this section is based on deletion of address from specific DNC list ID.

HTTP: POST /VP_POM_Service/v2/dnclists/1/addresses HTTP/1.1

Header:

Authorization: Basic xxxxxxxxxxxxxxxxxxxx

Content-Type: application/json

X-Requested-With: rest

Cache-Control: no-cache

REQUEST JSON:

```
{
  "dncAddress": "21213",
  "checkForPhoneRejection": "false",
  "checkForPhoneFormats": "false"
}
```

RESPONSE JSON:

```
{"result":true}
```

Is Address Existence in DNC List using List ID

POST /v2/dnclists/{dnc_list_id}/check

The API check existence of address in specific DNC list ID specified in the request.

URL

https://<EP Server IP>/VP_POM_Service/v2/dnclists/{dnc_list_id}/check

Parameters

path

Parameter	Required	Description	Data Type
DNCListID	Yes	The DNC list ID from which address needs to be checked	int

payload

Parameter	Required	Data Type
dncAddress	Yes	String
checkForPhoneRejection	No	boolean
checkForPhoneFormats	No	boolean

JSON response

Field name	Description
dnc	Returns true if found existing in the specified DNC list.

Example

The example provided in this section is based on checking existence of address from specific DNC list ID.

```
HTTP: POST /VP_POM_Service/v2/dnclists/1/check HTTP/1.1
```

Header:

```
Authorization: Basic xxxxxxxxxxxxxxxxxxxx
Content-Type: application/json
X-Requested-With: rest
Cache-Control: no-cache
```

REQUEST JSON:

```
{
  "dncAddress": "21213",
  "checkForPhoneRejection": "true",
  "checkForPhoneFormats": "true"
}
```

RESPONSE JSON:

```
{"dnc":false}
```

Get Import Job Status

POST /v2/datasources/import/jobstatus

The API provides current job status for data import jobs for both contact and DNC type of data sources.

URL

https://<EP Server IP>/VP_POM_Service/v2/datasources/import/jobstatus

Parameters

path None

payload

Parameter	Required	Description	Data Type
dataSourceName	true	The data source name	string
jobStates	true	There can be multiple job states. The valid values are: <ul style="list-style-type: none">• COMPLETED• QUEUED• RUNNING• ERROR• FILE_COPYING• PAUSING• PAUSED• STOPPING• WAITING_TO_RESUME• DELETING_CONTACTS• CREATING_HISTORY	string

		The COMPLETED state could return lot of import job if purging is disabled. So it recommended to be used with purging enabled on the system.	
--	--	---	--

JSON response

Field name	Description
importName	The name of the import data source.
listName	The name of contact list.
importJobId	The job id of import data source job.
status	There can be multiple import job states. The valid values are: <ul style="list-style-type: none"> • COMPLETED • QUEUED • RUNNING • ERROR • FILE_COPYING • PAUSING • PAUSED • STOPPING • WAITING_TO_RESUME • DELETING_CONTACTS • CREATING_HISTORY
successCount	Total number of successfully imported records.
updateCount	Total number of updated records.
runTimeErrorCount	Total number of records rejected due to run time error.
ValidationFailedCount	Total number of records rejected due to invalid values.
duplicateIgnoredCount	Total number of records rejected due to duplicate entries found in the list.
matchPhoneRejectPatternCount	Total number of records rejected due to matched reject pattern for contact phone numbers.
deleteCount	Total number of contacts deleted in the import job.
matchesDncCount	Total number records rejected due to matching addresses in the DNC list.
phoneFormatFailedCount	Total number of contacts rejected due to matched phone format for contact phone numbers
processedRecordCount	Total number of contacts processed during data import job.

Example

The example provided in this section is based on retrieving import jobs in COMPLETED or RUNNING states.

HTTP: POST /VP_POM_Service/v2/datasources/import/jobstatus HTTP/1.1

Header:

Authorization: Basic xxxxxxxxxxxxxxxxxxxx

Content-Type: application/json

X-Requested-With: rest

Cache-Control: no-cache

REQUEST JSON:

```
{
  "dataSourceName": "LocalFile",
  "jobStates": "COMPLETED,RUNNING"
}
```


RESPONSE JSON:

```
[{"importName":"LocalFile","listName":"testCL1","importJobId":13,"status":"completed","successCount":999985,"updateCount":4000015,"runTimeErrorCount":0,"duplicateIgnoredCount":0,"matchPhoneRejectPatternCount":0,"deleteCount":0,"matchesDncCount":0,"phoneFormatFailedCount":0,"processedRecordCount":5000000,"validationFailedCount":0}, {"importName":"LocalFile","listName":"testCL1","importJobId":17,"status":"completed","successCount":0,"updateCount":0,"runTimeErrorCount":0,"duplicateIgnoredCount":0,"matchPhoneRejectPatternCount":0,"deleteCount":0,"matchesDncCount":0,"phoneFormatFailedCount":0,"processedRecordCount":0,"validationFailedCount":0}, {"importName":"LocalFile","listName":"testCL1","importJobId":26,"status":"completed","successCount":0,"updateCount":0,"runTimeErrorCount":0,"duplicateIgnoredCount":0,"matchPhoneRejectPatternCount":0,"deleteCount":0,"matchesDncCount":0,"phoneFormatFailedCount":0,"processedRecordCount":0,"validationFailedCount":0}, {"importName":"LocalFile","listName":"testCL1","importJobId":33,"status":"completed","successCount":0,"updateCount":0,"runTimeErrorCount":0,"duplicateIgnoredCount":0,"matchPhoneRejectPatternCount":0,"deleteCount":0,"matchesDncCount":0,"phoneFormatFailedCount":0,"processedRecordCount":0,"validationFailedCount":0}]
```

Get All Attributes

GET /v2/contactattributes

The API provides list of contact attributes for the organization.

URL

https://<EP Server IP>/VP_POM_Service/v2/contactattributes

Parameters

path	None
payload	None

JSON response

List of items is returned; each item has fields listed below:

Field name	Description
attributeName	The name of contact attribute.
attributeDataType	The data type of the attribute. The minimum and the maximum values for each data type are: INTEGER: The minimum value is -2,147,483,648, and the maximum value is 2,147,483,647 (both values inclusive). LONG: The minimum value is -9,223,372,036,854,775,808, and the maximum value is 9,223,372,036,854,775,807 (both values inclusive). SHORT: The minimum value is -32,768, and the maximum value is 32,767 (both values inclusive). CHARACTER: A single character is allowed. FLOAT: 28 precisions and 10 scale. This means 28 characters before the decimal and 10 characters after the decimal point. Note:

	<p>You cannot enter a float value as a combination on numbers and alphabets. For example, 123.4f is not a valid float value.</p> <p>BOOLEAN: The allowed values are TRUE and FALSE, or YES and NO, or T and F, or Y and N, or 0 and 1.</p> <p>STRING: Any string up to 3990 characters.</p> <p>PHONE: Valid phone number up to 80 characters. The system has two predefined attributes; Phone 1 and Phone 2, for specifying the phone number. Use this to specify an alternate phone number. When you add a phone attribute, POM adds 2 child attributes, xxx_ctry_code and xxx_tz, where xxx is name of the phone attribute.</p> <p>EMAIL: Any string up to 80 characters.</p> <p>DATE: Date in the valid format. Note: The date format must match the date part specified in the Global Date Format field on the Manage Global Configuration page under POM Home > Configurations > Global Configurations.</p> <p>For example, to specify a custom attribute, Date_Of_Birth, then use the Date data type.</p> <p>TIME: Time in the valid format. Note: The time format must match the time part specified in the Global Date Format field on the Manage Global Configuration page under POM Home > Configurations > Global Configurations.</p> <p>For example, to specify a custom attribute, Delivery_Time, then use the Time data type.</p> <p>TIMESTAMP: Timestamp in the valid format. Note: The timestamp must match with the timestamp part specified in the Global Date Format field on the Manage Global Configuration page under POM Home > Configurations > Global Configurations.</p> <p>For example, to specify a custom attribute, Schedule, then use the Timestamp field.</p> <p>If you specify the Global Date Format as DD-MM-YYYY hh:mm:ss, then the valid date format considers DD-MM-YYYY, the valid time format considers hh:mm:ss, and the valid timestamp considers DD:MM:YYYY hh:mm:ss.</p>
displayName	The display name of contact attribute. For custom type of attribute, it is same as attribute name.
masked	The masked attribute not visible to agent. Returned true in case contact attribute is not visible to agent.
readonly	The contact attribute is not editable for logged in agent if true is returned.

Example

The example provided in this section is based on admin user (non - org user).

HTTP: GET /VP_POM_Service/v2/contactattributes HTTP/1.1

Header:

Authorization: Basic xxxxxxxxxxxxxxxxxxxx

Content-Type: application/json

X-Requested-With: rest

Cache-Control: no-cache

RESPONSE JSON:

```
[{"attributeName":"country","attributeDataType":"STRING","displayName":"country","masked":false,"readonly":false}, {"attributeName":"BloodGroup","attributeDataType":"STRING","displayName":"BloodGroup","masked":false,"readonly":false}, {"attributeName":"customPhone","attributeDataType":"PHONE","displayName":"customPhone","masked":false,"readonly":false}, {"attributeName":"language","attributeDataType":"STRING","displayName":"Language","masked":false,"readonly":false}, {"attributeName":"salary","attributeDataType":"STRING","displayName":"salary","masked":false,"readonly":false}, {"attributeName":"addr_line4_predefined","attributeDataType":"STRING","displayName":"Address Line 4 Predefined","masked":false,"readonly":false}, {"attributeName":"addrline5","attributeDataType":"STRING","displayName":"addrline5","masked":false,"readonly":false}, {"attributeName":"addrline3","attributeDataType":"STRING","displayName":"addrline3","masked":false,"readonly":false}, {"attributeName":"addrline4","attributeDataType":"STRING","displayName":"addrline4","masked":false,"readonly":false}, {"attributeName":"phone_number2_ctry_code","attributeDataType":"INTEGER","displayName":"Phone 2 Country Code","masked":false,"readonly":false}, {"attributeName":"addrline1","attributeDataType":"STRING","displayName":"addrline1","masked":false,"readonly":false}, {"attributeName":"addrline2","attributeDataType":"STRING","displayName":"addrline2","masked":false,"readonly":false}, {"attributeName":"customPhone_tz","attributeDataType":"STRING","displayName":"customPhone_tz","masked":false,"readonly":false}, {"attributeName":"title_predefined","attributeDataType":"STRING","displayName":"Title Predefined","masked":false,"readonly":false}, {"attributeName":"addr_line3_predefined","attributeDataType":"STRING","displayName":"Address Line 3 Predefined","masked":false,"readonly":false}, {"attributeName":"Zipcode","attributeDataType":"STRING","displayName":"Zipcode","masked":false,"readonly":false}, {"attributeName":"company","attributeDataType":"STRING","displayName":"company","masked":false,"readonly":false}, {"attributeName":"first_name","attributeDataType":"STRING","displayName":"First Name","masked":false,"readonly":false}, {"attributeName":"phone_number2_tz","attributeDataType":"STRING","displayName":"Phone 2 Time Zone","masked":false,"readonly":false}, {"attributeName":"email","attributeDataType":"EMAIL","displayName":"E-Mail","masked":false,"readonly":false}, {"attributeName":"agentID","attributeDataType":"INTEGER","displayName":"agentID","masked":false,"readonly":false}, {"attributeName":"amount","attributeDataType":"LONG","displayName":"amount","masked":false,"readonly":false}, {"attributeName":"zipcode_predefined","attributeDataType":"STRING","displayName":"Zipcode Predefined","masked":false,"readonly":false}, {"attributeName":"user_contact_id","attributeDataType":"STRING","displayName":"ID","masked":false,"readonly":true}, {"attributeName":"last_name","attributeDataType":"STRING","displayName":"Last Name","masked":false,"readonly":false}, {"attributeName":"Title","attributeDataType":"STRING","displayName":"Title","masked":false,"readonly":false}, {"attributeName":"City","attributeDataType":"STRING","displayName":"City","masked":false,"readonly":false}, {"attributeName":"customPhone_ctry_code","attributeDataType":"INTEGER","displayName":"customPhone_ctry_code","masked":false,"readonly":false}, {"attributeName":"time_
```

```

zone", "attributeDataType": "STRING", "displayName": "Time
Zone", "masked": false, "readonly": false}, {"attributeName": "addr_line2_predefined", "att
tributeDataType": "STRING", "displayName": "Address
Line
2
Predefined", "masked": false, "readonly": false}, {"attributeName": "custom_attribute", "at
tributeDataType": "EMAIL", "displayName": "custom_attribute", "masked": true, "readonly": f
alse}, {"attributeName": "customEmail", "attributeDataType": "STRING", "displayName": "cus
tomEmail", "masked": false, "readonly": false}, {"attributeName": "phone_number2", "attribu
teDataType": "PHONE", "displayName": "Phone
2", "masked": false, "readonly": false}, {"attributeName": "country_predefined", "attribute
DataType": "STRING", "displayName": "Country
Predefined", "masked": false, "readonly": false}, {"attributeName": "phone_number1_ctry_co
de", "attributeDataType": "INTEGER", "displayName": "Phone
1
Country
Code", "masked": false, "readonly": false}, {"attributeName": "addr_line5_predefined", "att
tributeDataType": "STRING", "displayName": "Address
Line
5
Predefined", "masked": false, "readonly": false}, {"attributeName": "addr_line1_predefined
", "attributeDataType": "STRING", "displayName": "Address
Line
1
Predefined", "masked": false, "readonly": false}, {"attributeName": "phone_number1", "attri
buteDataType": "PHONE", "displayName": "Phone 1", "masked": false, "readonly": false}]

```

Search Contact Attribute

GET

```

/v2/contactattributes?searchBy={search_by}&searchOperator={operator}
&searchValue={value}

```

The API searches contact attributes according to search criteria specified by the user.

URL

https://<EP Server

```

IP>/VP_POM_Service/v2/contactattributes?searchBy={search_by}&searchOperator={operato
r}&searchValue={value}

```

Parameters

Query

Parameter	Required	Description	Data Type
PageSize	No	Number of attributes to be fetched per request. Max 100 attributes per request is allowed. If value is not provided default page size used for calculating total pages will be 10.	int
PageNumber	No	The page number for which records needs to be fetched. If value is not provided default 1 will be used.	int
SearchBy	No	Field name to be used for searching the attributes. Possible values include below names: "attributeName", "dataType",	String

		"isSensitive", "isReadOnly", "isMasked"	
SearchOperator	No	Below operator will be allowed according to type of field selected in SearchBy parameter. The valid operator values are like, notlike, in != and =	String
SearchValue	No	Value to be searched. Ensure to provide valid value according to data type of field selected in Search By operator. Wild chars like are not valid for example *, ~, etc	String

Payload None

JSON response

Each attribute will have below fields:

Field name	Description
attributeID	The unique identifier of the contact attribute.
attributeName	The name of contact attribute.
attributeDataType	<p>The attribute data type could be:</p> <p>INTEGER: The minimum value is -2,147,483,648, and the maximum value is 2,147,483,647 (both values inclusive).</p> <p>LONG: The minimum value is -9,223,372,036,854,775,808, and the maximum value is 9,223,372,036,854,775,807 (both values inclusive).</p> <p>SHORT: The minimum value is -32,768, and the maximum value is 32,767 (both values inclusive).</p> <p>CHARACTER: A single character is allowed.</p> <p>FLOAT: 28 precision and 10 scale. This means 28 characters before the decimal and 10 characters after the decimal point.</p> <p>Note: You cannot enter a float value as a combination on numbers and alphabets. For example, 123.4f is not a valid float value.</p> <p>BOOLEAN: The allowed values are TRUE and FALSE, or YES and NO, or T and F, or Y and N, or 0 and 1.</p> <p>STRING: Any string up to 3990 characters.</p> <p>PHONE: Valid phone number up to 80 characters. The system has two predefined attributes; Phone 1 and Phone 2, for specifying the phone number. Use this to specify an alternate phone number. When you add a phone attribute, POM adds 2 child attributes, xxx_ctype_code and xxx_tz, where xxx is name of the phone attribute.</p> <p>EMAIL: Any string up to 80 characters.</p> <p>DATE: Date in the valid format.</p> <p>Note: The date format must match the date part specified in the Global Date Format field on the Manage Global Configuration page under POM Home > Configurations > Global Configurations. For example, to specify a custom attribute, Date_Of_Birth, then use the Date data type.</p> <p>TIME: Time in the valid format.</p> <p>Note:</p>

Field name	Description
	<p>The time format must match the time part specified in the Global Date Format field on the Manage Global Configuration page under POM Home > Configurations > Global Configurations.</p> <p>For example, to specify a custom attribute, Delivery_Time, then use the Time data type.</p> <p>TIMESTAMP: Timestamp in the valid format.</p> <p>Note:</p> <p>The timestamp must match with the timestamp part specified in the Global Date Format field on the Manage Global Configuration page under POM Home > Configurations > Global Configurations.</p> <p>For example, to specify a custom attribute, Schedule, then use the Timestamp field.</p> <p>If you specify the Global Date Format as DD-MM-YYYY hh:mm:ss, then the valid date format considers DD-MM-YYYY, the valid time format considers hh:mm:ss, and the valid timestamp considers DD:MM:YYYY hh:mm:ss.</p>
displayName	The display name of attribute.
masked	<p>Displays if the attribute is masked. If the attribute is masked, the logged in agents cannot see the attribute.</p> <p>Note:</p> <p>If you mark any attribute as masked for a running campaign, pause and resume the campaign so that the attribute displays as masked on the desktop.</p>
readonly	The values suggest whether attribute is read-only or editable for the logged in agents.
sensitive	<p>The values suggest whether the attribute is private. You can use this to restrict access to attributes such as salary. For example, if HR/Joe creates a salary attribute, then the attribute is Private to the HR organization by default. If a global user creates a salary attribute, then the global user can mark the attribute as Private. If marked as Private, no organization can use this attribute, until you associate the attribute with some organization. The global user can associate the salary attribute with one or more than one organizations, and only the associated organizations can use the attribute. If the attribute is not marked as private, all organization users can use it. The global user can access all attributes regardless of the privacy setting.</p>

Example

The example provided in this section is based searching attributes whose datatype equal to LONG data type.

HTTP: GET

```
/VP_POM_Service/v2/contactattributes?searchBy=dataType&searchOperator==&searchValue=LONG HTTP/1.1
```

Header:

Authorization: Basic xxxxxxxxxxxxxxxxxxxx

Content-Type: application/json

X-Requested-With: rest

Cache-Control: no-cache

RESPONSE JSON:

```
[{"attributeID":"38","attributeName":"abdLongSalary","attributeDataType":"LONG","displayName":"abdLongSalary","masked":false,"readonly":false,"sensitive":false}]
```

Create Contact Attribute

POST /v2/contactattributes

The API creates custom contact attribute using provided details.

URL

https://<EP Server IP>/VP_POM_Service/v2/contactattributes

Parameters

path None

payload

Parameter	Required	Data Type
attributeName	Yes	String
attributeDataType	Yes	String Valid Values are as below: INTEGER, LONG, SHORT, CHARACTER, FLOAT, BOOLEAN, STRING, PHONE, EMAIL, DATE, TIME, TIMESTAMP
sensitive	No	Boolean
readOnly	No	Boolean
masked	No	Boolean

JSON response

Field name	Description
contactAttributeID	The attribute ID of newly created custom contact attribute.

Example

The example provided in this section is based creating custom attribute with name company.

HTTP: POST /VP_POM_Service/v2/contactattributes HTTP/1.1

Header:

Authorization: Basic xxxxxxxxxxxxxxxxxxxx

Content-Type: application/json

X-Requested-With: rest

Cache-Control: no-cache

REQUEST JSON:

```
{  
  "attributeName": "company",  
  "attributeDataType": "STRING",  
  "sensitive": "false",  
  "readOnly": "true",  
  "masked": "false"  
}
```

```
}
```

RESPONSE JSON:

```
{"contactAttributeID":382}
```

Create Contact Attributes in Bulk

POST /v2/contactattributes/bulk

The API creates custom attributes in bulk.

URL

https://<EP Server IP>/VP_POM_Service/v2/contactattributes/bulk

Parameters

path None

payload

Each item will have below fields:

Parameter	Required	Data Type
attributeName	Yes	String
attributeDataType	Yes	String Valid Values are as below: INTEGER, LONG, SHORT, CHARACTER, FLOAT, BOOLEAN, STRING, PHONE, EMAIL, DATE, TIME, TIMESTAMP
sensitive	No	Boolean
readOnly	No	Boolean
masked	No	Boolean

JSON response

Field name	Description
errorCode	Error code is set to null on success. Else code value will be provided.
errorMessage	Error message is set to null on success. Else detailed error message value will be provided.
contactAttributeID	Contact attribute ID will be provided on success.
isAdded	Set to true on success.

Example

The example provided in this section is based on creating 4 contact attributes in bulk.

HTTP: POST /VP_POM_Service/v2/contactattributes/bulk HTTP/1.1

Header:

Authorization: Basic xxxxxxxxxxxxxxxxxxxx
Content-Type: application/json
X-Requested-With: rest
Cache-Control: no-cache

REQUEST JSON:

```
{ "contactAttributeList":  
  [  
    {  
      "attributeName": "callpending",  
      "attributeDataType": "STRING",  
      "sensitive": "false",  
      "readOnly": "true",  
      "masked": "false"  
    },  
    {  
      "attributeName": "test",  
      "attributeDataType": "LONG",  
      "sensitive": "false",  
      "readOnly": "true",  
      "masked": "false"  
    },  
    {  
      "attributeName": "RESTBoolean",  
      "attributeDataType": "BOOLEAN",  
      "sensitive": "false",  
      "readOnly": "true",  
      "masked": "false"  
    },  
    {  
      "attributeName": "MOBILE",  
      "attributeDataType": "PHONE",  
      "sensitive": "false",  
      "readOnly": "true",  
      "masked": "false"  
    }  
  ]  
}
```

RESPONSE JSON:

```
{"1":{"errorCode":null,"errorMessage":null,"contactAttributeID":70,"isAdded":true},"  
2":{"errorCode":null,"errorMessage":null,"contactAttributeID":71,"isAdded":true},"3"  
":{"errorCode":null,"errorMessage":null,"contactAttributeID":72,"isAdded":true},"4":{  
"errorCode":null,"errorMessage":null,"contactAttributeID":73,"isAdded":true}}
```

Edit Contact Attribute

POST /v2/contactattributes/{contact_attribute_id}

The API edits existing contact attribute.

URL

https://<EP Server IP>/VP_POM_Service/v2/contactattributes/{contact_attribute_id}

Parameters

path

Parameter	Required	Description	Data Type
contactAttributeID	Yes	The contact attribute ID which needs to be modified.	integer

payload

Parameter	Required	Data Type
sensitive	Yes	Boolean
readOnly	Yes	Boolean
masked	Yes	Boolean

JSON response

Field name	Description
result	Set to true on success

Example

The example provided in this section is based on modifying existing contact attribute.

```
HTTP: POST /VP_POM_Service/v2/contactattributes/55 HTTP/1.1
```

Header:

```
Authorization: Basic xxxxxxxxxxxxxxxxxxxx
```

```
Content-Type: application/json
```

```
X-Requested-With: rest
```

```
Cache-Control: no-cache
```

REQUEST JSON:

```
{
  "sensitive": "true",
  "readOnly": "false",
  "masked": "true"
}
```

RESPONSE JSON:

```
{"result":true}
```

Generate CSV File for Contact Attributes

```
GET /v2/contactattributes/csv
```

The API exports csv file having header for contact attributes existing on the system.

URL

```
https://<EP Server IP>/VP_POM_Service/v2/contactattributes/csv
```

Parameters

path None

payload None

JSON response

Field name	Description
ContactsTemplate.csv	File containing column names per contact attribute.

Example

The example provided in this section is based on exporting all contact attributes in template csv file.

```
HTTP: GET /VP_POM_Service/v2/contactattributes/csv HTTP/1.1
```

Header:

```
Authorization: Basic xxxxxxxxxxxxxxxxxxxx
```

```
Content-Type: application/json
```

```
X-Requested-With: rest
```

```
Cache-Control: no-cache
```

RESPONSE JSON:

```
Id,contactid,titlepredefined,firstname,lastname,addrline1predefined,addrline2predefined,addrline3predefined,addrline4predefined,addrline5predefined,phonenum1,phonenum1ctrycode,timezone,phonenum2,phonenum2ctrycode,phonenum2tz,email,language,lastattempttime,lastsuccessfulattempttime,pimcompletioncode.code,countrypredefined,zipcodepredefined,phonenum1state,phonenum2state,phonenum1wireless,phonenum2wireless,phonenum,phonenum_ctry_code,phonenum_tz,phonenum_state,phonenum_wireless,company,mobile,mobile_ctry_code,mobile_tz,mobile_state,mobile_wireless,callpending,test,RESTBoolean,TEST_REST
```

Delete Contact Attribute

```
POST /v2/contactattributes/{contact_attribute_id/delete
```

The API deletes the custom type of contact attribute.

URL

```
https://<EP Server
```

```
IP>/VP_POM_Service/v2/contactattributes/{contact_attribute_id}/delete
```

Parameters

path

Parameter	Required	Description	Data Type
contactAttributeID	Yes	The ID of custom contact attribute which needs to be deleted.	integer

payload None

JSON response

Field name	Description
result	Returns true on success.

Example

The example provided in this section is based on deleting custom attribute with ID 55.

```
HTTP: POST /VP_POM_Service/v2/contactattributes/55/delete HTTP/1.1
```

Header:

Authorization: Basic xxxxxxxxxxxxxxxxxxxx
Content-Type: application/json
X-Requested-With: rest
Cache-Control: no-cache

RESPONSE JSON:
{ "result": true }

Schedule Callback

POST /v2/callbacks
The API schedules callback.

URL

https://<EP Server IP>/VP_POM_Service/v2/callbacks

Parameters

path None

payload

Parameter	Required	Description	Data Type
UserContactID	true	User Contact ID required for scheduling the callback for a specific contact.	String
ContactListName	true	The name of the contact list where the contact information is stored.	String
CampaignName	true	The campaign name for which you schedule the callback.	String
StartTime	true	The preferred date and time to schedule or enable call back for the given contact. The format is yyyy/MM/dd HH:mm.	String
Notes	false	The call back notes for reference.	String
EndTime	false	The date and time to consider callback expired. The format is yyyy/MM/dd HH:mm. If value not provided then never expiring type of callback will be created.	String
TimeZone	false	The time zone for the given contact record. You can specify any Java supported time zone.	String
ContactAttributeName	false	The name of the contact attribute of PHONE type for the given contact record. The valid values for predefined attributes are PhoneNumber1, PhoneNumber2, and Email.	String
Address	false	Any free form phone number or email address can be specified which is not part of contact record given for callback. This field need to be used to schedule callback to external number. Note: If you do not specify a value, the system picks up the default value specified in the campaign strategy.	String
CallbackType	false	If value is not specified by default Campaign type of callback will be created. Valid values include Agent, Campaign,	POMCallbackType

		Standard and Strict Agent (i.e. 0,1,2 and 3 respectively).	
AgentID	false	Used and valid only for agent type of callback. Specify the agent ID for which callback needs to be scheduled. Refer to callback feature for details about agent selection if provided agent ID is not available when callback matures.	String
HandlerState	false	Provide valid handler state provided or used in campaign strategy. If value is not provided initial handler will be used by default. The first action ID of specified handler name will be used for scheduling the callback.	String

JSON response

Field name	Description
callbackSchedule	Returns true on success

Example

The example provided in this section is based on creating callback of agent, campaign and standard type.

HTTP: POST /VP_POM_Service/v2/callbacks HTTP/1.1

Header:

Authorization: Basic xxxxxxxxxxxxxxxxxxxx

Content-Type: application/json

X-Requested-With: rest

Cache-Control: no-cache

To create Agent type of callback:

REQUEST JSON:

```
{
  "userContactID": "1",
  "contactListName": "testCL",
  "campaignName": "testCampaign",
  "startTime": "2018/09/05 10:23:10",
  "endTime": "",
  "timeZone": "GMT+05:30",
  "contactAttributeName": "PhoneNumber1",
  "address": null,
  "notes": null,
  "callbackType": "Agent",
  "agentID": "3333",
  "handlerName": "initial",
  "actionName": "Call_100"
}
```

To create Campaign type of callback:

REQUEST JSON:

```
{
  "userContactID": "1",
  "contactListName": "testCL",
  "campaignName": "hrCamp",
  "startTime": "2018/09/05 10:23:10",
  "endTime": "2018/010/05 10:23:10",
}
```

```
"timeZone":"GMT+05:30",
"contactAttributeName":"PhoneNumber1",
"address":null,
"notes":null,
"callbackType":"Campaign",
"agentID":"",
"handlerName":"initial",
"actionName":"Call_100"
}
```

To create Standard type of callback:

REQUEST JSON:

```
{
"userContactID":"4",
"contactListName": "RestContactList",
"campaignName": "hrCamp",
"startTime": "2018/09/05 10:23:10",
"endTime":"",
"timeZone":"GMT+05:30",
"address":"3411231",
"notes":null,
"callbackType":"Standard",
"agentID":"",
"handlerName":"initial",
"actionName":"Call_100"
}
```

To create Strict Agent type of callback:

REQUEST JSON:

```
{
"userContactID":"1",
"contactListName": "callbackList01",
"campaignName": "AgentCallback_200_20",
"startTime": "2018/08/13 12:23",
"endTime":"2018/08/15 12:25",
"timeZone":"GMT+05:30",
"address":"345345345",
"notes":null,
"callbackType":"StrictAgent",
"agentID":"65011",
"handlerState":"initial",
"actionName":"Call_100"
}
```

RESPONSE JSON:

```
{"callbackID":83}
```

Get Callback Details

GET /v2/callbacks/{callbackId}

The API provides details of a provided callbackId.

URL

https://<EP Server IP>/VP_POM_Service/v2/callbacks/{callbackId}

Parameters

path

Parameter	Required	Description	Data Type
callbackId	true	The Callback ID	long

payload None

JSON response

Field name	Description
callbackId	Callback ID of a callback.
systemContactID	System Contact ID of a callback.
campaignName	The display name of Campaign Name of a callback.
callbackType	The display name of Callback Type of a callback.
status	The display name of Callback Status of a callback.
addressFieldName	The Contact address attribute name of a callback.
address	Phone number or email address of a callback.
jobId	Job instance id on which callback is created.
actionId	Action ID
agentSessionId	Agent session id who created the callback.
nextAttemptAfter	Callback Next Attempt After time
startTime	Callback start time
endTime	Callback end time
creationTime	Callback creation time
createdForAgent	Agent for which this callback is created.
notes	Agent notes for callback.
servicedByAgentId	Agent which serviced this callback is created.
createdBy	Name of Agent or Agent ID who created this callback
handlerName	This field gives information about the Handler created in strategy
contactListId	The Id of the contact list associated with this job.
contactListName	Contact List Name.
userContactId	User given contact ID.
organizationId	Auto generated Organization ID
organizationName	Name of Organization

Example

The example provided in this section is based on callbackId 17

HTTP: GET /v2/callbacks/{callbackId} HTTP/1.1

Header:

Authorization: Basic xxxxxxxxxxxxxxxxxxxx

Content-Type: application/json

X-Requested-With: rest

Cache-Control: no-cache

RESPONSE JSON:

```
{
  "callbackId": 17,
  "systemContactID": 6988,
  "campaignName": "NotificationCampaign",
  "callbackType": "Campaign",
  "status": "Expired",
  "addressFieldName": "phoneNumber1",
  "address": "212121",
  "jobId": 110,
  "actionId": 100,
```

```

"agentSessionId": 218,
"nextAttemptAfter": null,
"startTime": 1501556940000,
"endTime": 1501559355000,
"creationTime": 1501556643364,
"createdForAgent": null,
"notes": "Default callback notes from sample desktop",
"servicedByAgentId": null,
"createdBy": "5850",
"handlerName": "initial",
"contactListId": 91,
"contactListName": "ContactList1",
"userContactID": "1",
"organizationId": null,
"organizationName": "Default"
}

```

Extend Active Callback

POST /v2/callbacks/extend

The API updates endTime of a callback to the specified value.

URL

https://<EP Server IP>/VP_POM_Service/v2/callbacks/extend

Parameters

Path None

Payload

Parameter	Required	Description	Data Type
callbackId	true	Unique identifier for callback.	long
endTime (optional)	no	The date and time to consider callback expired. The format is yyyy/MM/dd HH:mm:ss. If value not provided then callback will be never expiring.	string
timeZone (optional)	no	The time zone for the given contact record. You can specify any Java supported time zone.	string

JSON response

Field name	Description
callbackId	Operation Message e.g. ExtendSuccessful
errorCode	Display errorCode If error occurred during extend operation
errorMessage	Display errorMessage If error occurred during extend operation

Example

The example provided in this section is based on updating the endTime of Active callback for given callbackId = 11.

HTTP: POST /VP_POM_Service/v2/callbacks/extend HTTP/1.1

Header:

Authorization: Basic xxxxxxxxxxxxxxxxxxxx

Content-Type: application/json

X-Requested-With: rest

Cache-Control: no-cache

REQUEST JSON:

```
{"callbackId":11,"endTime":"2017/05/16 15:45:26","timeZone":"GMT+05:30"}
```

RESPONSE JSON:

```
{  
  "11": "ExtendSuccessful"  
}
```

For endTime less than previous endTime

REQUEST JSON:

```
{"callbackId":11,"endTime":"2017/05/16 10:45:26","timeZone":"GMT+05:30"}
```

Reschedule Expired Callback

POST /v2/callbacks/reschedule

The API updates value for given contact attribute for the contact record in specific contact list.

URL

https://<EP Server IP>/VP_POM_Service/v2/callbacks/reschedule

Parameters

Path – None

Payload

Parameter	Required	Description	Data Type
callbackId	true	Unique identifier for callback.	long
endTime (optional)	no	The date and time to consider callback expired. The format is yyyy/MM/dd HH:mm:ss. If value not provided callback will be never expiring.	string
timeZone (optional)	no	The time zone for the given contact record. You can specify any Java supported time zone.	string
nextAttemptAfterTime (optional)	no	New Next attempt time to be updated for the callback.	string

JSON response

Field name	Description
callbackId	Operation Message e.g. RescheduleSuccessful
errorCode	Display errorCode If error occurred during reschedule operation

errorMessage	Display errorMessage If error occurred during reschedule operation
--------------	--

Example

The example provided in this section is based on rescheduling the expired callback for given callbackId 20051.

HTTP: POST /VP_POM_Service/v2/callbacks/reschedule HTTP/1.1

Header:

Authorization: Basic xxxxxxxxxxxxxxxxxxxx

Content-Type: application/json

X-Requested-With: rest

Cache-Control: no-cache

REQUEST JSON:

```
{ "callbackId": 20051, "endTime": "2017/08/03 15:58:26",
  "timeZone": "GMT+05:30", "nextAttemptAfterTime": "2017/08/02 10:00:00" }
```

RESPONSE JSON:

```
{
  "20051": "RescheduleSuccessful"
}
```

Get All Callbacks

GET /v2/callbacks

The API provides list of callbacks present in the system.

URL

https://<EP Server IP>/VP_POM_Service/v2/callbacks

Parameters

Query

Parameter	Required	Description	Data Type
PageSize (optional)	Integer	Number of records to be fetched from callback list. Max 100 callbacks per request is allowed. If value is not provided default page size used for calculating total pages will be 10.	String
PageNumber (optional)	Integer	The page number for which records needs to be fetched. If value is not provided default 1 will be used.	String
SortBy (optional)	String	Field name to be used for sorting the records. Possible values include below names and datatypes: "callback_id", "integer" "contact_id", "integer" "status", "integer" "callback_type", "integer"	String

		"campaign_name", "string" "created_by", "string" "start_time", "date" "end_time", "date" "next_attempt_after", "date" "select", "select"	
SortDirection (optional)	String	Either asc and desc values are allowed for ascending and descending sort respectively. If value is not provided DESC will be used as default value.	String
SearchBy (optional)	String	Field name to be used for searching the records. Possible values include below names and datatypes: "callback_id", "integer" "contact_id", "integer" "status", "integer" "callback_type", "integer" "campaign_name", "string" "created_by", "string" "created_for", "string" "start_time", "date" "end_time", "date" "next_attempt_after", "date" "select", "select"	String
SearchOperator (optional)	String	Below operator will be allowed according to type of field selected in SearchBy: Callback ID, contact ID: =, !=, >=, <=, <, >, in, between, not between, is null, is not null. Campaign Name, Created By: =, !=, in, contains, begins with, ends with is null, is not null. Type, State: =, !=, in, is null, is not null. Next Attempt After, Start Time, End Time: =, !=, >=, <=, <, >, is null, is not null.	String
SearchValue (optional)	String	Value to be searched. Ensure to provide valid value according to data type of field selected in Search By operator. Wild chars like *, ~ are not valid.	String
TimeZone (optional)	String	Required for dateTime type of fields. For example start time, end time, next attempt after fields.	String

Payload None

JSON response

Field name	Description
callbackList	List of items is returned; each item has fields listed below: Following callback details will be returned by API. "callback_id": 20051, "contact_id": 466, "campaign_name": "callbackCampaign", "callback_type": "Agent", "status": "WaitingForJob", "next_attempt_after": 1501662564000, "start_time": 1500203400000, "end_time": 1501669706000, "created_by": "admin"
totalPage	Total Pages of callbackList response

Example

The example provided in this section gives the list of callbacks in system.

```
HTTP: GET /VP_POM_Service/v2/callbacks HTTP/1.1
```

Header:

```
Authorization: Basic xxxxxxxxxxxxxxxxxxxx
```

```
Content-Type: application/json
```

```
X-Requested-With: rest
```

```
Cache-Control: no-cache
```

RESPONSE JSON:

```
{
  "callbackList": [
    {
      "callback_id": 18,
      "contact_id": 6998,
      "campaign_name": "CallbackCampaign",
      "callback_type": "Agent",
      "status": "Expired",
      "next_attempt_after": null,
      "start_time": 1501645680000,
      "end_time": 1501648098000,
      "created_by": "5850"
    },
    {
      "callback_id": 20051,
      "contact_id": 466,
      "campaign_name": "Notification",
      "callback_type": "Campaign",
      "status": "WaitingForJob",
      "next_attempt_after": 1501662564000,
      "start_time": 1500203400000,
      "end_time": 1501669706000,
      "created_by": "admin"
    }
  ],
  "totalPage": 1
}
```

Edit Callback

POST /v2/callbacks/edit

The web service can update agentId, callbackType, endTime, nextAttemptAfterTime, startTime of a callback to the specified value.

URL

https://<EP Server IP>/VP_POM_Service/v2/callbacks/edit

Parameters

Path – None

Payload

Parameter	Required	Description
CallbackID	Long	Unique identifier for callback.
agentId	String	New Agent to handle the callback.
callbackType	String	Callback Type – Agent, Standard, Campaign, StrictAgent
endTime (optional)	String	The date and time to consider callback expired. The format is yyyy/MM/dd HH:mm:ss. For never expiring callback provide endTime as "NULL".
startTime (optional)	String	The date and time to consider callback expired. The format is yyyy/MM/dd HH:mm:ss.
nextAttemptAfterTime (optional)	String	The date and time to consider callback expired. The format is yyyy/MM/dd HH:mm:ss.
timeZone (optional)	String	The time zone for the given contact record. You can specify any Java supported time zone.
Parameter	Required	Description
CallbackID	Long	Unique identifier for callback.

JSON response

Field name	Description
displayMessage	null
errorCode	Display errorCode If error occurred during edit operation
errorMessage	Display errorMessage If error occurred during edit operation

Example

The example provided in this section is based on updating the endTime of Active callback for given callbackId = 11.

```
HTTP: POST /VP_POM_Service/v2/callbacks/edit HTTP/1.1
```

Header:

```
Authorization: Basic xxxxxxxxxxxxxxxxxxxx
```

```
Content-Type: application/json
```

```
X-Requested-With: rest
```

```
Cache-Control: no-cache
```

REQUEST JSON:

```
{"callbackId":11,"endTime":" 2018/02/28 11:10:12","timeZone":"GMT+05:30"}
```

REQUEST JSON:

```
{
  "11": "Success."
}
```

For endTime less than current time

REQUEST JSON:

```
{"callbackId":11,"endTime":" 2018/02/28 10:10:12","timeZone":"GMT+05:30"}
```

FAULT:

```
{
  "displayMessage": null,
  "errorCode": "3436",
  "errorMessage": "New End Time is less than current time."
}
```

Bulk Edit Callback

POST /v2/callbacks/bulkedit

The web service can update agentId of a callback of type Agent and StrictAgent to the specified value.

URL

https://<EP Server IP>/VP_POM_Service/v2/callbacks/ bulkedit

Parameters

Path – None

Payload

Parameter	Type	Description
CallbackIdList	Long[]	List of callback ids to delete
agentID	String	New Agent to handle the callback(s).

JSON response

Field name	Description
displayMessage	null
errorCode	Display errorCode If error occurred during bulkedit operation
errorMessage	Display errorMessage If error occurred during bulkedit operation

Example

The example provided in this section is based on updating the agentID of callback for given callbackIds = [20063,300,283,294]

HTTP: POST /VP_POM_Service/v2/callbacks/bulkedit HTTP/1.1

Header:
Authorization: Basic xxxxxxxxxxxxxxxxxxxx
Content-Type: application/json
X-Requested-With: rest
Cache-Control: no-cache

REQUEST JSON:

```
{"callbackIdList": [20063, 300, 283, 294], "agentID": "111"}
```

RESPONSE JSON:

```
{  
  "283": {  
    "errorCode": 0,  
    "errorMessage": "Success.",  
    "isEdited": true  
  },  
  "294": {  
    "errorCode": 3440,  
    "errorMessage": "Current callback state does not allow the operation.",  
    "isEdited": false  
  },  
  "300": {  
    "errorCode": 3453,  
    "errorMessage": "Callback record not found.",  
    "isEdited": false  
  },  
  "20063": {  
    "errorCode": 3455,  
    "errorMessage": "Current callback type does not support the Agent ID.",  
    "isEdited": false  
  }  
}
```

Delete Callback

POST /v2/callbacks/delete

The API deletes the callbacks provided using the List of callback Ids. Callbacks in following states are not eligible to delete –ActiveAttachedToJob, WaitingForJob, InProgress and QueuedForDialing

URL

https://<EP Server IP>/VP_POM_Service/v2/callbacks/delete

Parameters

Path - None

Payload

Parameter	Type	Description
CallbackIdList	Long[]	List of callback ids to delete

JSON response

Field name	Description
isDeleted	True; Successfully deleted the callback False: Callback is not deleted due to some reason
errorCode	Display errorCode If error occurred during delete operation
errorMessage	Display errorMessage If error occurred during delete operation

Example

The example provided in this section is based on deleting the callbacks not in active state.

```
HTTP: POST /VP_POM_Service/v2/callbacks/delete HTTP/1.1
```

Header:

Authorization: Basic xxxxxxxxxxxxxxxxxxxx

Content-Type: application/json

X-Requested-With: rest

Cache-Control: no-cache

REQUEST JSON:

```
{"callbackIdList": [20051, 20049]}
```

RESPONSE JSON:

```
{
  "20049": {
    "errorCode": null,
    "errorMessage": null,
    "isDeleted": true
  },
  "20051": {
    "errorCode": 3413,
    "errorMessage": "Callback in Active Attached To Job or Waiting for Job or In
Process states are not eligible for deletion.",
    "isDeleted": false
  }
}
```

Terminate Callback

POST /v2/callbacks/terminate

The API terminates the callbacks provided using the List of callback Ids. Callbacks in following states are eligible to terminate – ActiveAttachedToJob, WaitingForJob

URL

https://<EP Server IP>/VP_POM_Service/v2/callbacks/terminate

Parameters

Path - None

Payload

Parameter	Type	Description
CallbackIdList	Long[]	List of callback ids to terminate

JSON response

Field name	Description
isTerminated	True; Successfully terminated the callback False: Callback is not deleted due to some reason
errorCode	Display errorCode If error occurred during terminate operation
errorMessage	Display errorMessage If error occurred during terminate operation

Example

The example provided in this section is based on terminating the callbacks.

HTTP: POST /VP_POM_Service/v2/callbacks/terminate HTTP/1.1

Header:

Authorization: Basic xxxxxxxxxxxxxxxxxxxx

Content-Type: application/json

X-Requested-With: rest

Cache-Control: no-cache

REQUEST JSON:

```
{"callbackIdList": [20048, 20052]}
```

RESPONSE JSON:

```
{
  "20048": {
    "errorCode": 3412,
    "errorMessage": "Callback is not in 'Active Attached To Job' or 'WaitingForJob' state or Callback is not present.",
    "isTerminated": false
  },
  "20052": {
    "errorCode": null,
    "errorMessage": null,
    "isTerminated": true
  }
}
```

Get Campaign Attributes List

GET /v2/campaignattributes

The API provides list of campaign attributes from POM server.

URL

https://<EP Server IP>/VP_POM_Service/v2/campaignattributes

Parameters

path None

payload None

JSON response

List of items is returned; each item has fields listed below:

Field name	Description
attributeDataType	The type of campaign attribute. Either CURRENCY or LONG data type are valid
attributeDescp	The description text provided at the time of attribute creation.
attributeID	The unique identifier for campaign attribute.
attributeName	The name of campaign attribute.

Example

The example provided in this section is based on

HTTP: GET /VP_POM_Service/v2/campaignattributes HTTP/1.1

Header:

Authorization: Basic xxxxxxxxxxxxxxxxxxxx

Content-Type: application/json

X-Requested-With: rest

Cache-Control: no-cache

RESPONSE JSON:

```
[{"attributeDataType":"CURRENCY","attributeDescp":"","attributeID":1,"attributeName":"currency"}, {"attributeDataType":"LONG","attributeDescp":"","attributeID":2,"attributeName":"longValue"}]
```

Update Campaign Attribute

POST /v2/campaignattributes/{attribute_id}/jobs/{job_id}

The API increments, decrements or updates attribute value of campaign attribute specified in this request.

URL

https://<EP Server

IP>/VP_POM_Service/v2/campaignattributes/{attribute_id}/jobs/{job_id}

Parameters

path

Parameter	Required	Description	Data Type
attribute_id	true	The unique identifier for campaign attribute.	string
job_id	true	The campaign job ID	int

Query

Parameter	Required	Description	Data Type
OperatorType	false	Valid values include PLUS or MINUS or ASSIGN. Default value is assign, it will be used if no value is provided.	string

payload

Parameter	Required	Description	Data Type
attributeValue	true	The value of attribute that needs to be used for update.	double

JSON response

Field name	Description
attributeDataType	The type of campaign attribute. Either CURRENCY or LONG data type are valid
attributeDescp	The description text provided at the time of attribute creation.
attributeID	The unique identifier for attribute ID.
attributeName	The name of campaign attribute.

Example

The example provided in this section is based on assigning value 15 to campaign attribute ID 2 for active job 42

HTTP: POST

```
/VP_POM_Service/campaignattributes/2/jobs/42?OperatorType=assign  
HTTP/1.1
```

Header:

Authorization: Basic xxxxxxxxxxxxxxxxxxxx

Content-Type: application/json

X-Requested-With: rest

Cache-Control: no-cache

REQUEST JSON:

```
{  
  "attributeValue":15  
}
```

RESPONSE JSON:

```
{"isSet":true}
```

Get Agent Attributes List

GET /v2/agentattributes/

The API provides list of agent attributes from POM server.

URL

https://<EP Server IP>/VP_POM_Service/v2/agentattributes

Parameters

path None

payload None

JSON response

List of items is returned; each item has fields listed below:

Field name	Description
attributeDataType	The type of agent attribute. Either CURRENCY or LONG data type are valid
attributeDescp	The description text provided at the time of attribute creation.
attributeID	The unique identifier for agent attribute.
attributeName	The name of agent attribute.

Example

The example provided in this section is based on fetching list of agent attributes created on POM system.

```
HTTP: GET /VP_POM_Service/v2/agentattributes HTTP/1.1
```

Header:

```
Authorization: Basic xxxxxxxxxxxxxxxxxxxx
```

```
Content-Type: application/json
```

```
X-Requested-With: rest
```

```
Cache-Control: no-cache
```

RESPONSE JSON:

```
[{"attributeDataType":"LONG","attributeDescp":"","attributeID":1,"attributeName":"ag  
tAttr"}, {"attributeDataType":"CURRENCY","attributeDescp":"daily collection amount  
per agent","attributeID":2,"attributeName":"collection"}]
```

Update Agent Attribute

POST

```
/v2/agentattributes/{attribute_id}/agents/{agent_id}/jobs/{job_id}
```

The API updates value for agent attribute specific to agent session and campaign job.

URL

https://<EP Server

IP>/VP_POM_Service/v2/agentattributes/{attribute_id}/agents/{agent_id}/jobs/{job_id}

Parameters

path

Parameter	Required	Description	Data Type
attribute_id	true	The unique identifier for campaign attribute.	string
job_id	true	The campaign job ID	int
agent_id	true	The agent ID logged in on POM server.	string

Query

Parameter	Required	Description	Data Type
OperatorType	false	Valid values include PLUS or MINUS or ASSIGN. Default value is assign, it will be used if no value is provided.	string

payload

Parameter	Required	Description	Data Type
attributeValue	true	The value of attribute that needs to be used for update.	double

JSON response

Field name	Description
------------	-------------

attributeDataType	The type of campaign attribute. Either CURRENCY or LONG data type are valid
attributeDescp	The description text provided at the time of attribute creation.
attributeID	The unique identifier for attribute ID.
attributeName	The name of campaign attribute.

Example

The example provided in this section is based on incrementing existing value by 150 for agent ID 213412 and attribute ID 2. The agent attached to active job 42.

HTTP: POST
/v2/VP_POM_Service/agentattributes/2/agents/213412/jobs/42?OperatorType=plus HTTP/1.1

Header:

Authorization: Basic xxxxxxxxxxxxxxxxxxxx
Content-Type: application/json
X-Requested-With: rest
Cache-Control: no-cache

REQUEST JSON:

```
{
  "attributeValue":15
}
```

RESPONSE JSON:

```
{"isSet":true}
```

Get All Completion Codes

GET /v2/completioncodes

The API provides list of completion code created on POM system for given user organization. For non-org user details for all completion codes will be provided.

URL

https://<EP Server IP>/VP_POM_Service/v2/completioncodes

Parameters

path None
payload None

JSON response

List of items is returned; each item has fields listed below:

Field name	Description
id	The ID of completion code.
name	The name of completion code.
completionCodeType	Valid values are 0 or 1 for system or custom type respectively
description	The description of completion code used at the time of creation.
rpc	The boolean value is only for custom completion codes. It helps you to determine the total number of Right Party Connect count. The count is shown in completion code summary reports and POM Monitor

Field name	Description
success	The boolean value is only for custom completion codes. It helps you to determine the total number of Success count. The count is shown in completion code summary reports and POM Monitor.
closure	The boolean value only for custom completion codes. It helps you to determine the total number of Closure count. The count is shown in completion code summary reports and POM Monitor.
excludeFromNuisanceRate	The boolean value only for custom completion codes. It helps you to determine the total number of Answer Machine by Agent count. The count is shown in completion code summary reports and POM Monitor

Example

The example provided in this section is based on the admin user.

HTTP: GET /VP_POM_Service/v2/completioncodes HTTP/1.1

Header:

Authorization: Basic xxxxxxxxxxxxxxxxxxxx

Content-Type: application/json

X-Requested-With: rest

Cache-Control: no-cache

RESPONSE JSON:

```
[{"id":1,"name":"In_Queue","completionCodeType":0,"description":"In Queue","rpc":false,"success":false,"closure":false,"excludeFromNuisanceRate":false}, {"id":2,"name":"Attempt_In_Progress","completionCodeType":0,"description":"Attempt In Progress","rpc":false,"success":false,"closure":false,"excludeFromNuisanceRate":false}, {"id":3,"name":"Call_Waiting","completionCodeType":0,"description":"Call Waiting","rpc":false,"success":false,"closure":false,"excludeFromNuisanceRate":false}, {"id":4,"name":"Disconnected_By_User","completionCodeType":0,"description":"Disconnected By User","rpc":false,"success":false,"closure":false,"excludeFromNuisanceRate":false}, {"id":92,"name":"salesCC_code_new_2","completionCodeType":1,"description":"","rpc":false,"success":true,"closure":false,"excludeFromNuisanceRate":true}, {"id":93,"name":"salesCC_code_new_3","completionCodeType":1,"description":"","rpc":false,"success":true,"closure":false,"excludeFromNuisanceRate":true}, {"id":94,"name":"hrCC_code_new_2","completionCodeType":1,"description":"","rpc":false,"success":true,"closure":false,"excludeFromNuisanceRate":true}]
```

Get All Completion Codes for Campaign

GET /v2/completioncodes/campaigns/{campaign_id}

The API provides list of completion code of custom type and associated for specific campaign.

URL

https://<EP Server IP>/VP_POM_Service/v2/completioncodes/campaigns/{campaign_id}

Parameters

path

Parameter	Required	Description	Data Type
campaign_id	true	The ID of campaign.	int

payload None

JSON response

List of items is returned; each item has fields listed below:

Field name	Description
id	The ID of completion code.
name	The name of completion code.
completionCodeType	Valid values are 0 or 1 for system or custom type respectively
description	The description of completion code used at the time of creation.
rpc	The boolean value is only for custom completion codes. It helps you to determine the total number of Right Party Connect count. The count is shown in completion code summary reports and POM Monitor
success	The boolean value is only for custom completion codes. It helps you to determine the total number of Success count. The count is shown in completion code summary reports and POM Monitor.
closure	The boolean value only for custom completion codes. It helps you to determine the total number of Closure count. The count is shown in completion code summary reports and POM Monitor.
excludeFromNuisanceRate	The boolean value only for custom completion codes. It helps you to determine the total number of Answer Machine by Agent count. The count is shown in completion code summary reports and POM Monitor

Example

The example provided in this section is based on the admin user.

```
HTTP: GET /VP_POM_Service/v2/completioncodes/campaigns/2 HTTP/1.1
```

Header:

```
Authorization: Basic xxxxxxxxxxxxxxxxxxxx
```

```
Content-Type: application/json
```

```
X-Requested-With: rest
```

```
Cache-Control: no-cache
```

RESPONSE JSON:

```
[{"id":64,"name":"default_comp","completionCodeType":1,"description":null,"rpc":false,"success":false,"closure":false,"excludeFromNuisanceRate":false}]
```

Add Completion Code

```
POST /v2/completioncodes
```

The API creates custom completion code on POM system.

URL

```
https://<EP Server IP>/VP_POM_Service/v2/completioncodes
```

Parameters

path None

payload

Parameter	Required	Description	Data Type
name	true	The name of completion code.	string
description	false	The description for the completion code.	string

rpc	false	The boolean value is only for custom completion codes. It helps you to determine the total number of Right Party Connect count. The count is shown in completion code summary reports and POM Monitor	boolean
success	false	The boolean value is only for custom completion codes. It helps you to determine the total number of Success count. The count is shown in completion code summary reports and POM Monitor.	boolean
closure	false	The boolean value only for custom completion codes. It helps you to determine the total number of Closure count. The count is shown in completion code summary reports and POM Monitor.	boolean
excludeFromNuisanceRate	false	The boolean value only for custom completion codes. It helps you to determine the total number of Answer Machine by Agent count. The count is shown in completion code summary reports and POM Monitor	boolean

JSON response

Field name	Description
completionCodeID	The completion code ID of new custom completion code.

Example

The example provided in this section is based on adding custom completion code named `CC_code_new` with blank description.

HTTP: POST /VP_POM_Service/v2/completioncodes HTTP/1.1

Header:

Authorization: Basic xxxxxxxxxxxxxxxxxxxx

Content-Type: application/json

X-Requested-With: rest

Cache-Control: no-cache

REQUEST JSON:

```
{
  "name": "CC_code_new",
  "description": "",
  "rpc": "false",
  "success": "true",
  "closure": "false",
  "excludeFromNuisanceRate" : "true"
}
```

RESPONSE JSON:

```
{"completionCodeID":95}
```

Delete Completion Code

POST /v2/completioncodes/{completion_code_id}/delete
The API provides

URL

https://<EP Server IP>/VP_POM_Service/v2/completioncodes/{completion_code_id}/delete

Parameters

path

Parameter	Required	Description	Data Type
completion_code_id	true	The completion code ID	string

payload None

JSON response

Field name	Description
result	Returns true on success.

Example

The example provided in this section is based on deletion of custom completion code for ID 95

HTTP: POST /VP_POM_Service/v2/completioncodes/95/delete HTTP/1.1

Header:

Authorization: Basic xxxxxxxxxxxxxxxxxxxx

Content-Type: application/json

X-Requested-With: rest

Cache-Control: no-cache

RESPONSE JSON:

```
{"result":true}
```

Update Completion Code

POST /v2/completioncodes/

The API updates existing custom completion code.

URL

https://<EP Server IP>/VP_POM_Service/v2/completioncodes/

Parameters

path None

payload

Parameter	Required	Description	Data Type
id	true	The ID for the custom completion code to be updated.	string
rpc	false	The boolean value is only for custom completion codes. It helps you to determine the total number of Right Party Connect count. The count is	boolean

		shown in completion code summary reports and POM Monitor	
success	false	The boolean value is only for custom completion codes. It helps you to determine the total number of Success count. The count is shown in completion code summary reports and POM Monitor.	boolean
closure	false	The boolean value only for custom completion codes. It helps you to determine the total number of Closure count. The count is shown in completion code summary reports and POM Monitor.	boolean
excludeFromNuisanceRate	false	The boolean value only for custom completion codes. It helps you to determine the total number of Answer Machine by Agent count. The count is shown in completion code summary reports and POM Monitor	boolean

JSON response

Field name	Description
result	Returns true on success.

Example

The example provided in this section is based on updating the custom completion code for ID 87, the description is updated along with rpc,success, closure and exludeFromNuisanceRate flag.

HTTP: POST /VP_POM_Service/v2/completioncodes HTTP/1.1

Header:

Authorization: Basic xxxxxxxxxxxxxxxxxxxx

Content-Type: application/json

X-Requested-With: rest

Cache-Control: no-cache

REQUEST JSON:

```
{
  "id": "87",
  "description": "updated desc",
  "rpc": "false",
  "success": "false",
  "closure": "true",
  "excludeFromNuisanceRate" : "false"
}
```

RESPONSE JSON:

```
{"result":true}
```

Update Completion Code for Attempt

POST

/v2/completioncodes/{completion_code_id}/pimsessions/{pim_session_id}

The API updates existing custom completion code ID for contact attempt.

URL

https://<EP Server

IP>/VP_POM_Service/v2/completioncodes/{completion_code_id}/pimsessions/{pim_session_id}

Parameters

path

Parameter	Required	Description	Data Type
completion_code_id	true	The completion code ID	int
pim_session_id	true	The POM session ID for contact attempt	long

payload None

JSON response

Field name	Description
result	Returns true on success.

Example

The example provided in this section is based on updating the custom completion code for ID 59 for POM session ID 586729.

```
HTTP:  POST  /VP_POM_Service/v2/completioncodes/59/pimsessions/586729
HTTP/1.1
```

Header:

Authorization: Basic xxxxxxxxxxxxxxxxxxxx

Content-Type: application/json

X-Requested-With: rest

Cache-Control: no-cache

RESPONSE JSON:

```
{"result":true}
```

Get List of Campaign Strategy Templates

GET /v2/strategies/templates

The API retrieves list of campaign strategy templates existing on POM system.

URL

https://<EP Server IP>/VP_POM_Service/v2/strategies/templates

Parameters

path None

payload None

JSON response

Each item of the list will have below fields.

Field name	Description
contactStrategyTemplateId	The unique ID of campaign strategy template.
contactStrategyTemplateName	The name of the campaign strategy.

Example

The example provided in this section is based on retrieving list of templates created on the system.

```
HTTP: GET /VP_POM_Service/v2/strategies/templates HTTP/1.1
```

Header:

```
Authorization: Basic xxxxxxxxxxxxxxxxxxxx
```

```
Content-Type: application/json
```

```
X-Requested-With: rest
```

```
Cache-Control: no-cache
```

RESPONSE JSON:

```
[{"contactStrategyTemplateId":13,"contactStrategyTemplateName":"CruiseControlTemplate"}, {"contactStrategyTemplateId":12,"contactStrategyTemplateName":"ExpertCallRatioTemplate"}, {"contactStrategyTemplateId":9,"contactStrategyTemplateName":"MultipleAddressesRetryTemplate"}, {"contactStrategyTemplateId":1,"contactStrategyTemplateName":"MultipleChannelSelector"}, {"contactStrategyTemplateId":10,"contactStrategyTemplateName":"PreviewTemplate"}, {"contactStrategyTemplateId":11,"contactStrategyTemplateName":"ProgressiveTemplate"}, {"contactStrategyTemplateId":5,"contactStrategyTemplateName":"SimpleCall"}, {"contactStrategyTemplateId":2,"contactStrategyTemplateName":"SimpleMail"}, {"contactStrategyTemplateId":6,"contactStrategyTemplateName":"SimpleSms"}, {"contactStrategyTemplateId":3,"contactStrategyTemplateName":"SkillBasedCallTemplate"}, {"contactStrategyTemplateId":7,"contactStrategyTemplateName":"SkillBasedMailTemplate"}, {"contactStrategyTemplateId":8,"contactStrategyTemplateName":"SkillBasedSMSTemplate"}, {"contactStrategyTemplateId":4,"contactStrategyTemplateName":"TimebasedCallTemplate"}]
```

Get Campaign Strategy XML

```
GET /v2/strategies/{campaign_strategy_id}/xml
```

The API retrieves xml string of the specific campaign strategy or template from the system.

URL

```
https://<EP Server IP>/VP_POM_Service/v2/strategies/{campaign_strategy_id}/xml
```

Parameters

path

Parameter	Required	Description	Data Type
campaignStrategyID	Yes	The strategy ID which needs to be retrieved	integer

payload None

JSON response

Field/File name	Description
strategyXMLText	The xml text of the campaign strategy.

Example

The example provided in this section is based on retrieving xml text of campaign strategy template having ID 12.

HTTP: GET /VP_POM_Service/v2/strategies/12/xml HTTP/1.1

Header:

Authorization: Basic xxxxxxxxxxxxxxxxxxxx

Content-Type: application/json

X-Requested-With: rest

Cache-Control: no-cache

RESPONSE JSON:

```
{ "strategyXMLText": "<?xml version='1.0' encoding='UTF-8'><tns:AvayaPIMContactStrategy xsi:schemaLocation='http://www.avaya.com/ContactStrategy ContactStrategy.xsd '\t\txmlns:tns='http://www.avaya.com/ContactStrategy'\nxmlns:xsi='http://www.w3.org/2001/XMLSchema-instance'> <Handler state='initial'\nfoundError='false'> <action type='call' EnhancedCCA='ON' priority='5'\nallocationType='1' guardTime='Disable' CallPacingType='Cruise Control'\noverDialRatio='1' foundError='false' OnMediaServerFailure='retry'> <address isBranch='false' weekDaysOnly='false'>\n<ContactAttribute>phoneNumber1</ContactAttribute> </address>\n<resultprocessors nextState='done'> <result value='Answer_Human'\nnextState='wait'> <Agent prefAgentCallback='Enable'\ncampaignCallBack='Enable' generalCallBack='Enable'\nstrictAgentCallback='Enable'/> </result> </resultprocessors> </action>\n</Handler></tns:AvayaPIMContactStrategy>" }
```

Add Campaign Strategy Using Template

POST /v2/strategies/templates

The API creates new campaign strategy in draft mode. Please note there are no server-side validation for the strategy xml.

URL

https://<EP Server IP>/VP_POM_Service/v2/strategies/templates

Parameters

path None

payload

Parameter	Required	Data Type
newStrategyName	Yes	Name of new campaign strategy.
templateName	Yes	Name of the template which needs to be copied.

JSON response

Field name	Description
campaignStrategyID	The ID of campaign strategy created on the system.

Example

The example provided in this section is based on creating new campaign strategy in draft mode using PreviewTemplate existing on POM system.

HTTP: POST /VP_POM_Service/v2/strategies/templates HTTP/1.1

Header:

Authorization: Basic xxxxxxxxxxxxxxxxxxxx

Content-Type: application/json

X-Requested-With: rest

Cache-Control: no-cache

REQUEST JSON:

```
{
  "newStrategyName": "Rest_preview",
  "templateName": "PreviewTemplate"
}
```

RESPONSE JSON:

```
{"campaignStrategyID": "183"}
```

Import or Update Campaign Strategy

POST /v2/strategies

The API updates the existing campaign strategy with the xml file provided as input in the request. Please note there is no server side validation for the uploaded xml. At runtime the non-compatible strategy could cause many unknown issues or failure on POM server. It is expected that client-side validations are performed before uploading the xml text on POM server using this webservice.

If strategy with existing name already found on the system it will update or overwrite existing contents of the strategy xml.

URL

https://<EP Server IP>/VP_POM_Service/v2/strategies

Parameters

path

Parameter	Required	Description	Data Type
newStrategyName	No	The name of the campaign strategy	String

payload

Provide form data with xml file as input.

Parameter	Required	Data Type
uploadedXMLFile	Yes	MULTIPART_FORM_DATA

JSON response

Field name	Description
campaignStrategyID	The ID of campaign strategy created or updated on the system

Example

The example provided in this section is based creating or updating the strategy xml on POM system.

HTTP: POST /VP_POM_Service/v2/strategies HTTP/1.1

Header:

Authorization: Basic xxxxxxxxxxxxxxxxxxxx

Accept-Encoding: multipart/form-data

X-Requested-With: rest

Cache-Control: no-cache

REQUEST JSON:

```
Form-data with key as File and keyname uploadedXMLFile and value set to file name containing valid xml.
```

RESPONSE JSON:

```
{"campaignStrategyID": "182"}
```

Delete Campaign Strategy by Name

POST /v2/strategies/delete

The API deletes the specific campaign strategy using name provided in the request.

URL

https://<EP Server IP>/VP_POM_Service/v2/strategies/delete

Parameters

path None

payload

Parameter	Required	Data Type
name	Yes	String

JSON response

Field name	Description
Result	Return true on successful deletion

Example

The example provided in this section is based deleting campaign strategy with name testRest.

HTTP: POST /VP_POM_Service/v2/strategies HTTP/1.1

Header:

Authorization: Basic xxxxxxxxxxxxxxxxxxxx

Content-Type: application/json

X-Requested-With: rest

Cache-Control: no-cache

REQUEST JSON:

```
{
  "name": "testRest"
}
```

```
}
```

RESPONSE JSON:
{"result":true}

Delete Campaign Strategy By ID

POST /v2/strategies/{campaign_strategy_id}/delete

The API deletes the specific campaign strategy using ID provided in the request.

URL

https://<EP Server IP>/VP_POM_Service/v2/strategies/{campaign_strategy_id}/delete

Parameters

Path

Parameter	Required	Description	Data Type
campaignStrategyID	Yes	The strategy ID which needs to be deleted	integer

payload None

JSON response

Field name	Description
Result	Return true on successful deletion

Example

The example provided in this section is based deleting campaign strategy with ID 182.

HTTP: POST /VP_POM_Service/v2/strategies/182/delete HTTP/1.1

Header:

Authorization: Basic xxxxxxxxxxxxxxxxxxxx

Content-Type: application/json

X-Requested-With: rest

Cache-Control: no-cache

RESPONSE JSON:
{"result":true}

Clone Campaign Strategy by Name

POST /v2/strategies/clone

The API duplicate the campaign strategy using strategy name provided in the request.

URL

https://<EP Server IP>/VP_POM_Service/v2/strategies/clone

Parameters

path None

payload

Parameter	Required	Data Type
origStrategyName	Yes	Existing campaign strategy name to be cloned
newStrategyName	Yes	New campaign strategy
template	No	If set to true then new strategy will be saved in Draft mode. Else it will be in completed state.

JSON response

Field name	Description
campaignStrategyID	The ID of campaign strategy created on the system

Example

The example provided in this section is based cloning CopyRestStrategy05 with new campaign strategy as newClonedStrategy.

```
HTTP: POST /VP_POM_Service/v2/strategies/clone HTTP/1.1
```

Header:

```
Authorization: Basic xxxxxxxxxxxxxxxxxxxx
```

```
Content-Type: application/json
```

```
X-Requested-With: rest
```

```
Cache-Control: no-cache
```

REQUEST JSON:

```
{
  "origStrategyName": "CopyRestStrategy05",
  "newStrategyName": "newClonedStrategy",
  "template": "false"
}
```

RESPONSE JSON:

```
{"campaignStrategyID":184}
```

Clone Campaign Strategy By ID

```
POST /v2/strategies/{campaign_strategy_id}/clone/{new_strategy_name}?isTemplate
```

The API duplicates or clones the campaign strategy using strategy ID provided in the request.

URL

```
https://<EP Server
```

```
IP>/VP_POM_Service/v2/strategies/{campaign_strategy_id}/clone/{new_strategy_name}?{isTemplate}
```

Parameters

path

Parameter	Required	Description	Data Type
campaignStrategyID	Yes	The ID of existing campaign strategy which needs to be cloned	Integer
newStrategyName	Yes	The name of new strategy	String

Query

Parameter	Required	Description	Data Type
isTemplate	No	If set to true then new strategy will be saved in Draft mode. Else it will be in completed state.	boolean

payload None

JSON response

Field name	Description
campaignStrategyID	The ID of campaign strategy created on the system

Example

The example provided in this section is based cloning strategy having ID 183 with name as new.

HTTP: POST

/VP_POM_Service/v2/strategies/183/clone/new?isTemplate=false

HTTP/1.1

Header:

Authorization: Basic xxxxxxxxxxxxxxxxxxxx

Content-Type: application/json

X-Requested-With: rest

Cache-Control: no-cache

RESPONSE JSON:

```
{"campaignStrategyID":185}
```

Get Completion Code ID

POST /v2/completioncodes/id

The API provides system generated unique identifier of both system and custom completion code.

URL

https://<EP Server IP>/VP_POM_Service/v2/completioncodes/id

Parameters

query

Parameter	Required	Description	Data Type
completionCodeName	true	The name of completion code	string

payload None

JSON response

Field name	Description
completionCodeID	The unique identifier for the completion code.

Example

The example provided in this section is based on fetching ID for system completion code "Answer_Human".

```
HTTP: POST /VP_POM_Service/v2/completioncodes/id HTTP/1.1
```

Header:

```
Authorization: Basic xxxxxxxxxxxxxxxxxxxx
```

```
Content-Type: application/json
```

```
X-Requested-With: rest
```

```
Cache-Control: no-cache
```

REQUEST JSON:

```
{"completionCodeName": "Answer_Human"}
```

RESPONSE JSON:

```
{"completionCodeID":13}
```

Get List of Organizations

```
GET /v2/organizations
```

The API provides a list of organizations created on POM system.

URL

```
https://<EP Server IP>/VP_POM_Service/v2/organizations
```

Parameters

path None

payload None

JSON response

Each organization item will have below fields:

Field name	Description
organizationId	The unique ID of organization created on POM system
name	The name of organization
description	Description provided for org.
lastupdate	The last update time in milliseconds

Example

The example provided in this section is based on retrieving list of organization found on POM system.

```
HTTP: GET /VP_POM_Service/v2/organizations HTTP/1.1
```

Header:

```
Authorization: Basic xxxxxxxxxxxxxxxxxxxx
```

```
Content-Type: application/json
```

```
X-Requested-With: rest
```

```
Cache-Control: no-cache
```

RESPONSE JSON:

```
[{"organizationId":-1,"name":"Default","description":null,"lastupdate":null}, {"organizationId":1,"name":"CC","description":"ORG","lastupdate":1530439072919}, {"organizationId":2,"name":"test","description":"ORG","lastupdate":1530439073149}]
```

List Global Configuration

GET /v2/globalconfig

The API lists all global configuration parameters exposed on POM admin screens.

URL

https://<EP Server IP>/VP_POM_Service/v2/globalconfig

Parameters

path None
payload None

JSON response

Each parameter will have below fields:

Field name	Description
configParameterID	The ID of global config parameter
configParameterName	The name of global config parameter
configParameterValue	Current value of global config parameter

Example

The example provided in this section is based on listing global configuration parameters.

HTTP: GET /VP_POM_Service/v2/globalconfig HTTP/1.1

Header:

Authorization: Basic xxxxxxxxxxxxxxxxxxxx
Content-Type: application/json
X-Requested-With: rest
Cache-Control: no-cache

RESPONSE JSON:

```
[{"configParameterID":1,"configParameterName":"Batch_DNC_Size","configParameterValue":"51"}, {"configParameterID":2,"configParameterName":"Batch_Filter_Size","configParameterValue":"500"}, {"configParameterID":3,"configParameterName":"Batch_Import_Size","configParameterValue":"501"}, {"configParameterID":4,"configParameterName":"Global_Date_Format","configParameterValue":"dd-MM-yyyy HH:mm:ss"}, {"configParameterID":7,"configParameterName":"PIMPollerInterval","configParameterValue":"5"}, {"configParameterID":10,"configParameterName":"MaxCallInterval","configParameterValue":"60"}, {"configParameterID":11,"configParameterName":"MaxCallInProgressInterval","configParameterValue":"5"}, {"configParameterID":13,"configParameterName":"WeekEndDays","configParameterValue":"1"}, {"configParameterID":36,"configParameterName":"ExportFolder","configParameterValue":"$POM_HOME/Export"}, {"configParameterID":40,"configParameterName":"MaxConcurrentJobs","configParameterValue":"60"}, {"configParameterID":41,"configParameterName":"MaxNuisanceRate","configParameterValue":"3"}, {"configParameterID":63,"configParameterName":"PacingParaminitialHandleTime","
```

```
configParameterValue":"60"}, {"configParameterID":64, "configParameterName":"PacingPar
aminitialHitRate", "configParameterValue":"0.5"}, {"configParameterID":77, "configParam
eterName":"ExportMaxRecPerFile", "configParameterValue":"65000"}, {"configParameterID"
:79, "configParameterName":"HomeCountry", "configParameterValue":"USA_And_Canada"}, {"c
onfigParameterID":80, "configParameterName":"CountryCodeSeparator", "configParameterVa
lue":"#"}, {"configParameterID":88, "configParameterName":"JMS_LISTEN_PORT", "configPar
ameterValue":"51616"}, {"configParameterID":89, "configParameterName":"PacingCPCMSocke
tPort", "configParameterValue":"9995"}, {"configParameterID":90, "configParameterName":
"RouterPort", "configParameterValue":"7779"}, {"configParameterID":91, "configParameter
Name":"PAM_SS_PORT", "configParameterValue":"9970"}, {"configParameterID":92, "configPa
rameterName":"FTP_TIMEOUT", "configParameterValue":"60000"}, {"configParameterID":93, "
configParameterName":"WfoPort", "configParameterValue":"7999"}, {"configParameterID":9
4, "configParameterName":"ApplyTimeRestrictionsForCallback", "configParameterValue":"f
alse"}, {"configParameterID":95, "configParameterName":"ApplyDNCForCallback", "configPa
rameterValue":"true"}, {"configParameterID":96, "configParameterName":"CallbackExpiryT
ime", "configParameterValue":"30"}, {"configParameterID":97, "configParameterName":"Cal
lbackRetryTime", "configParameterValue":"30"}, {"configParameterID":98, "configParamete
rName":"CallbackPreInterval", "configParameterValue":"2"}, {"configParameterID":101, "c
onfigParameterName":"AgentScriptEditorAutoSaveTime", "configParameterValue":"1"}, {"co
nfigParameterID":103, "configParameterName":"WfoEnabled", "configParameterValue":"true
"}, {"configParameterID":106, "configParameterName":"MaxPreviewTime", "configParameterV
alue":"10"}, {"configParameterID":107, "configParameterName":"MaxCallbackInQueueTime",
"configParameterValue":"30"}, {"configParameterID":111, "configParameterName":"DeleteI
ntervalDataBeforeDuration", "configParameterValue":"62"}, {"configParameterID":118, "co
nfigParameterName":"LogsForSuccessUpdateContactImport", "configParameterValue":"true"
}, {"configParameterID":119, "configParameterName":"BlockCallOnInsufficientGTInfo", "co
nfigParameterValue":"false"}, {"configParameterID":120, "configParameterName":"PomMoni
torRefreshInterval", "configParameterValue":"10"}, {"configParameterID":121, "configPar
ameterName":"ContactExportBatchSize", "configParameterValue":"500"}, {"configParameter
ID":126, "configParameterName":"MaxOutboundPortsPerServer", "configParameterValue":"12
00"}, {"configParameterID":129, "configParameterName":"OutboundThrashingTime", "configP
arameterValue":"15"}, {"configParameterID":130, "configParameterName":"NailingRetryInt
erval", "configParameterValue":"20"}, {"configParameterID":131, "configParameterName":
"MaxConcurrentMonitorRequest", "configParameterValue":"25"}, {"configParameterID":133, "
configParameterName":"StarvationAlarmDuration", "configParameterValue":"20"}, {"config
ParameterID":136, "configParameterName":"CallQueuing", "configParameterValue":"false"}
, {"configParameterID":137, "configParameterName":"ApplyDNCForRedialAndPreview", "confi
gParameterValue":"false"}, {"configParameterID":138, "configParameterName":"NailupCLID
", "configParameterValue":"number"}, {"configParameterID":139, "configParameterName":
"OverridePAI", "configParameterValue":"false"}, {"configParameterID":141, "configParamete
rName":"PMonitorAgentPageSize", "configParameterValue":"30"}, {"configParameterID":142
, "configParameterName":"ANIForExtConsult", "configParameterValue":"Nailup
call
CLID"}, {"configParameterID":150, "configParameterName":"DeleteBatchSize", "configParam
eterValue":"1000"}, {"configParameterID":156, "configParameterName":"ApplyExcludeUnAtt
emptedContacts", "configParameterValue":"false"}, {"configParameterID":157, "configPara
meterName":"AllowStoppedCallbackJobState", "configParameterValue":"true"}, {"configPar
ameterID":158, "configParameterName":"AMHeartbeatPort", "configParameterValue":"8870"}
, {"configParameterID":163, "configParameterName":"RULE_ENGINE_PORT", "configParameterV
alue":"8779"}, {"configParameterID":165, "configParameterName":"RecorderTLSEnabled", "c
onfigParameterValue":"false"}, {"configParameterID":183, "configParameterName":"SIP_PR
OTOCOLS", "configParameterValue":"sips, sip"}, {"configParameterID":200, "configParamete
rName":"PacingCPCMSocketPortAMInitiated", "configParameterValue":"10005"}, {"configPar
ameterID":201, "configParameterName":"AttributeDialingAlarmTimeForRecordNotFound", "co
nfigParameterValue":"10"}, {"configParameterID":212, "configParameterName":"CertExpiry
Days", "configParameterValue":"60"}, {"configParameterID":213, "configParameterName":"B
```

```
lendNotReadyAgent", "configParameterValue": "false"}, {"configParameterID": 214, "configParameterName": "MaxStrictAgentAttemptCount", "configParameterValue": "2"}, {"configParameterID": 219, "configParameterName": "AttemptBehaviorForEmptyAddress", "configParameterValue": "SkipEmptyAndMoveNextImmediately"}, {"configParameterID": 221, "configParameterName": "ApplyTimeRestrictionsForDial", "configParameterValue": "true"}, {"configParameterID": 223, "configParameterName": "SendPOMEvents", "configParameterValue": "false"}, {"configParameterID": 224, "configParameterName": "SendJobStateEvents", "configParameterValue": "true"}, {"configParameterID": 225, "configParameterName": "SendJobStatisticsEvents", "configParameterValue": "true"}, {"configParameterID": 226, "configParameterName": "SendAgentStateEvents", "configParameterValue": "true"}, {"configParameterID": 227, "configParameterName": "SendAgentStatisticsEvents", "configParameterValue": "true"}, {"configParameterID": 228, "configParameterName": "JobStatisticsEventFrequencyInSeconds", "configParameterValue": "6"}, {"configParameterID": 229, "configParameterName": "UseNewAreaCodeMapping", "configParameterValue": "false"}, {"configParameterID": 230, "configParameterName": "MarkAMDAAppPlayedCC", "configParameterValue": "false"}, {"configParameterID": 231, "configParameterName": "AgentSupervisorConfiguration", "configParameterValue": "true"}, {"configParameterID": 232, "configParameterName": "AGTSendRFC2833DTMF", "configParameterValue": "false"}, {"configParameterID": 233, "configParameterName": "DTMFClampToAgent", "configParameterValue": "false"}, {"configParameterID": 234, "configParameterName": "DTMFClampCustomer", "configParameterValue": "false"}, {"configParameterID": 237, "configParameterName": "ConvertAgentToStrictAgentCallback", "configParameterValue": "false"}, {"configParameterID": 238, "configParameterName": "StrictNuisance", "configParameterValue": "false"}, {"configParameterID": 239, "configParameterName": "NuisanceDurationAgentConnect", "configParameterValue": "2000"}, {"configParameterID": 240, "configParameterName": "PerformContactValidationsBeforePacing", "configParameterValue": "true"}]
```

Get Global Config Parameter Value by Name

GET /v2/globalconfig/name/{config_parameter_name}

The API retrieves global config parameter value based on name provided in the request.

URL

https://<EP Server IP>/VP_POM_Service/v2/globalconfig/name/{config_parameter_name}

Parameters

path

Parameter	Required	Description	Data Type
configParameterName	Yes	The name of global config parameter which needs to be retrieved	String

payload None

JSON response

Field name	Description
configParameterID	The ID of global config parameter.
configParameterName	The name of the global config parameter.
configParameterValue	Current value of global config parameter.

Example

The example provided in this section is based retrieving value of RouterPort global config parameter

```
HTTP: GET /VP_POM_Service/v2/globalconfig/name/RouterPort HTTP/1.1
```

Header:

```
Authorization: Basic xxxxxxxxxxxxxxxxxxxx
```

```
Content-Type: application/json
```

```
X-Requested-With: rest
```

```
Cache-Control: no-cache
```

RESPONSE JSON:

```
{"configParameterID":90,"configParameterName":"RouterPort","configParameterValue":"7779"}
```

Update Global Config Parameter Value by Name

```
POST /v2/globalconfig/name/{config_parameter_name}
```

The API updates value of global config using values provided in the request.

URL

```
https://<EP Server IP>/VP_POM_Service/v2/globalconfig/name/{config_parameter_name}
```

Parameters

path

Parameter	Required	Description	Data Type
configParameterName	Yes	The name of global config parameter which needs to be changed.	String

payload

Parameter	Required	Data Type
configParameterValue	Yes	New value of global config parameter.

JSON response

Field name	Description
result	Returns true on success.

Example

The example provided in this section is based on updating the parameter value of DNC batch size.

```
HTTP: POST /VP_POM_Service/v2/globalconfig/name/Batch_DNC_Size
```

```
HTTP/1.1
```

Header:

```
Authorization: Basic xxxxxxxxxxxxxxxxxxxx
```

```
Content-Type: application/json
```

```
X-Requested-With: rest
```

```
Cache-Control: no-cache
```

REQUEST JSON:

```
{"configParameterValue":"500"}
```

RESPONSE JSON:

```
{"result":true}
```

Update Global Config Parameter Values in Bulk

POST /v2/globalconfig/bulkedit

The API updates values of multiple global config parameters using values provided in the request.

URL

https://<EP Server IP>/VP_POM_Service/v2/globalconfig/bulkedit

Parameters

path None

payload

Each item will have below fields;

Parameter	Required	Data Type
configParameterName	Yes	The global config parameter name.
configParameterValue	Yes	New value of global config parameter.

JSON response

Field name	Description
result	Returns true on success.

Example

The example provided in this section is based on updating parameter values of multiple parameters like DNC batch size, and router port in a single request.

HTTP: POST /VP_POM_Service/v2/globalconfig/bulkedit HTTP/1.1

Header:

Authorization: Basic xxxxxxxxxxxxxxxxxxxx

Content-Type: application/json

X-Requested-With: rest

Cache-Control: no-cache

REQUEST JSON:

```
{
  "globalConfigsList":
  [
    {
      "configParameterName": "Batch_Import_Size",
      "configParameterValue": "1231"
    },
    {
      "configParameterName": "RouterPort",
      "configParameterValue": "234"
    }
  ]
}
```

RESPONSE JSON:


```
{"Batch_Import_Size":{"errorCode":null,"errorMessage":null,"isUpdated":true},"Router Port":{"errorCode":null,"errorMessage":null,"isUpdated":true}}
```

Get Global Config Parameter Value By ID

GET /v2/globalconfig/{config_parameter_id}

The API retrieves global config parameter value based on ID provided in the request.

URL

https://<EP Server IP>/VP_POM_Service/v2/globalconfig/{config_parameter_id}

Parameters

path

Parameter	Required	Description	Data Type
configParameterID	Yes	The ID of global config parameter which needs to be retrieved	integer

payload None

JSON response

Field name	Description
configParameterID	The ID of global config parameter.
configParameterName	The name of the global config parameter.
configParameterValue	Current value of global config parameter.

Example

The example provided in this section is based on retrieving value of global config parameter having ID 234.

HTTP: GET /VP_POM_Service/v2/globalconfig/234 HTTP/1.1

Header:

Authorization: Basic xxxxxxxxxxxxxxxxxxxx

Content-Type: application/json

X-Requested-With: rest

Cache-Control: no-cache

RESPONSE JSON:

```
{"configParameterID":234,"configParameterName":"DTMFClampCustomer","configParameterValue":"false"}
```

Update Global Config Parameter Value By ID

POST /v2/globalconfig/{config_parameter_id}

The API updates value of global config using values provided in the request.

URL

https://<EP Server IP>/VP_POM_Service/v2/globalconfig/{config_parameter_id}

Parameters

path

Parameter	Required	Description	Data Type
configParameterID	Yes	The ID of global config parameter which needs to be changed.	String

payload

Parameter	Required	Data Type
configParameterValue	Yes	New value of global config parameter.

JSON response

Field name	Description
result	Returns true on success.

Example

The example provided in this section is based updating parameter value of HomeCountry.

HTTP: POST /VP_POM_Service/v2/globalconfig/234 HTTP/1.1

Header:

Authorization: Basic xxxxxxxxxxxxxxxxxxxx

Content-Type: application/json

X-Requested-With: rest

Cache-Control: no-cache

REQUEST JSON:

```
{"configParameterValue":"Japan"}
```

RESPONSE JSON:

```
{"result":true}
```

Get Jobs List

GET /v2/campaigns/jobs

This web service will return job list page wise. User must provide page start and page size to get the job summary of active jobs. Pagination functionality by default will work based on job id. Web service will return the jobs array page wise with default page size as 30

URL

https://<EP Server IP>/VP_POM_Service/v2/campaigns/jobs

Parameters

path

Parameter	Required	Description	Data Type
pageNumber	Yes	Page number from where records should be pulled.	Integer
Limit (optional)	Yes	Page size, default value is 30	Integer
Organization name	No	Job attached to provided organization will be returned.	String
orderBy	No	Default order will be based on job id but user could provide an order by field.	String

sortDirection	No	Asc/Desc order by which the jobs will be retrieved	String
---------------	----	--	--------

Payload None

JSON response

Field name	Description
jobId	Job Id
campaignName	Campaign name of the job
campaignStrategy	Campaign strategy name attached to the job
startTime	Job start time
jobStatus	Job status, there could be multiple values as campaign could be in JOB_ACTIVE, JOB_FILTER_IN_PROGRESS when filter is still going on while dialing. Possible values are JOB_QUEUED, JOB_ACTIVE, JOB_PAUSE, JOB_PAUSING, JOB_PAUSED, JOB_FILTER_IN_PROGRESS, JOB_RESUME, JOB_STOP, JOB_STOPPING, JOB_CREATING_HISTORY, JOB_SHADOW
campaignType	Type of campaign like Finite/Infinite
contactListNames	Names of contact list attached to the job
dncListNames	Names of DNC list attached to the job
organization	Organization to which campaign belongs
unattemptedContacts	Contacts which are not attempted yet.
totalFilteredContacts	Total contact eligible for dialing
processedContacts	Contacts which are marked done
scheduledCallbacks	Number of callbacks scheduled
agentCount	Number of agents attached to the job
nuisanceCalls	total count of nuisance calls made through the job.
nuisanceRate	Nuisance Rate of the job
nuisanceRateToday	nuisance rate from the midnight till the current system time.
UniqueAttemptToListPercentage	This will indicate penetration of contact list, formula: unique attempt /total filtered contacts)*100
AttemptToListPercentage	This will indicate saturation of contact list, formula: all attempts /total filtered contacts)*100
PercentComplete	This will indicate the percentage of calls being made up till now.
jobNotes	Job Notes, possible values are

Field name	Description
	DIALING_PAUSED_AWAITING_IMPORT_TO_COMPLETE, DIALING_PAUSED_AWAITING_RECORD_FILTERING_TO_COMPLETE, DIALING_PAUSED_CONTACT_LIST_ADDITION_IN_PROGRESS , DIALING_PAUSED_CONTACT_LIST_REMOVAL_IN_PROGRESS , DIALING_PAUSED_CONTACT_LIST_IMPORT_IN_PROGRESS, RECORD_FILTERING_AND_DIALING_IN_PROGRESS, CONTACT_LIST_ADDITION_AND_DIALING_IN_PROGRESS, CONTACT_LIST_REMOVAL_AND_DIALING_IN_PROGRESS, CONTACT_LIST_IMPORT_AND_DIALING_IN_PROGRESS, DIALING_IN_PROGRESS, DIALING_STOPPED_ONLY_CALLBACK_TO_PROCESS, DIALING_COMPLETED_PENDING_CALLBACKS

Example

The example provided in this section is based to get list of active jobs.

HTTP: GET /VP_POM_Service/v2/campaigns/jobs? pageNumber=1&limit=10 HTTP/1.1

Header:

Authorization: Basic xxxxxxxxxxxxxxxxxxxx

Content-Type: application/json

X-Requested-With: rest

Cache-Control: no-cache

RESPONSE JSON:

```
{
  "count": 8,
  "jobStat": [
    {
      "jobId": 126,
      "campaignName": "ZM_Preview_Infin",
      "campaignStrategy": "preview",
      "startTime": 1527791077140,
      "jobStatus": "running",
      "campaignType": "INFINITE",
      "contactListNames": "ZM_Default, ZM_Default2",
      "organization": "Default",
      "unattemptedContacts": 3,
      "totalFilteredContacts": 14,
      "processedContacts": 11,
      "scheduledCallbacks": 0,
      "agentCount": 0,
      "nuisanceCallCount": 0,
      "nuisanceRate": 3,
      "nuisanceRateToday": 0,
      "uniqueAttemptToListPercent": 21.43,
      "attemptToListPercent": 21.43,
      "percentComplete": 78.57,
      "jobNotes": "DIALING_IN_PROGRESS"
    }
  ]
}
```

```
]
}
```

Get Completion Code detail

GET /v2/campaign/jobs/{job_id}/completioncodedetail

This web service will provide details about completion code and respective count for a job. This will take job id as parameter. Job information for completed jobs will not be provided.

URL

https://<EPServerIP>/VP_POM_Service/v2/campaign/jobs/{job_id}/completioncodedetail

Parameters

path

Parameter	Required	Description	Data Type
jobId	Yes	Job Id of an active job.	Integer
completioncodeFilter	No	Completion code array to be returned	String Array

payload None

JSON response

Field name	Description
Completioncode	Completion code name
Count	Count the completion code in job
isRPC	True if this completion code has RPC attribute flagged
isClosure	True if this completion code has Closure attribute flagged
isSuccess	True if this completion code has Success attribute flagged
CompletionCodeType	0 = System Completion Code, 1= Custom Completion Code
answerMachineByAgent	True if this completion code has answerMachineByAgent flagged

Example

The example provided in this section is based get completion code details for a job.

HTTP: GET /v2/campaign/jobs/126/completioncodedetail HTTP/1.1

Header:

Authorization: Basic xxxxxxxxxxxxxxxxxxxx

Content-Type: application/json

X-Requested-With: rest

Cache-Control: no-cache

RESPONSE JSON:

```
{
  "count": 2,
  "completioncodes": [
    {
      "completionCode": "custom_code1",
      "count": 10,
      "answerMachineByAgent": false,
      "completionCodeType": 1,

```

```

        "rpc": true,
        "success": true,
        "closure": true
    },
    {
        "completionCode": "Desktop_Error",
        "count": 1,
        "answerMachineByAgent": false,
        "completionCodeType": 0,
        "rpc": false,
        "success": false,
        "closure": false
    }
]
}

```

Get Completion Code Trend

GET /v2/campaign/jobs/{job_id}/completioncodetrend

This web service will provide details about hourly completion code trend and respective count for a job. This will take job id as parameter. Job information for completed jobs will not be provided.

URL

https://<EP Server IP>/VP_POM_Service/v2/campaign/jobs/{job_id}/completioncodetrend

Parameters

path

Parameter	Required	Description	Data Type
jobId	Yes	Job Id of an active job.	Integer
completioncodeFilter (optional)	No	Completion code array to be returned	String Array
duration	Yes	Last number of hours for trend data. Maximum could be 8.	Integer

payload None

JSON response

Field name	Description
completionCode	Completion Code name
count	Count the completion code in job at above time.
CompletionCodeType	0 = System Completion Code, 1= Custom Completion Code
answerMachineByAgent	True if this completion code has answerMachineByAgent flagged
isRPC	True if this completion code has RPC attribute flagged
isClosure	True if this completion code has Closure attribute flagged
isSuccess	True if this completion code has Success attribute flagged

Example

The example provided in this section is to get completion code trend for a job

HTTP: GET /VP_POM_Service/
v2/campaign/jobs/126/completioncodetrend?duration=8 HTTP/1.1

Header:

Authorization: Basic xxxxxxxxxxxxxxxxxxxx
Content-Type: application/json
X-Requested-With: rest
Cache-Control: no-cache

RESPONSE JSON:

```
[
  {
    "timestamp": 1530609600000,
    "hourString": "14:50",
    "completionCodeTrend": []
  },
  {
    "timestamp": 1530606000000,
    "hourString": "13:50",
    "completionCodeTrend": []
  },
  {
    "timestamp": 1530602400000,
    "hourString": "12:50",
    "completionCodeTrend": []
  },
  {
    "timestamp": 1530598800000,
    "hourString": "11:50",
    "completionCodeTrend": []
  },
  {
    "timestamp": 1530595200000,
    "hourString": "10:50",
    "completionCodeTrend": [
      {
        "completionCode": "Preview_In_Progress",
        "count": 1,
        "answerMachineByAgent": false,
        "completionCodeType": 0,
        "rpc": false,
        "success": false,
        "closure": false
      },
      {
        "completionCode": "CC1",
        "count": 6,
        "answerMachineByAgent": false,
        "completionCodeType": 1,
        "rpc": true,
        "success": false,
        "closure": false
      }
    ]
  }
],
```

```

{
  "timestamp": 1530591600000,
  "hourString": "09:50",
  "completionCodeTrend": [
    {
      "completionCode": "Preview_In_Progress",
      "count": 1,
      "answerMachineByAgent": false,
      "completionCodeType": 0,
      "rpc": false,
      "success": false,
      "closure": false
    },
    {
      "completionCode": "Desktop_Error",
      "count": 3,
      "answerMachineByAgent": false,
      "completionCodeType": 0,
      "rpc": false,
      "success": false,
      "closure": false
    },
    {
      "completionCode": "CC1",
      "count": 4,
      "answerMachineByAgent": false,
      "completionCodeType": 1,
      "rpc": true,
      "success": false,
      "closure": false
    }
  ]
},
{
  "timestamp": 1530588000000,
  "hourString": "08:50",
  "completionCodeTrend": [
    {
      "completionCode": "CC1",
      "count": 5,
      "answerMachineByAgent": false,
      "completionCodeType": 1,
      "rpc": true,
      "success": false,
      "closure": false
    }
  ]
},
{
  "timestamp": 1530584400000,
  "hourString": "07:50",
  "completionCodeTrend": [
    {
      "completionCode": "CC1",
      "count": 2,

```



```

        "answerMachineByAgent": false,
        "completionCodeType": 1,
        "rpc": true,
        "success": false,
        "closure": false
    }
]
]

```

Get Agent State Summary

GET /v2/campaigns/jobs/{job_id}/agentstates

This web service will provide state wise agents count for a job.

URL

https://<EP Server IP>/VP_POM_Service/v2/campaigns/jobs/{job_id}/agentstates

Parameters

path

Parameter	Required	Description	Data Type
jobld	Yes	Job Id	Integer

payload None

JSON response

Field name	Description
state	State of agent possible values are – LOGGED_IN, READY, BUSY, WORK_NOT_READY ,NOT_READY, LOGGED_OUT
count	Count of agents.

Example

The example provided in this section is to get agent states summary for job id 126.

HTTP: GET /VP_POM_Service/v2/campaigns/jobs/126/agentstates HTTP/1.1

Header:

```

Authorization: Basic xxxxxxxxxxxxxxxxxxxx
Content-Type: application/json
X-Requested-With: rest
Cache-Control: no-cache

```

RESPONSE JSON:

```

{
  "agentCount": 2,
  "agentStateSummary": [
    {
      "agentState": "READY",
      "count": 1
    },
    {

```

```

        "agentState": "WORK_NOT_READY",
        "count": 1
    }
]
}

```

Get Agents List

GET / v2/agents/list

This web service will return page wise array of agents with agent id as ascending order. For example, if user provides page number as 1 then system will sort the agents based on agent ids in ascending order and first 30 records will be returned.

URL

https://<EP Server IP>/VP_POM_Service/v2/agents/list

Parameters

path

Parameter	Required	Description	Data Type
pageNumber	Yes	Page number from where records should be pulled.	Integer
limit	No	Page size, default value is 30	Integer
orgname	No	Job attached to provided organization will be returned.	String
jobId	No	Agents attached to provided job will be returned	Integer
zoneName	No	Agents logged into provided zone will be returned.	String
orderBy	No	Field name to be used for ordering agents list.	String
sortDirection	No	Asc/Desc order by which the jobs will be retrieved	String

payload None

JSON response

Field name	Description
agentOrg	The organization to which agent is logged in
agentid	The agent Id as provided by agent during login
agentname	The agent name as provided by agent during login
zoneName	The zone to which agent is logged in
agentExtension	The station Id as provided by agent during login
locale	The locale value as provided by agent during login. For ex. "en_US"
agentSessionId	The unique id assigned by POM on agent login
timeZone	The time zone as provided by agent during login.
loginTimeStamp	The timestamp of agent login
logoutTimeStamp	The timestamp of agent logout

Field name	Description
totalInboundBlendCount	Total number of times agent was blended to inbound within a login session
totalInboundDuration	Total time agent spent in inbound within a login session
totalOutboundDuration	Total time agent spent in outbound within a login session
totalOffJobIdleDuration	Total time agent was in READY state and not attached to job
totalOffJobBreakDuration	Total time agent was in NOT_READY state and not attached to job
lastRelToInboundTimeStamp	Timestamp when the agent was last released to inbound
lastAcqToOutboundTimeStamp	Timestamp when the agent was last acquired to outbound
currentAgentState	The current state of agent like Ready, Not_ready, Busy, Work_Not_Ready
currentAgentCallState	The current call state if handled by the agent like Idle, OnCall, WrapUp, WrapUpComplete
currentAgentJobState	The current job state for the agent like JobAttached, JobDetached
currentAgentNailState	The current nail state for the agent like Nailed, Unnailed
currentAgentStateTimeStamp	The time stamp when agent state changed to current state
currentAgentCallStateTimeStamp	The time stamp when agent call state changed to current call state
currentAgentNailStateTimeStamp	The time stamp when agent nail state changed to current nail state
currentAgentJobStateTimeStamp	The time stamp when agent job state changed to current job state
allJobInfo	All Job Statistics holding cumulative data for all the jobs that Agent has handled within current login session. Refer the AllJobInfo attributes table below for details. Note: This attribute is populated only when agent is detached from the job and is not calculated periodically. Also, POM doesn't retain any data from previous login sessions of the agent.
currentJobInfo	Current Job Info holding current attached job data. Refer the CurrentJobInfo attributes table below for details. Note: This attribute is populated only when agent is detached from the job and is not calculated periodically.

CurrentJobInfo and allJobInfo:

Field name	Description
talkTime	The total talk time of the agents in all jobs or current job. Note: In case agent logs out and logs in again, this will reset to 0.
callCount	The total call count of the agents in all jobs or current job. Note: In case agent logs out and logs in again, this will reset to 0.
acwTime	The total after call work time of the agents in all jobs or current job. Note: In case agent logs out and logs in again, this will reset to 0.
acwCount	The total after call work count of the agents in all jobs or current job. Note: In case agent logs out and logs in again, this will reset to 0.
inJobBreakTime	The total in-job break time of the agents in all jobs or current job. Note: In case agent logs out and logs in again, this will reset to 0.
inJobBreakCount	The total in-job break count of the agents in all jobs or current job. Note: In case agent logs out and logs in again, this will reset to 0.
inJobIdleTime	The total in-job idle time of the agents in all jobs or current job. Note: In case agent logs out and logs in again, this will reset to 0.
inJobIdleCount	The total in-job idle count of the agents in all jobs or current job. Note: In case agent logs out and logs in again, this will reset to 0.
holdTime	The total hold time of the agents in all jobs or current job. Note: In case agent logs out and logs in again, this will reset to 0.

Field name	Description
holdCount	The total hold count of the agents in all jobs or current job. Note: In case agent logs out and logs in again, this will reset to 0.
conferenceTime	The total conference time of the agents in all jobs or current job. Note: In case agent logs out and logs in again, this will reset to 0.
conferenceCount	The total conference count of the agents in all jobs or current job. Note: In case agent logs out and logs in again, this will reset to 0.
transferCount	The total transfer count of the agents in all jobs or current job. Note: In case agent logs out and logs in again, this will reset to 0.
transferRecvCount	The total number of calls transferred or received by agent in all jobs or current job. Note: In case agent logs out and logs in again, this will reset to 0.
consultTime	The total consult time of the agents in all jobs or current job. Note: In case agent logs out and logs in again, this will reset to 0.
consultCount	The total consult count of the agents in all jobs or current job. Note: In case agent logs out and logs in again, this will reset to 0.
previewTime	The total preview time of the agents in all jobs or current job. Note: In case agent logs out and logs in again, this will reset to 0.
previewAcceptCount	The total dialed contact in preview by agents in all jobs or current job. Note: In case agent logs out and logs in again, this will reset to 0.
previewRejectCount	The total canceled contact in preview by agents in all jobs or current job. Note: In case agent logs out and logs in again, this will reset to 0.
abandonedHoldCount	The total number of calls handled by agent getting disconnected when customer is on hold in all jobs or current job. Note: In case agent logs out and logs in again, this will reset to 0.
holdInConfCount	The total number of calls agent has put customer on hold during conference in all jobs or current job. Note: In case agent logs out and logs in again, this will reset to 0.
holdInConfTime	The total time agent has put customer on hold during conference in all jobs or current job. Note: In case agent logs out and logs in again, this will reset to 0.
avgACWTime	The average after call work of the agents in all jobs or current job. Note: In case agent logs out and logs in again, this will reset to 0.
avgTalkTime	The average talk time of the agents in all jobs or current job. Note: In case agent logs out and logs in again, this will reset to 0.
avgHoldTime	The average hold time of the agents in all jobs or current job. Note: In case agent logs out and logs in again, this will reset to 0.
avgPreviewTime	The average preview time of the agents in all jobs or current job. Note: In case agent logs out and logs in again, this will reset to 0.
avgBreakTime	The average in-job break time of the agents in all jobs or current job. Note: In case agent logs out and logs in again, this will reset to 0.
avgIdleTime	The average in-job idle time of the agents in all jobs or current job. Note: In case agent logs out and logs in again, this will reset to 0.
percIdleTime	The percentage of in-job idle time of the agents in all jobs or current job. Note: This is derived as $(\text{totalInJobIdleTime}/(\text{jobAttachedDuration}-\text{totalInJobBreakTime})) * 100$. In case agent logs out and logs in again, this will reset to 0.
percBreakTime	The percentage of in-job break time of the agents in all jobs or current job. Note: This is derived as $(\text{totalInJobBreakTime}/\text{jobAttachedDuration}) * 100$. In case agent logs out and logs in again, this will reset to 0.

Field name	Description
totalJobTime	The total time worked by the agents in all jobs. Note: This attribute is part of AgentAllJobStatistics class only. In case agent logs out and logs in again, this will reset to 0.

Example

The example provided in this section is to get list of agents logged in to the POM system

HTTP: GET /VP_POM_Service/v2/agents/list?pageNumber=1&limit=10

HTTP/1.1

Header:

Authorization: Basic xxxxxxxxxxxxxxxxxxxx

Content-Type: application/json

X-Requested-With: rest

Cache-Control: no-cache

RESPONSE JSON:

```
{
  "count": 1,
  "agents": [
    {
      "agentOrg": null,
      "agentId": "26001001",
      "agentExtension": "26000751",
      "agentName": "blndedAgts26001001",
      "outboundSkills":
"89,36,38,510,501,502,91,503,504,505,506,51,507,508,509",
      "attributeSkills": "",
      "loggedInSkill": "36",
      "actionId": 100,
      "actionName": "Call_100",
      "jobId": 2972,
      "campaignName": "WH_Cruise_10",
      "zoneId": -1,
      "zoneName": "Default",
      "loginTime": 1530612668293,
      "locale": "English (United States)",
      "agentTimeZone": "GMT + 5.30",
      "agentJobState": "JOBATTACHED",
      "agentNailState": "NAILED",
      "agentState": "READY",
      "agentCallState": "IDLE",
      "auxState": "System initiated break",
      "inboundCount": 0,
      "inboundDuration": 1,
      "inboundDurationPercentage": 0,
      "jobWaitingIdleDuration": -1,
      "offJobIdleDuration": 1,
      "offJobIdlePercent": 0,
      "offJobBreakDuration": 0,
      "offJobBreakPercentage": 0,
      "outBoundDuration": 1,
      "outBoundDurationPercentage": 0,
      "currentAgentStateTimeStamp": 1530612670503,
    }
  ]
}
```

```

"currentAgentCallStateTimeStamp": 1530612668293,
"currentAgentNailStateTimeStamp": 1530612671838,
"currentAgentJobStateTimeStamp": 1530612671850,
"currentJobInfo": {
  "talkTime": 0,
  "callCount": 0,
  "acwTime": 0,
  "acwCount": 0,
  "inJobBreakTime": 0,
  "inJobBreakCount": 0,
  "inJobIdleTime": 0,
  "inJobIdleCount": 1,
  "holdTime": 0,
  "holdCount": 0,
  "conferenceTime": 0,
  "conferenceCount": 0,
  "transferCount": 0,
  "transferRecvCount": 0,
  "consultTime": 0,
  "consultCount": 0,
  "previewTime": 0,
  "previewAcceptCount": 0,
  "previewRejectCount": 0,
  "abandonedHoldCount": 0,
  "holdInConfCount": 0,
  "holdInConfTime": 0,
  "avgACWTime": 0,
  "avgTalkTime": 0,
  "avgHoldTime": 0,
  "avgPreviewTime": 0,
  "avgBreakTime": 0,
  "avgIdleTime": 0,
  "percIdleTime": 0,
  "percBreakTime": 0
},
"allJobInfo": {
  "talkTime": 0,
  "callCount": 0,
  "acwTime": 0,
  "acwCount": 0,
  "inJobBreakTime": 0,
  "inJobBreakCount": 0,
  "inJobIdleTime": 0,
  "inJobIdleCount": 0,
  "holdTime": 0,
  "holdCount": 0,
  "conferenceTime": 0,
  "conferenceCount": 0,
  "transferCount": 0,
  "transferRecvCount": 0,
  "consultTime": 0,
  "consultCount": 0,
  "previewTime": 0,
  "previewAcceptCount": 0,
  "previewRejectCount": 0,

```

```

        "abandonedHoldCount": 0,
        "holdInConfCount": 0,
        "holdInConfTime": 0,
        "avgACWTime": 0,
        "avgTalkTime": 0,
        "avgHoldTime": 0,
        "avgPreviewTime": 0,
        "avgBreakTime": 0,
        "avgIdleTime": 0,
        "percIdleTime": 0,
        "percBreakTime": 0,
        "totalJobTime": 0
    }
}
]
}

```

Set Agent Not Ready

POST /v2/agents/{agent_id}/forcenotready

This web service will move the agent to Not Ready state. If agent is working on contact then the agent will go to 'Pending Not Ready' state. After completion of contact the agent will move to Not Ready. For AACC and Oceana mode, this web service is not applicable.

URL

https://<EP Server IP>/VP_POM_Service/v2/agents/{agent_id}/forcenotready

Parameters

path

Parameter	Required	Description	Data Type
agentId	Yes	Agent Id	Integer

payload None

JSON response

Field name	Description
Status	True or False
errorCode	Error code for failure
Message	Error message in case of failure

Example

The example provided in this section is for forcing agent 1567 to Not ready state.

HTTP: POST /VP_POM_Service/ v2/agents/{agent_id}/forcenotready

HTTP/1.1

Header:

Authorization: Basic xxxxxxxxxxxxxxxxxxxx

Content-Type: application/json

X-Requested-With: rest

Cache-Control: no-cache

RESPONSE JSON:

```
{
  "status": "false",
  "errorCode": 4011,
  "errorMessage": "Agent not available for operation "
}
```

Force Agent Logout

POST /v2/agents/{agent_id}/forcenotready

This web service will forcefully logout the agent even though the agent is on call. For AACC and Oceana mode, this web service is not applicable. The agent desktop will get notification from POM when agent is forcefully logged out. If desktop has implemented the notification it can display the message to the agent.

URL

https://<EP Server IP>/VP_POM_Service/v2/agents/{agent_id}/forcenotready

Parameters

path

Parameter	Required	Description	Data Type
agentId	Yes	Agent Id	Integer

payload None

JSON response

Field name	Description
Status	True or False
errorCode	Error code for failure
Message	Error message in case of failure

Example

The example provided in this section is for forcing agent 1567 logout.

HTTP: POST /VP_POM_Service/v2/agents/1567/forcenotready HTTP/1.1

Header:

Authorization: Basic xxxxxxxxxxxxxxxxxxxx

Content-Type: application/json

X-Requested-With: rest

Cache-Control: no-cache

RESPONSE JSON:

```
{
  "status": "true",
  "errorCode": null,
  "errorMessage": ""
}
```

Release agent from Outbound

POST /v2/agents/{agent_id}/release

This will release the agent from outbound making the agent available for inbound. For AACC and Oceana mode, this web service is not applicable. The agent desktop will get notification from POM when agent is released from outbound. If desktop has implemented the notification it can display the message to the agent.

URL

`https://<EP Server IP>/VP_POM_Service/v2/agents/{agent_id}/release`

Parameters

path

Parameter	Required	Description	Data Type
agentId	Yes	Agent Id	Integer
thrashInterval	Yes	Minimum number in minutes to reclaim agent	Integer

payload NA

JSON response

Field name	Description
Status	True or False
errorCode	Error code for failure
Message	Error message in case of failure

Example

The example provided in this section is for releasing agent 1567 from POM

HTTP: POST /VP_POM_Service/v2/agents/1567/release HTTP/1.1

Header:

```
Authorization: Basic xxxxxxxxxxxxxxxxxxxx
Content-Type: application/json
X-Requested-With: rest
Cache-Control: no-cache
```

RESPONSE JSON:

```
{
  "status": "true",
  "errorCode": null,
  "errorMessage": ""
}
```

Get Available Jobs for Agent

GET /v2/agents/{agent_id}/jobs

This web service will move agent from current job to new job, note that the agent will be moved to another job only if agent skill matches with that of new job.

URL

`https://<EP Server IP>/VP_POM_Service/v2/agents/{agent_id}/jobs`

Parameters

path

Parameter	Required	Description	Data Type
agentId	Yes	Agent Id	Integer

payload None

JSON response

Field name	Description
JobId	Job Id
Campaign Name	Name of campaign for job
actionId	New action id
actionName	Action name
priority	Priority of the job
minAgent	Minimum agent set for job
maxAgent	Maximum agent set for job
zoneld	Zone Id in which job is running

Example

The example provided in this section is for getting available jobs for agent 1567

HTTP: GET /VP_POM_Service/v2/agents/1567/jobs HTTP/1.1

Header:

Authorization: Basic xxxxxxxxxxxxxxxxxxxx

Content-Type: application/json

X-Requested-With: rest

Cache-Control: no-cache

RESPONSE JSON:

```
{
  "status": "success",
  "errorCode": null,
  "errorMessage": null,
  "agentJobList": [
    {
      "jobId": 126,
      "campaignName": "ZM_Preview_Infin",
      "actionId": 100,
      "actionName": "Call_100",
      "priority": 5,
      "minAgent": 1,
      "maxAgent": 3,
      "zoneId": -1
    }
  ]
}
```

Move Agent to another Jobs

POST /v2/agents/{agent_id}/job/{job_id}/action/{action_id}/move

This web service will move agent from current job to new job, note that the agent will be moved to another job only if agent skill matches with that of new job.

URL

https://<EP Server
IP>/VP_POM_Service/v2/agents/{agent_id}/job/{job_id}/action/{action_id}/move

Parameters

path

Parameter	Required	Description	Data Type
agentId	Yes	Agent Id	Integer
jobId	Yes	New Job Id	Integer
actionId	Yes	New action id	Integer
agentThrashingTime	No	Minimum number in minutes to wait to reclaim agent.	Integer
priority	No	Priority of new job	Integer
minAgent	No	Minimum agent parameter for new job	Integer
maxAgent	No	Maximum agent parameter for new job	Integer

payload None

JSON response

Field name	Description
Status	True or False
errorCode	Error code for failure
Message	Error message in case of failure

Example

The example provided in this section is for moving agent 1567 to job 126 and action 100.

```
HTTP: POST /VP_POM_Service/v2/agents/1567/job/126/action/100/move  
HTTP/1.1
```

Header:

```
Authorization: Basic xxxxxxxxxxxxxxxxxxxx  
Content-Type: application/json  
X-Requested-With: rest  
Cache-Control: no-cache
```

RESPONSE JSON:

```
{  
  "status": "true",  
  "errorCode": null,  
  "errorMessage": ""  
}
```

Update Job Parameters

GET/POST /v2/campaigns/jobs/{job_id}/action/{action_id}/pacingparameters

This webservice can be used to update runtime parameters of running job, different types of job like preview, progressive, ECR, Time based etc. will have different parameter set, if user provides a parameter which is not relevant to job type then exception will be thrown. It will return true in case of success else false with error.

Here parameter list will differ based on campaign type, only those parameters are expected which admin wants to update at runtime e.g. if admin wants to update priority of simple call campaign then he needs to provide priority and not the minPorts and maxPorts.

For GET request this webservice will return available parameters for job. For POST request below payload is required,

```
body: {"parameters": { param1": "xxx", param2:"xxx" } }
```

URL

https://<EP Server
IP>/VP_POM_Service/v2/campaigns/jobs/{job_id}/action/{action_id}/pacingparameters

Parameters

Parameter	Required	Description	Data Type
jobId	Yes	New Job Id	Integer
actionId	Yes	New action id	Integer

Payload:

Payload for this REST depends on type of campaign job.

Simple call campaign:

Parameter	Required	Description	Data Type
Priority	No	Priority of campaign supported values from 0 – 9, 9 being highest.	Integer
minPorts	No	The minimum ports to be used for job, value can be set as 1. If you change the value at runtime, then the ports reassignment algorithm is triggered and ports are reassigned.	Integer
maxPorts	No	This value determines the maximum number of ports required for that job. If you change the value at runtime, then the ports reassignment algorithm is triggered and ports are reassigned.	Integer

Note: Simple SMS and Email campaign has no eligible parameter to modify

Time-based call pacing campaign:

Parameter	Required	Description	Data Type
Priority	No	Priority of campaign supported values from 0 – 9, 9 being highest.	Integer
minPorts	No	The minimum ports to be used for job, value can be set as 1. If you change the value at runtime, then the ports reassignment algorithm is triggered and ports are reassigned.	Integer
maxPorts	No	This value determines the maximum number of ports required for that job. If you change the value at runtime, then the ports reassignment algorithm is triggered and ports are reassigned.	Integer
callPace	No	Use to change the time interval used for the pacing. Depending on the time interval unit you specify in the	Integer

		campaign strategy, you see the pacing as either second, minute, or hour.	

Time-based SMS pacing campaign:

Parameter	Required	Description	Data Type
smsPace	No	Use to change the time interval used for the pacing. Depending on the time interval unit you specify in the campaign strategy, you see the pacing as either second, minute, or hour	Integer

Time-based email pacing campaign:

Parameter	Required	Description	Data Type
emailPace	No	Use to change the time interval used for the pacing. Depending on the time interval unit you specify in the campaign strategy, you see the pacing as either second, minute, or hour	Integer

Skill-based campaigns:

Depending on the four parameters namely, Average Speed of Answer, Expected Wait Time, Desired Service Level, and Queue Length, you can change different runtime parameters.

Average Speed of Answer (ASA):

Parameter	Required	Description	Data Type
priority	No	Priority of campaign supported values from 0 – 9, 9 being highest	Integer
minPorts	No	The minimum ports to be used for job, value can be set as 1. If you change the value at runtime, then the ports reassignment algorithm is triggered and ports are reassigned.	Integer
maxPorts	No	This value determines the maximum number of ports required for that job. If you change the value at runtime, then the ports reassignment algorithm is triggered and ports are reassigned.	Integer
sbDesiredASA (in SECOND)	No	Use to change the desired Average Speed of Answer used for the pacing.	Integer
sbIncrementStep (%)	No	Use to specify the percent of increase or decrease in pace when the current inbound parameter value does not match desired value.	Integer
sbMaxPace	No	Use to change the Max Pace used for the pacing. Depending on the time interval unit you specify in the campaign strategy, you see the pacing as either second, minute, or hour.	Integer

Expected Wait Time (EWT):

Parameter	Required	Description	Data Type
priority	No	Priority of campaign supported values from 0 – 9, 9 being highest	Integer
minPorts	No	The minimum ports to be used for job, value can be set as 1. If you change the value at runtime, then the ports reassignment algorithm is triggered and ports are reassigned.	Integer
maxPorts	No	This value determines the maximum number of ports required for that job. If you change the value	Integer

		at runtime, then the ports reassignment algorithm is triggered and ports are reassigned.	
sbIncrementStep (%)	No	Use to specify the percent of increase or decrease in pace when the current inbound parameter value does not match desired value. The desired value is compared with the current value. If the current value is less than or equal to the desired value (for EWT, ASA, and Q-L) the pace is increased. But, if the current value is higher than the desired value (for EWT, ASA, and Q-L), the pace is decreased.	Integer
sbMaxPace	No	Use to change the Max Pace used for the pacing. Depending on the time interval unit you specify in the campaign strategy, you see the pacing as either second, minute, or hour.	Integer
sbDesiredEWT (in SECOND)	No	Use to change the desired Expected Wait Time used for the pacing.	Integer

Desired Service Level (DSL):

Parameter	Required	Description	Data Type
priority	No	Priority of campaign supported values from 0 – 9, 9 being highest	Integer
minPorts	No	The minimum ports to be used for job, value can be set as 1. If you change the value at runtime, then the ports reassignment algorithm is triggered and ports are reassigned.	Integer
maxPorts	No	This value determines the maximum number of ports required for that job. If you change the value at runtime, then the ports reassignment algorithm is triggered and ports are reassigned.	Integer
sbDesiredSL	No	Service level determines the maximum nuisance calls allowed. The predictive cruise control algorithm will consider this value to ensure that the desired level is achieved. For example, if the service level is defined as 99, then out of 100 answered calls, 99 calls should be served by agents and only 1 call is allowed as nuisance call	Integer
sbIncrementStep (%)	No	Use to specify the percent of increase or decrease in pace when the current inbound parameter value does not match desired value. The desired value is compared with the current value, and the pace decreases if the current value is less than or equal to desired value (for Service Level). But the pace increases if the current value is higher than the desired value.	Integer
sbMaxPace	No	Use to change the Max Pace used for the pacing. Depending on the time interval unit you specify in the campaign strategy, you see the pacing as either second, minute, or hour.	Integer

Queue Length:

Parameter	Required	Description	Data Type
priority	No	Priority of campaign supported values from 0 – 9, 9 being highest	Integer
minPorts	No	The minimum ports to be used for job, value can be set as 1. If you change the value at runtime, then the ports reassignment algorithm is triggered and ports are reassigned.	Integer

maxPorts	No	This value determines the maximum number of ports required for that job. If you change the value at runtime, then the ports reassignment algorithm is triggered and ports are reassigned.	Integer
sbDesiredQLength	No	Use to change the Queue Length used for the pacing you specify in the campaign strategy.	Integer
sbIncrementStep (%)	No	Use to specify the percent of increase or decrease in pace when the current inbound parameter value does not match desired value.	Integer
sbMaxPace	No	Use to change the Max Pace used for the pacing. Depending on the time interval unit you specify in the campaign strategy, you see the pacing as either second, minute, or hour.	Integer

Preview campaign:

Parameter	Required	Description	Data Type
priority	No	Priority of campaign supported values from 0 – 9, 9 being highest	Integer
minAgent	No	This value determines the least number of agents required for that job. The minimum agents value can be set as 0. If you change the value at runtime, then the agent reassignment algorithm is triggered and agents are reassigned.	Integer
maxAgent	No	This value determines the maximum number of agents required for that job. If you change the value at runtime, then the agent reassignment algorithm is triggered and agents are reassigned.	Integer

ECR based campaign:

Parameter	Required	Description	Data Type
priority	No	Priority of campaign supported values from 0 – 9, 9 being highest	Integer
minAgent	No	This value determines the least number of agents required for that job. The minimum agents value can be set as 0. If you change the value at runtime, then the agent reassignment algorithm is triggered and agents are reassigned.	Integer
maxAgent	No	This value determines the maximum number of agents required for that job. If you change the value at runtime, then the agent reassignment algorithm is triggered and agents are reassigned.	Integer
ecrHandleProb	No	Use to change probability of configured Expert Call ratio type for running job action. For example, If Expert Call ratio type is Agent Update Time and ECR probability is 30 and 10 agents are in Wrap-up, then the algorithm launches calls for $10 * 0.3 = 3$ agents.	Integer
ecrProbType	No	Expert Call Ratio Type used to specify the ratio type as Agent Work Time or Agent Update Time. For Agent Work Time, the POM system monitors the time agents take to	Integer

		complete the calls and update the records, and adjusts the calling pace accordingly. For Agent Update Time, the POM system monitors the time agents take to update records and adjusts the calling pace accordingly.	
ecrMinHitRate	No	<p>Minimum Hit Rate, depending on the number of calls answered, the system determines the hit rate and provides that number as an input to ECR algorithm. This hit rate is guarded by the minimum hit rate parameter so that the hit rate input to the ECR algorithm is not lesser than the minimum hit rate.</p> <p>The minimum and the maximum values of minimum hit rate are 1 and 100. The default value is 30. For example, if the system calculated hit rate is 30%, and the minimum hit rate is 50%, then the system considers the input value to the ECR algorithm as 50%. Alternatively, if the system calculated hit rate is 70%, then the system considers the input value to the ECR algorithm as 70%.</p> <p>For first 5 minutes after the job starts, the system does not determine the hit rate and considers the initial call hit rate parameter value configured in the global configurations.</p>	Integer

Cruise Control based campaign:

Parameter	Required	Description	Data Type
priority	No	Priority of campaign supported values from 0 – 9, 9 being highest	Integer
minAgent	No	This value determines the least number of agents required for that job. The minimum agents value can be set as 0. If you change the value at runtime, then the agent reassignment algorithm is triggered and agents are reassigned.	Integer
maxAgent	No	This value determines the maximum number of agents required for that job. If you change the value at runtime, then the agent reassignment algorithm is triggered and agents are reassigned.	Integer
desiredSL	No	Service level determines the maximum nuisance calls allowed. The predictive cruise control algorithm will consider this value to ensure that the desired level is achieved. For example, if the service level is defined as 99, then out of 100 answered calls, 99 calls should be served by agents and only 1 call is allowed as nuisance call	Integer

Progressive campaign:

Parameter	Required	Description	Data Type
-----------	----------	-------------	-----------

priority	No	Priority of campaign supported values from 0 – 9, 9 being highest	Integer
minAgent	No	This value determines the least number of agents required for that job. The minimum agents value can be set as 0. If you change the value at runtime, then the agent reassignment algorithm is triggered and agents are reassigned.	Integer
maxAgent	No	This value determines the maximum number of agents required for that job. If you change the value at runtime, then the agent reassignment algorithm is triggered and agents are reassigned.	Integer
overDialRatio	No	Over Dial Ratio Used to specify the dialing ratio with respect to the number of available agents. For example, if you set the over dial ratio as 1, POM dials 1 call for 1 agent. You can also specify a float value like 1.2. If you specify the over dial ratio as 1.2, then POM dials 12 calls for 10 agents. The higher the over dial ratio, the chances of nuisance calls are also increased depending on the hit rate. You can specify any number between 1.0 and 100.	Integer

JSON response

Field name	Description
Status	True or False
zoneName	Zone Name
errorCode	Error code for failure
Message	Error message in case of failure

Example

The example provided in this section for changing job parameters at runtime for job 126 and action 100.

HTTP: POST

/VP_POM_Service/v2/campaigns/jobs/126/action/100/pacingparameters

HTTP/1.1

Header:

Authorization: Basic xxxxxxxxxxxxxxxxxxxx

Content-Type: application/json

X-Requested-With: rest

Cache-Control: no-cache

REQUEST JSON:

```
{
  "parameters": {
    "priority": "7"
  }
}
```

RESPONSE JSON:

```
[
  {
    "status": "success",
    "zoneName": "Default",
    "errorCode": null,
    "errorMessage": null
  }
]
```

REST API errors codes

The domain specific error codes are listed below, they are divided in separate categories according to domain with common domain prefix.

- Contact, ContactList, Contact Attribute 1XXX
- DNC Lists, DNC Groups 13XX
- Campaign 2XXX
- Campaign Job 21XX
- Completion Code 32XX
- Agent 33XX
- Callback 34XX
- Organization 35XX
- Campaign Strategy 36XX
- Global Config 38XX 39XX

The fault error code and message will be sent in JSON format as shown in example below, the displayMessage is for future use.

For example: callback endTime less than previous endTime

REQUEST JSON:

```
{"callbackId":20051, "endTime":"2017/08/03 10:58:26",
"timeZone":"GMT+05:30","nextAttemptAfterTime":"2017/08/02 10:00:00"}
```

RESPONSE JSON: {

```
"displayMessage": null,
"errorCode": "3449",
"errorMessage": "Invalid End time provided. "
```

}

Error Code	Message
Contacts	
1001	Contact list not found.
1002	Contact list is not valid for your organization : access denied.
1003	Contact record not found.
1004	Cannot delete contact as the attempt is in progress.
1005	Cannot delete contact as it has active callbacks.
1006	Failed to notify campaign for contact modification.
1007	Contact list operation is in progress for .
1008	Zero available contacts for contact list.
1009	Zero excluded contacts for contact list.
1010	Data source record not found.
1011	Access Denied - Not a valid data source for your organization.
1012	Failed to exclude contacts.
1013	Failed to clear contacts exclusion.
1014	Failed to create contact list. Please associate zone to your organization.
1015	Failed to delete contact list.
1016	Failed to add data source.
1017	Given data source name already exists! Please provide different name.
1018	Invalid value for data source type.
1019	The test connection attempt to database failed.

1020	Please specify the query to select data from source database.
1021	SQL query does not return any records. There might be error with the query.
1022	Mapping for system attribute name is missing. Mapping Field for System Attribute must be specified.
1023	POM Attribute name is missing. It must be specified.
1024	Mapping for custom attribute name is missing. Mapping Field for Custom Attribute must be specified.
1025	Custom Attribute name and Mapping Field cannot be -. Please specify mapping for it or remove it.
1026	Attribute name is invalid. Please specify correct attribute names.
1027	Please specify DNC data source name.
1028	Invalid value for query field name.
1029	Invalid Database Type.
1030	Failed to list data sources.
1031	No data sources found for specified contact list.
1032	Data source cannot be deleted as import job is active.
1033	Datasource deletion is already in progress.
1034	Failed to retrieve data source details.
1035	Failed to edit data source.
1036	Failed to delete data source.
1037	Auto update of state and wireless not allowed as global configuration setting disabled for area code.
1038	Failed to update phone number.
1039	Failed to get phone number.
Contact Attributes	
1101	Contact attribute record not found.
1102	Contact attribute is not valid for your organization : access denied.
1103	Contact attribute is not valid for this contact record.
1104	Invalid value for contact attribute. Potential cause incompatible value for attribute.
1105	Failed to get attribute list. Empty attribute list found.
1106	Contact list do not have attributes on which campaign is running.
1107	Failed to add contact attribute.
1108	Failed to delete contact attribute.
1109	Failed to edit contact attribute.
1110	Please specify contact attribute name.
1111	Attribute name should not end with '_PREDEFINED' or '_tz' or '_tz_int' or '_ctry_code' or '_state' or '_wireless'. This is reserved for system purpose.
1112	Attribute name should not end with '_tz' or '_tz_int' or '_ctry_code' or '_state' or '_wireless'. This is reserved for system purpose.
1113	Cannot add this attribute as maximum allowed limit reached.
1114	Attribute name length should be less than 20 characters for Attributes of type PHONE.
1115	Attribute name is not valid.
1116	Attribute type is not valid.

1117	Invalid bulk contact attribute list.
1118	Only 20 Attributes can be added at a time
1119	Cannot change/delete attribute. It is associated with Campaign
1120	Cannot change/delete attribute. It is associated with contact data source.
1121	Cannot change/delete attribute. It is associated with campaign strategy
1122	Cannot change/delete attribute. It is associated with Agent Script
1123	You cannot change/delete predefined system Attribute.
1124	Cannot change/delete attribute. It is associated with organizations
1125	Cannot change/delete attribute. It is used in Campaign Restrictions.
1126	Contact attribute is not valid for your organization : access denied.
1127	Attribute is being used for Contact Record Assignment to Agent. Attribute can not be deleted.
1128	Cannot delete Attribute. It is used in active import job.
1129	You cannot delete global Attribute.
1130	Failed to get attribute list.
1131	Failed to generate csv file.
1132	Access denied. Sub attribute of phone type cannot be edited.
Contact Lists	
1901	Failed to get contact data.
1902	Failed to save contact.
1903	Failed to get attribute value.
1904	Failed to update contact attribute value.
1907	Failed to delete contact record.
1908	Failed to get contact attribute list.
1909	Failed to get contact attributes for given contact list.
1910	Failed to get contact lists.
1911	Failed to get contact list id.
1912	Failed to empty contact list.
1913	Failed to get status of emptying contact list.
1914	Failed to mark contact list as callable.
1915	Failed to mark contact list as uncallable.
1916	Failed to get contact callable status.
1917	Failed to mark contacts callable.
1918	Failed to mark contacts uncallable.
1919	Failed to check DNC address existence.
1920	Failed to add DNC address.
1921	Failed to remove DNC address.
1922	Failed to get data import job details.
1923	Failed to add data source campaign schedule.
1924	user is not authorized for this operation.
1925	Failed to add contact list.
1926	Failed to edit contact list.
1927	Failed to list contacts for contact list.

1928	Invalid value for searchby parameter.
1929	Invalid value for sortby parameter.
1930	Invalid value for search operator parameter. Please specify valid operator.
1931	Invalid value for search operator parameter. Should not contain AND.
1932	Maximum allowed length exceeded. Parameter and value is
1933	Invalid boolean search value specified. Allowed values are TRUE/FALSE/YES/NO/T/F/Y/N/O/1
1934	Invalid integer search value specified.
1935	Invalid short search value specified.
1936	Invalid long search value specified.
1937	Invalid float search value specified.
1938	Invalid date search value specified. Please specify date matching with date part of Global Date Format specified in configuration.
1939	Invalid time search value specified. Please specify time matching with time part of Global Date Format specified in configuration.
1940	Invalid timestamp search value specified. Please specify value matching with the Global Date Format specified in configuration.
1941	Invalid search value. Please specify valid value according to type of search attribute.
1942	Organization name maximum allowed length exceeded. Allowed maximum length is
1943	Search by maximum allowed length exceeded. Allowed maximum length is
1944	Sort by maximum allowed length exceeded. Allowed maximum length is
1945	Sort direction maximum allowed length exceeded. Allowed maximum length is
1946	Search operator maximum allowed length exceeded. Allowed maximum length is
1947	Value of search by maximum allowed length exceeded. Allowed maximum length is
1948	User name maximum allowed length exceeded. Allowed maximum length is
DNC Lists And DNC Groups	
1301	DNC address cannot be null.
1302	Invalid address for DNC.
1303	DNC list not found.
1304	DNC Access Denied.
1305	Address already exists there in DNC list.
1306	Cannot remove address, it does not exist in DNC list.
1307	Failed to check DNC address existence.
1308	Failed to list DNC lists.
1309	No DNC lists found for provided organization.
1310	DNC list is not valid for your organization : access denied.
1311	Please specify DNC list name.
1312	Cannot add DNC list as another DNC List with same name exists.
1313	Failed to add DNC list.
1314	Failed to edit DNC list.
1315	Failed to delete DNC list.

1316	Failed to list DNC lists group.
1317	Cannot remove association because it is assigned as default DNC list.
1318	Please specify DNC list group name.
1319	Failed to add DNC list group.
1320	Failed to edit DNC list group.
1321	Failed to delete DNC list group.
1322	Cannot add DNC list as another DNC List Group with same name exists.
1323	DNC list group not found.
1324	Access Denied - Not a valid DNC list group for your organization.
1325	Failed to get DNC list group details.
1326	Invalid DNC list group ID list.
1327	Failed to delete DNC list groups.
1328	Invalid DNC list name.
1329	Invalid DNC list description.
1330	Failed to associate DNC list to group.
1331	Failed to retrieve list of DNC lists associated for group.
1332	Invalid DNC list IDs list.
1333	DNC list to DNC group assignment already present.
1334	DNC list to DNC group assignment not present.
1335	DNC list and DNC group belongs to different organization.
1336	Runtime exception occurred.
1337	Failed to deassociate DNC list from group.
1338	Failed to update default DNC list for group.
1339	Default DNC list for DNC group is not present.
1340	Failed to get default DNC list for DNC group.
1341	Cannot delete this DNC List, it is associated with DNC group:
1342	Cannot delete this DNC List, it is associated with data source:
1343	Cannot delete this DNC group, it is associated with campaign:
1344	Failed to notify campaign job for DNC group modification.
1345	Failed to notify agent manager for DNC group modification.
1346	Cannot update default DNC list because it is not associated with DNC group.
1347	Default DNC list cannot be reset to None as active campaign job is found.
1348	Cannot delete system type of DNC list.
1349	Failed to list addresses for DNC list.
Campaigns	
2001	Campaign record not found.
2002	Campaign is not valid for your organization : access denied.
2003	Infinite campaign without associated contact list.
2004	Campaign attribute record not found. Attribute name is case-sensitive.
2005	Invalid value for campaign attribute. Potential cause incompatible value for attribute.
2006	Failed to get campaign attribute.

2007	Failed to update Campaign attribute value. Campaign job found in completed state.
2008	Failed to get contact list names. Infinite without contact list type of campaign found.
2009	Failed to get contact list names.
2010	Campaign Name is required.
2011	Invalid Campaign Name. Please specify a valid Campaign name. Invalid characters are space and {, @~'!;#\%&?"<>}} and the length of name cannot exceed 80 characters.
2012	Campaign Name is already exist.
2013	Invalid Campaign Description. Invalid characters are space at the start and ^~'!;#\%&?"<>}} and the length of description cannot exceed 255 characters.
2014	Invalid Contact List Name.
2015	Contact List is required for campaign of type Finite or InfiniteWithContacts.
2016	Zone Name is Required.
2017	Invalid Zone Name.
2018	Invalid Campaign Type. Valid types are - Finite, InfiniteWithContacts, InfiniteWithoutContacts.
2019	Minimum 1 and Maximum 4 attributes are required for Contact Record Assignment to Agent.
2020	Attribute which contains Agent ID is required.
2021	Invalid Attribute(s) for Contact Record Assignment to Agent.
2022	Invalid Agent ID Attribute for Contact Record Assignment to Agent.
2023	Attributes and Agent ID can not share a common attribute.
2024	For Contact Record Assignment to Agent strategy should contain a single call node per handler with either preview or progressive call pacing.
2025	Invalid type for Contact Record Assignment to Agent.
2026	Invalid CCA Start type. Possible values:CCA_START_ON_CONNECT and CCA_START_ON_PROGRESS.
2027	Invalid Dialing Prefix. Max length allowed is 20.
2028	Invalid SMS Prefix. Max length allowed is 20 and only numeric values are allowed.
2029	Please specify a valid CCA timeout value.
2030	Please specify a valid Start of Voice timeout value.
2031	Please specify a valid Live Voice timeout value.
2032	Please specify a valid Live Voice timeout value. (The CCA timeout value should be greater than the sum of start of voice timeout and live voice timeout in milliseconds).
2033	Please specify a valid False Positive Rate value between 0.0 and 10.0 .
2034	Invalid Completion Code(s).
2035	Error occured in Operation.
2036	Invalid Agent Address Book(s).
2037	Invalid Filter or Finish Condition Type. Valid values are - ALL, ANY, CUSTOM or NONE
2038	Invalid value for custom condition.
2039	Invalid Contact Attribute Name for Goal Based Finish Criteria.

2040	Invalid Contact Attribute value for Goal Based Finish Criteria.
2041	Invalid Completion Code Name for Completion Code Based Finish Criteria.
2042	Invalid Completion Code Value for Completion Code Based Finish Criteria.
2043	Invalid Attribute Name For Filter Criteria.
2044	Invalid Attribute Value For Filter Criteria.
2045	Invalid Operator For Filter Criteria.
2046	Invalid Date Format For Filter Criteria.
2047	Campaign Name, campaign strategy name are required.
2048	Contact List is not allowed for Campaign of type InfiniteWithoutContacts.
2049	Invalid value for Abort Hours.
2050	Invalid value for Abort Minutes.
2051	Invalid Export Data Columns.
2052	Invalid Export Data Completion Codes.
2053	Enter the fully resolved class Name (e.g com.avaya.pom.custom.myPostProcessor) and the length of class name cannot exceed 256 characters.
2054	Valid Sort Order values are - ASC or DESC.
2055	All the associated Zones for given Contact Lists are required.
2056	Invalid EPM Server.
2057	CampaignType change is not allowed.
2058	Campaign strategy change is not allowed.
2059	Only job completed campaigns can be deleted.
2060	Waiting Callbacks are present, can not delete campaign.
2061	Exception occurred during the operation. Please check the logs. \$POM_HOME/PIM_RestService.log.
2062	Campaign is getting deleted, can not clone the deleting campaign.
2063	Campaign Job is active, can not edit.
2064	Invalid Search/Sort parameters. Search By/Sort By: Name, Strategy and List. Search Operator: =, !=, in, like, notlike. " + "Sort Direction:ASC, DESC.
2065	Zone is required.
2066	EPM Server for zone is required.
2067	DNC Group(s) for Campaign is required.
2068	Default DNC Group is required.
2069	Default DNC group should present in DNC group(s) for campaign.
2070	Invalid DNC Group(s) for Campaign.
2071	Invalid Default DNC Group.
2072	Selected Default DNC group have empty Default DNC list. Please select Default DNC Group which has default DNC list.
2073	Invalid Attributes for Event SDK / Recorder .
2074	Maximum 10 Recorder Attributes are allowed.
2075	Campaign type is Infinite without contacts. Sort and Filter criteria is not allowed.
2076	Campaign type is Infinite with/without contacts. TimeBasedFinishCriteria is not allowed.
2077	Campaign type is Infinite with/without contacts. FinishGoalCriteria is not allowed.

2078	Campaign type is Infinite with/without contacts. FinishCompletionCodeCriteria is not allowed.
2079	Data Center Name is Required with EPM servers.
2080	Invalid Data Center Name or Invalid Data Center for EPM Server
2081	Invalid Data Center Name format. Valid Format is EPMServer (DataCenterServer).
2082	Voice Server is not configured. Please configure one or more Voice Servers to zone and then create Campaign.
2083	Atleast one EPM server should be selected from each Data Center.
2084	Invalid Number of attributes for condition. ALL/ANY/CUSTOM type required minimum two attributes. NONE type required only one attributes.
2085	Invalid attribute value for isnull or isnotnull operator. Do not provide any value for attribute value field.
2086	You can not enable publish data to context store as no context store server has been configured.
2087	To use agentIDForContactRecordAssignmentToAgent or attributesForContactRecordAssignmentToAgent, please provide values for contactRecordAssignmentToAgent.
2088	To use agentIDForContactRecordAssignmentToAgent, please enable Agent based Contact Record Assignment.
2089	To use attributesForContactRecordAssignmentToAgent, please enable Attribute based Contact Record Assignment.
2090	To use dncGroupsForCampaign and defaultDNCGroup, please enable applyDNC.
2091	To use exportDataColumns and exportDataCompletionCodes, please enable exportContacts.
2092	To use recorderAttributes, please enable sendAttributesToEventSDKRecorder.
2093	Dialing Prefix is not allowed as strategy does not contain voice type channels.
2094	SMS Prefix is not allowed as strategy does not contain SMS type channels.
2095	Maximum Search Value parameter length allowed for Name is 80 characters, Strategy 256 characters and List 40 characters.
2096	Failed to get VPMS Server List
2097	Failed to get Address Book List
2098	Failed to get Zone List
2099	Failed to get export attempt column
2901	Failed to get campaign list.
2902	Failed to get campaign id.
2903	Failed to get Campaign Details.
2904	Failed to get campaign job list.
2905	Failed to start the campaign job.
2906	Failed to pause job.
2907	Failed to resume job.
2908	Failed to stop job.
2909	Failed to get status of job.
2911	Failed to get campaign attribute list.
2912	Failed to update campaign attribute value.

2914	Fail to get active jobs and their task IDs for given campaign.
2915	Fail to get task ID for specified task name.
2916	Failed to set the maximum call attempts count.
2917	Failed to add contact list to campaign job.
2918	Failed to remove contact list from campaign job.
2919	Failed to add contact from contact list to campaign job.
2920	Failed to remove contact from campaign job.
2921	Failed to check if contact exists in active job.
2922	Failed to add campaign schedule.
2923	Failed to create campaign.
2924	Failed to edit campaign.
2925	Failed to clone campaign.
2926	Failed to delete campaign.
2927	Failed to search campaign.
2928	Failed to start the campaign job because Area Code import job is in progress.
2929	Failed to start the campaign job because another create job request is in progress.
Campaign Attributes	
2001	Campaign record not found.
2002	Campaign is not valid for your organization : access denied.
2003	Infinite campaign without associated contact list.
2004	Campaign attribute record not found. Attribute name is case-sensitive.
2005	Invalid value for campaign attribute. Potential cause incompatible value for attribute.
2006	Failed to get campaign attribute.
2007	Failed to update Campaign attribute value. Campaign job found in completed state.
2008	Failed to get contact list names. Infinite without contact list type of campaign found.
2009	Failed to get contact list names.
Campaign Jobs	
2101	Job record not found.
2102	No running job found for campaign.
2103	Cannot add contact to job. It already exists.
2104	Invalid job status for contact related action.
2105	Invalid input for job state.
2106	Job state is not active.
2107	Job state is not paused.
2108	Job state is not in paused state nor in active state.
2109	Campaign job is already running.
2110	Invalid value for contact priority.
2111	Zone from given contact list is not associated for campaign.
2112	Cannot remove contact from the job. It is already attempted.
2113	Cannot remove contact from campaign. Contact is not associated with campaign.
2114	Cannot add contact list to job. It already exists.
2115	Cannot remove contact list from campaign. Found campaign job without contact list.

2116	Call custom pacing not enabled for campaign.
2117	Invalid value for call attempts count.
2118	Active job task not found.
2119	Custom call pacing disabled for task.
2120	Cannot remove contact list from campaign. Contact list is not associated with campaign.
2121	Job do not belongs to User
2122	Page size is too low/high, please provide value between 1 to 100.
2123	Invalid Sort field
2124	Invalid Sort Direction
2125	Fails to get Jobs list
2126	Invalid Sort Direction
2127	Invalid Sort Direction
2128	Fail to get agent state
2129	Invalid duration parameter,it should be between 1 to 8.
2130	Filter Array is too big, it should not exceed 20.
Campaign Jobs	
3601	Failed to clone campaign strategy
3602	Campaign strategy name is required.
3603	Invalid campaign strategy name.
3604	Campaign strategy is not valid for your organization : access denied.
3605	Failed to delete campaign strategy.
3606	Campaign strategy with given name already exists in Organization. Please provide different name
3607	Failed to upload campaign strategy
3608	Import failed. The file size is too big.
3609	Please specify a valid campaign strategy name.
3610	Import failed. The strategy in the file is corrupt.
3611	Import failed. Please provide a valid file to import.
3612	Import failed. Failed to read strategy file, the path may be incorrect.
3613	Failed to list campaign strategies.
3614	Failed to delete campaign strategy as it is used for campaign.
3615	Invalid search operator for strategy list.
3616	Invalid search value for strategy name.
3617	Invalid value for isOnlyCompleteStrategies parameter.
3618	Invalid campaign strategy template name.
3619	Invalid campaign strategy template name.
3620	The strategy parsing failed.
Completion Codes	
3201	Completion code record not found.
3202	Custom completion codes are not defined for this campaign.
3203	Not a system completion code.
3204	Attempt records not found for pim session ID .

3205	Record for given POM Session ID not found. .
3206	Given Completion code already exists! Please provide different completion code.
3207	Access denied. Cannot update system type of completion code.
3208	Please specify valid completion code description.
3209	Please specify valid completion code name.
3210	Maximum length allowed for completion code name is exceeded.
3211	Maximum length allowed for completion code description is exceeded.
3212	Failed to create completion code.
3213	Failed to update completion code.
3214	Failed to delete completion code.
3215	Failed to get completion codes. Empty completion code list found.
3216	Failed to get completion code list.
3217	Failed to get completion code ID.
3218	Failed to get completion codes for given campaign.
3219	Failed to add completion code.
3220	Failed to update completion code value.
Organizations	
3501	Failed to list organization.
3502	Invalid Organization.
Agent Attribute	
3301	Active Session not found for agent.
3302	Agent job Summary record not found.
3303	Agent attribute record not found. Attribute name is case-sensitive.
3304	Failed to get agent attribute.
3305	Failed to update agent attribute value. Agent not attached with campaign job.
3306	Invalid value for agent attribute. Potential cause incompatible value for attribute.
4048	Failed to get agent attribute list.
4049	Failed to update agent attribute value.
Callbacks	
3401	Contact record not found.
3402	Attribute record not found. AttributeName is case-sensitive.
3403	Contact list not found.
3404	Campaign record not found.
3405	Failed to schedule callback.
3406	Failed to get job and action id values.
3407	Maximum Agent ID parameter length allowed is 80 characters.
3408	Callback ID list is empty.
3409	Failed to delete callbacks.
3410	Failed to terminate callbacks.
3411	Invalid date format or Timezone is empty. Please enter time in yyyy/MM/dd HH:mm:ss format.
3412	Callback is not 'Expired' state or Callback is not present.
3413	Next attempt after time is less than current time.

3414	Another callback already exist on the contact in the same job.
3415	Runtime exception occurred.
3416	End Time should be greater than Next Attempt After Time.
3417	Failed to get callback details.
3418	Failed to extend active callback.
3419	Callback is not in 'Active Attached To Job' or 'WaitingForJob' state or Callback is not present.
3420	Page size is invalid.
3421	Invalid value for Search or Sort parameters.
3422	Give proper payload values. timeZone is required.
3423	Fail to get callback list.
3424	Page number is invalid.
3425	Failed to create callback as an attempt for given contact is already in progress.
3426	Invalid callback ID is provided.
3427	Invalid callback ID list.
3428	Failed to get callback list.
3429	Failed to get callback details.
3430	Failed to schedule callback.
3431	Failed to extend callback.
3432	Failed to terminate callback.
3433	Failed to reschedule callback.
3434	Callback is not in 'Active Attached To Job' or 'WaitingForJob' state or Callback is not present.
3435	Callback in Active Attached To Job or Waiting for Job or In Process states are not eligible for deletion.
3436	New End Time is less than current time.
3437	New Start Time is less than current time.
3438	Failed to delete callback.
3439	Failed to schedule callback.
3440	Current callback state does not allow the operation.
3441	Current callback Start time is in next 5 minutes.
3442	Current callback End time is in next 5 minutes.
3443	Current callback Next Attempt After time is in next 5 minutes.
3444	New callback Start time is in next 5 minutes.
3445	New callback End time is in next 5 minutes.
3446	New callback Next Attempt After time is in next 5 minutes.
3447	Parameter is not supported.
3448	Invalid Start time provided.
3449	Invalid End time provided.
3450	Invalid Next Attempt After time provided.
3451	Invalid Agent ID provided.
3452	Invalid Callback Type provided.
3453	Callback record not found.

3454	No input parameter is provided.
3455	Current callback type does not support the Agent ID.
3456	Required Agent ID is missing.
3457	New Start Time is not less than current end time or new End Time.
3458	Start Time is not less than current callback Next Attempt After time or new Next Attempt After time.
3459	Callback is already moved to callback history table, new end time must be provided.
3460	End Time is not greater than current callback Start time or new Start Time.
3461	End Time is not greater than current callback Next Attempt After time or new Next Attempt After time.
3462	Current callback type or new callback type does not support Agent ID.
3463	Invalid handler state is provided.
3464	Invalid action name is provided.
3465	Failed to edit callback.
3466	Failed to bulk edit callback.
Global Configurations	
3801	Failed to get global config parameter.
3802	Global config not found.
3803	Failed to update global config parameter.
3804	Invalid value for global config parameter.
3805	Invalid POM-poller interval to poll the EPM for org users, licenses etc.
3806	POM-poller interval should be between 1 and 60 seconds.
3807	Invalid minimum number of Contacts that need to be available for CD to start calling.
3808	Minimum number of Contacts that need to be available for CD to start calling should be between 100 and 20000 records.
3809	Invalid dialing prefix for calling number.
3810	Invalid length of dialing prefix for calling number.
3811	Invalid Number: Number is greater than the maximum permissible limit of the system.
3812	Invalid batch size of the Filter.
3813	Batch size of the filter should be from 10 to 2000.
3814	Invalid batch size of the Contact import.
3815	Batch size of the Contact import should be from 10 to 2000.
3816	Invalid batch size of the Contact deletion.
3817	Batch size of the Contact deletion should be from 10 to 10000.
3818	Invalid batch size of the DNC updates.
3819	Batch size of the DNC updates should be between 10 and 2000.
3820	Invalid maximum in progress call time for POM launched calls.
3821	Maximum in progress call time for POM launched calls should be between 1 and 15 minutes.
3822	Invalid maximum call time for POM launched calls.
3823	Maximum call time for POM launched calls should be between 5 and 120 minutes.

3824	Invalid E-mail address.
3825	Invalid path for Campaign data export folder.
3826	Invalid Campaign data export limit.
3827	Maximum Campaign data export value should be between 1500 and 500000
3828	Invalid maximum nuisance rate.
3829	Maximum nuisance rate should be between 0.1 and 99.0.
3830	Invalid pacing initial hit rate.
3831	Pacing initial hit rate should be between 0.01 and 1.0.
3832	Invalid Initial Handle Time.
3833	Pacing initial handle time should be between 1 and 3600.
3834	Please specify valid port.
3835	Port Number should be from 1024 to 65535.
3836	Invalid FTP Time Out.
3837	FTP Time Out value should be from 10000 to 900000.
3838	Invalid Call Back Expire Time.
3839	Default end time offset should be from 5 to 1440.
3840	Invalid Max Concurrent Jobs value
3841	Max Concurrent Job value should be from 1 to 1000.
3842	Invalid certificate expiry days value.
3843	Max certificate expiry should be from 30 to 60.
3844	Invalid Agent Script Editor Auto save time
3845	Agent Script Editor Auto save time should be from 1 to 10.
3846	Invalid Polling Interval.
3847	Polling Interval should be from 60 to 300.
3848	Invalid Callback Retry Time
3849	Callback Retry Time should be from 5 to 360.
3850	Invalid Callback PreInterval Time.
3851	Callback PreInterval Time should be from 1 to 30.
3852	Invalid Maximum Callback In Queue Time.
3853	Maximum Callback In Queue Time should be from 5 to 60.
3854	Invalid Maximum Preview Time.
3855	Maximum Preview Time should be from 5 to 30.
3856	Invalid Maximum Callback Preview Time.
3858	Maximum Callback Preview Time should be from 0 to 300
3859	Invalid Maximum Strict Agent Callback Attempt Count.
3860	Maximum Strict Agent Callback Attempt Count should be from 1 to 30.
3861	Invalid POM Monitor Interval Data retention period.
3862	POM Monitor Interval Data retention period should be from 62 to 2880.
3863	Invalid POM Monitor refresh interval.
3864	POM Monitor refresh interval should be from 2 to 120.
3865	Invalid contact export batch size.
3866	Contact export batch size should be from 10 to 7000.
3867	Invalid port value.

3868	Port value should be from 100 to 5000.
3869	Invalid minimum job attachment period.
3870	Minimum job attachment period should be from 1 to 480.
3871	Invalid nailing retry interval.
3872	Nailing retry interval should be from 10 to 1800.
3873	Invalid POM monitor concurrent sessions value.
3874	POM monitor concurrent sessions should be from 5 to 500.
3875	Invalid agent job waiting duration.
3876	Max agent job waiting duration should be from 10 to 60.
3877	Invalid agent record waiting duration.
3878	Max agent record waiting duration should be from 10 to 60.
3879	Invalid POM Monitor agent page size.
3880	POM Monitor agent page size should be from 10 to 100.
3881	Empty Address While call attempt configuration is disabled
3882	Recorder configuration is disabled.
3883	Invalid value. Please use either \"Agent Extension\" or \"Nailup call CLID\"
3884	Invalid global config ID list.
3885	Invalid value for home country
3886	Invalid value. Please use either DoNotSkipEmpty or SkipEmptyAndMoveNextImmediately or SkipEmptyAndMoveNextLater.
3887	Invalid value for global date time format
3888	Invalid value. Use valid country code separator
3889	Failed to retrieve purge schedule details.
3890	Invalid value for days. Days value should be from 0 to 3650.
3891	Invalid value for hours. Hours value should be from 0 to 23.
3892	Invalid value for minutes. Minutes value should be from 0 to 59.
3893	Invalid value for seconds. Seconds value should be from 0 to 59.
3894	Failed to update purge schedule details.
3895	Invalid value for enabling campaign and agent purge setting.
3896	Invalid value for enabling import data purge setting.
3897	Invalid job statistics event frequency.
3898	Job statistics event frequency should be between 3 and 60 seconds.
3899	Send job statistics events configuration is disabled.
3900	The provided purge schedule is less than the data retention duration required for rules:
3901	Invalid protocol values, Comma separated protocols (sip/sips/tel) with no spaces in between are allowed. Also '*' platform will ignore any protocol included in the URI
3902	Invalid nuisance duration agent connect Time Out.
3903	Nuisance duration agent connect value should be from 100 to 10000.
3904	Strict nuisance reporting configuration is disabled.
3905	Operation not allowed for None installation mode")

Chapter 3: SOAP Web services

You can use SOAP Web services to perform and track routine operations related to contact, campaign and access call pacing functionality. POM Web services, divided in two groups namely VP_POMAgentAPIService and VP_POMCmpMgmtService.

Note:

The configured EP user used for calling webservices must have access to the entities like contact lists, campaign and attributes. The user created with predefined POM Campaign manager role have access to most of the operations available through webservices.

Deprecated Web service

POM 3.0 and later releases does not support below SOAP webservices. Use alternate REST webservices instead which are available in latest POM release.

- GetContactData service, use GetContactDataFromList instead.
- GetContactAttributeValue service, use GetContactAttributeValueFromList instead.
- SaveContact service, use SaveContactToList instead.
- DeleteContact service, use DeleteContactFromList instead.
- UpdateContactAttributeValue service, use UpdateContactAttributeValueToList instead.
- AddContactToJob service, use AddContactFromListToJob instead.
- AddContactGroupToJob service, use AddContactListToJob instead.

About VP_POMAgentAPIService Web service

POM provides the *VP_POMAgentAPIService* web service to perform routine operations.

- Saving, deleting and retrieving the contact information.
- Adding contacts to running campaign jobs.
- Adding and removing contact list to campaign job.
- Retrieving and updating the attributes values of contact.
- Checking the contact address existence in the DNC list.
- Adding and removing information in the DNC list.
- Updating the completion code
- Mark contacts callable and not callable.
- Creating callback for the campaign.

Configuring the VP_POMAgentAPIService Web service

Procedure

- Use a Web browser to open the page https://<EP_SERVER_IP_ADDRESS>/axis2/services/VP_POMAgentAPIService where IP address is the address of the Avaya Aura® Experience Portal (EP) server.
- Enter a valid EP user name and password.
- Save the Web Service Definition Language (WSDL) file.

- You can use this file to build a Web service client, and access the Agent API Web service (VP_POMAgentAPIService).

Note:

Ensure that the Web service client you generate is an axis2 (version 1.6.2) client. If you upgrade POM from an earlier version to POM 3.1, ensure you regenerate the client using the new .wsdl files. For more information about generating the client, see the Apache axis2 documentation from <http://ws.apache.org/axis2/>

This Web service conforms to the current World Wide Web Consortium (W3C) standards. For more information about WSDL file, see Agent API WSDL file in section “Sample WSDL files for Web”.

- You must mention an endpoint URL to create the axis2 client. The endpoint URL for Agent API Web service is https://<EP_SERVER_IP_ADDRESS>/axis2/services/VP_POMAgentAPIService

GetContactDataFromList service

Use the GetContactDataFromList web service to retrieve contact information from the contact list. The configured EP user must have access to the contact lists and private attributes.

Parameter	Type	Description
UserContactID	String	User Contact ID required for retrieving contact record from the POM database. This should be used as a link between external customer database and POM database.
ContactListName	String	The name of the contact list where the contact information is stored.

This web service returns the contact data object of type ContactDataType.

Parameters of the ContactDataType object

Parameter	Type	Description
UserContactID	String	User contact id for the retrieved contact record.
ContactListName	String	The name of the contact list.
FirstName	String	The value for first name of the contact.
LastName	String	The value for last name of the contact.
PhoneNumber1	String	The value for phone number1 of the contact.
PhoneNumber2	String	The value for phone number2 of the contact
Email	String	The email address of the contact.
LastModifiedOn	dateTime	Time when contact record was inserted or last updated by user.
LastModifiedBy	String	Name of the user who last modified this contact.
Language	String	Field for storing language choice of this contact
TimeZone	String	The time zone for the phone number 1 of the contact.
LastAttemptTime	dateTime	Time when this contact was last attempted in a campaign
LastSuccessfulAttemptTime	dateTime	Time when this contact was last successfully reached in a campaign.
LastCompletionCodeId	Integer	ID of the last completion code received for this contact record.
Title	String	The salutation that POM uses before the first name of the contact. For example, Mr., Mrs, Dr., Ms

AddressLine1	String	The address of the contact.
AddressLine2	String	Additional space provided for noting down the address of the contact.
AddressLine3	String	Additional space provided for noting down the address of the contact.
AddressLine4	String	Additional space provided for noting down the address of the contact.
AddressLine5	String	Additional space provided for noting down the address of the contact.
Country	String	The country of the contact record.
ZipCode	String	The zip code for the contact record.
PhoneNumber1CountryCode	String	The country code for the phone number of the contact record.
PhoneNumber2CountryCode	String	The country code for the alternative phone number of the contact record.
PhoneNumber2TimeZone	String	The time zone for the phone number 2 of the contact.
AttributeObj	AttributeType[]	The array of custom attributes associated for the contact record.

Faults

Return code	Fault message
-2	Contact record not found.
-14	Contact list not found.
-28	Access Denied - Not a valid contact list for your organization.
-29	Access Denied - Not a valid attribute for your organization.

GetContactAttributeValueFromList service

Use the GetContactAttributeValueFromList web service to retrieve specific contact attribute value from the contact list. The configuredEP user must have access to the contact lists and private attributes.

Parameters

Parameter	Type	Description
ContactID	String	User Contact ID required while retrieving the contact attribute. This should be used as a link between external customer database and POM database.
ContactListName	String	Name of the list where the contact information is saved.
AttributeName	String	The specific attribute name from the given contact list.

This web service returns the attribute value in string.

The predefined attributes are case-sensitive and must be mapped. The following table shows the mapping:

Attribute Name	Value to be used in the AttributeName parameter
Id	UserContactId
First Name	FirstName
Last Name	LastName

Attribute Name	Value to be used in the AttributeName parameter
Phone Number1	PhoneNumber1
Phone Number1 Country Code	PhoneNumber1CtryCode
Phone Number1 Time Zone	TimeZone
Phone Number2	PhoneNumber2
Phone Number2 Country Code	PhoneNumber2CtryCode
Phone Number2 Time Zone	PhoneNumber2Tz
Email	Email
Language	Language
Title	TitlePredefined
Address Line1	AddrLine1Predefined
Address Line2	AddrLine2Predefined
Address Line3	AddrLine3Predefined
Address Line4	AddrLine4Predefined
Address Line5	AddrLine5Predefined
Country	CountryPredefined
Zip Code	ZipcodePredefined

Faults

Return code	Fault message
-2	Contact record not found.
-5	Attribute record not found. AttributeName is case-sensitive.
-14	Contact list not found.
-24	Not a valid attribute for this contact record.
-28	Access Denied - Not a valid contact list for your organization.
-29	Access Denied - Not a valid attribute for your organization.
-46	Failed to get attribute value.

GetPhoneNumber service

Use the GetPhoneNumber web service to retrieve a phone number from the contact record. The GetPhoneNumber web service searches for the given user contact ID, contact list name, and phone attribute name. The GetPhoneNumber returns the phone number along with the associated time zone and country code attribute values.

Parameters

Parameter	Type	Description
ContactID	String	User Contact ID required while retrieving the Phone type of attribute from contact record.
ContactListName	String	The name of the list where the contact information is stored.
PhoneAttributeName	String	The name for PHONE type of attribute.

This web service returns the data object of type PhoneType.

Members of PhoneType object

Parameter	Type	Description
CountryCode	String	The country code value associated with the phone attribute.
PhoneNumber	String	The value of the phone number.
TimeZone	String	The time zone value associated with the phone attribute.
PhoneAttributeName	String	The name for PHONE type of attribute.

Faults

Return code	Fault message
-2	Contact record not found.
-5	Attribute record not found. AttributeName is case-sensitive.
-14	Contact list not found.
-28	Access Denied - Not a valid contact list for your organization.
-37	Failed to get phone number.

SaveContactToList service

Use the SaveContactToList web service to save or update contact information to any defined contact list. From 3.0.4 onwards, adding contact to contact list using this web service will ensure that the newly added contact will be picked for dialing, if they meet both, the filter, and the sort criteria of the running campaign job.

The first parameter for this web service is ContactToBeSaved, an object type of ContactDataType.

Parameters

Parameter	Type	Description
ContactToBeSaved	ContactDataType	The object type of ContactDataType.
AutomaticUpdateForTimeZone (optional)	Boolean	By default set to false. If AutomaticUpdateForTimeZone is set to true, POM automatically updates the time zone for the phone numbers depending on the country code specified while entering the phone number.
CheckForRejectPattern (optional)	Boolean	By default set to false. If CheckForRejectPattern is set to true, POM applies the global and country specific rejection patterns for the phone number.
CheckForPhoneFormatsRule (optional)	Boolean	By default set to false. If CheckForPhoneFormatRules is set to true, POM applies the country specific phone format patterns for the phone number.
UpdateExisting (optional)	Boolean	By default set to false. If UpdateExisting is set to true, POM updates the existing record, or ignores the newly added record
CheckDNC (optional)	Boolean	By default set to false. If CheckDNC is set to true, POM checks if the contact exists in the DNC list.

Members of ContactDataType object

Parameter	Type	Description
UserContactID	String	User Contact ID required while adding or updating the contact record. This should be used as a link between external customer database and POM database. This parameter is mandatory.
ContactListName	String	The name of the contact list. This parameter is mandatory.
Title	String	The salutation POM uses before the first name of the contact. For example, Mr., Mrs, Dr., and Ms.
FirstName	String	The value for first name of the contact.
LastName	String	The value for last name of the contact.
PhoneNumber1	String	The value for phone number1 of the contact.
TimeZone	String	The time zone for the phone number 1 of the contact.
PhoneNumber1CountryCode	String	The country code for the phone number1 of the contact record.
PhoneNumber2	String	The value for phone number2 of the contact.
PhoneNumber2CountryCode	String	The country code for the phone number2 of the contact record.
PhoneNumber2TimeZone	String	The time zone for the phone number 2 of the contact.
Email	String	The email address of the contact.
Language	String	Field for storing language choice of this contact.
AddressLine1	String	The address of the contact.
AddressLine2	String	Additional space provided for noting down the address of the contact.
AddressLine3	String	Additional space provided for noting down the address of the contact.
AddressLine4	String	Additional space provided for noting down the address of the contact.
AddressLine5	String	Additional space provided for noting down the address of the contact.
Country	String	The country of the contact record.
ZipCode	String	The zip code for the contact record.
AttributeObj	AttributeType[]	To specify the custom attributes for the contact record.

This web service returns a zero if the contact is successfully saved to the POM database.

Faults

Return code	Fault message
-5	Attribute record not found. Attribute name is case-sensitive.
-6	Failed to save contact.
-14	Contact list not found.
-28	Access Denied.-. Not a valid contact list for your organization.
-29	Access Denied - Not a valid attribute for your organization.
-38	Invalid value for attribute.

UpdateContactAttributeValueToList service

Use the UpdateContactAttributeValueToList web service to update the individual contact attribute values for the given contact record. The configured EP user must have access to the specified contact list and custom attributes. This web service also works while the contact list is being imported provided that the user Contact ID and contact list exists on the POM server. The web service performs two separate transactions for updating the attribute values and importing records. These transactions are executed on first come first serve basis. If the specific record is not imported and the web service is run, the system will display a fault error. Else, the value is updated successfully.

From POM 3.0.4 onwards, this web service will ensure that the updated contact is picked for dialing if the contact meets filter criteria of campaign.

Note:

If you change attribute values using UpdateContactAttributeValueToList web service, the updated contacts associated with a campaign job will be filtered if the updated attribute value matches the filter criteria. But if you change the attribute values for those contacts that are already a part of existing filtered contacts and are associated with a campaign job, and the contact no longer matches the filter criteria as a result of being modified, the contact will not be removed from the job. You can use restrictions based on the attributes to check runtime changes in attribute values.

Parameters

Parameter	Type	Description
ContactID	String	User Contact ID required while adding or updating the contact record. This should be used as a link between external customer database and POM database.
ContactListName	String	The name of the list where contact record is saved.
AttributeName	String	The name of the attribute to be updated.
AttributeValue	String	The value of the attribute to be updated.

The predefined system attributes are case-sensitive and you must map the attributes according to the following table:

Attribute Name	Name to be used in the service
Id	UserContactId
First Name	FirstName
Last Name	LastName
Phone Number1	PhoneNumber1
Phone Number1 Country Code	PhoneNumber1CtryCode
Phone Number1 Time Zone	TimeZone
Phone Number2	PhoneNumber2
Phone Number2 Country Code	PhoneNumber2CtryCode
Phone Number2 Time Zone	PhoneNumber2Tz
Email	Email
Language	Language
Title	TitlePredefined
Address Line1	AddrLine1Predefined
Address Line2	AddrLine2Predefined
Address Line3	AddrLine3Predefined
Address Line4	AddrLine4Predefined
Address Line5	AddrLine5Predefined
Country	CountryPredefined
Zip Code	ZipcodePredefined

Faults

Return code	Fault message
-2	Contact record not found.
-5	Attribute record not found. AttributeName is case-sensitive.
-14	Contact list not found.
-28	Access Denied - Not a valid contact list for your organization.
-29	Access Denied - Not a valid attribute for your organization.
-45	Failed to update attribute value.

To understand the behavior of the web service, let us consider the following example:

Let us imagine there is a custom attribute "Call Flag" which has two possible values - "True" to allow dialing and "False" to restrict the record. Imagine that the contact list has three phone numbers to dial, "Home", "Work", and "Mobile". Consider that the first attempt is the home phone number on this contact and that an attempt was made at 8:01 am and the attempt result was "no answer". Now, let us imagine that the strategy has a retry with a retry interval of 10 minutes. Consider that at 8:03 am, the web service "UpdateContactAttributeValueToList" was run and the flag "Call Flag" was set to "False". In such a case, the retry understands the updated "Call Flag" value and does not retry this contact at 8:10 am as the latest value is checked from the custom attribute.

UpdatePhoneNumber service

Use the UpdatePhoneNumber web service to update the phone number, the associated timezone and country code attribute values for a given contact record. The parameter list for this web service includes PhoneObject an Object of type PhoneType.

Parameters

Parameter	Type	Description
ContactID	String	User Contact ID required for updating the Phone type of attribute to existing contact record.
ContactListName	String	The name of the list where contact is stored.
PhoneObejct	PhoneType	The value of phone number.
AutomaticUpdateForTimeZone (optional)	Boolean	Set this parameter to true to automatically update the time zone for the phone numbers depending on the country code specified while updating the phone number.
CheckForRejectPattern (optional)	Boolean	Set this parameter to true if you do not want to save the phone number matching the reject patterns.
CheckForPhoneFormatsRule (optional)	Boolean	Set this parameter to true if you do not want to save the phone number matching the phone formats.
CheckDNC (optional)	Boolean	Set this parameter to true if you do not want to update the phone number existing in the DNC list.

This web service returns a zero if the given phone number is updated successfully. This service returns the data object of type PhoneType.

Members of PhoneType object

Parameter	Type	Description
CountryCode	String	The country code value associated with the phone attribute.
PhoneNumber	String	The value of the phone number.
TimeZone	String	The time zone value associated with the phone attribute.
PhoneAttributeName	String	The phone attribute name to be updated.

Faults

Return code	Fault message
-2	Contact record not found.
-5	Attribute record not found. AttributeName is case-sensitive.
-14	Contact list not found.
-28	Access Denied - Not a valid contact list for your organization.
-36	Failed to update phone number.
-38	Invalid value for attribute.

DeleteContactFromList service

Use the DeleteContactFromList webservice to permanently delete a particular contact record from the POM database. It supports deletion of un-attempted inqueue contacts and processed contacts which are marked as done while the campaign job is running. This webservice might throw fault error "Cannot delete contact as the attempt is in progress" even though contact list is not associated with campaign job. This error appears only during campaign job initialization for few seconds. In such cases if retries for 3 to 5 times are performed the fault error should allow contact deletion successfully.

Parameters

Parameter	Type	Description
ContactID	String	User Contact ID required while deleting the contact record.
ContactListName	String	The name of the contact list.

Faults

Return code	Fault message
-2	Contact record not found.
-14	Contact list not found.
-28	Access Denied - Not a valid contact list for your organization.
-11	Failed to notify campaign for contact modification.
-33	Cannot delete contact as the attempt is in progress.
-73	Failed to delete contact record.

GetAttributesList service

Use the GetAttributeList web service to get the list of attributes specific to the logged in user's organization. For non-Org users, POM displays the list of all attributes configured on the system. The list includes the predefined attribute names, custom attribute names, and the

respective attribute types. The web service does not have any input parameter, but returns an array of AttributeType object. If you provide the contact list name as an input, the system displays the associated attributes for the provided contact list.

Parameters

Parameter	Type	Description
ContactListName (optional)	String	Name of the contact list.

Parameters of AttributeType

Parameter	Type	Description
Name	String	Name of the attribute key name
Type	String	Data type of attribute
DisplayName	String	Localized display name of the attribute

Fault

Return code	Fault message
-14	Contact list not found.
-28	Access Denied - Not a valid contact list for your organization.
-44	Failed to get attribute list.

EmptyContactList service

Use the EmptyContactList service to empty a contact list by name, that is, delete all records in the list. You can delete all records in the list that are older than the time when you run the web service. You cannot empty a contact list if the contact list is a part of a queue, or an active campaign job is using the contact list.

Parameters

Parameter	Type	Description
ContactListName	String	The name of the contact list you want to empty.

This web service returns count of total contacts remaining from the time you start emptying the contact list.

Note:

You can empty the list and add new records to the list simultaneously.

Faults

Return code	Fault message
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-14	Contact list not found.
-28	Access Denied - Not a valid contact list for your organization.
-61	Failed to empty contact list

GetContactListEmptyStatus service

Use this web service to fetch the status of empty job operation started for the contact list, and the total number of records in the contact list when you run the web service.

Parameters

Parameter	Type	Description
ContactListName	String	The name of the contact list.

This web service returns an object of ContactListStatusType.

Parameters of ContactListStatusType

Parameter	Type	Description
EmptyStatus	ListStatus	Can be either LIST_BEING_IDLE OR LIST_BEING_EMPTIED.
TotalCount	Long	The total number of records yet to be deleted.

Faults

Return code	Fault message
-14	Contact list not found.
-28	Access Denied - Not a valid contact list for your organization.
-62	Failed to get status for contact list.

AddContactFromListToJob service

Use the AddContactFromListToJob web service to add a contact record to the running campaign job. The configured EP user must have access to the contact lists and campaign jobs.

When you add a contact by using the AddContactFromListToJob web service, the contact will not adhere to the filter criteria specified. However, the sort criteria specified will be applicable to the added contact.

From POM 3.0.4 onwards, the invocation of web service AddContactFromListToJob is optional. Saving contact to contact list using web service SaveContactToList will ensure that the newly added contact will be picked for dialing, if they meet filter criteria of the campaign.

The AddContactFromListToJob web service can still be invoked to change the priority of an existing contact which is not yet dialed by POM or add contacts to campaign job at HIGH/TOP priority even if it does not meet the filter criteria.

Further to this, once the campaign job moves to a Callback state and any new contacts added to the job will be considered for dialing. The campaign job state will be changed to Running state.

Addition contact through web service is not allowed if campaign job status is filter in progress.

Parameters

Parameter	Type	Description
CampaignName	String	The name of the campaign.
ContactID	String	A user contact ID with which you can internally identify the contacts existing in the POMdatabase.
ContactListName	String	The name of the contact list.
ContactPriority (optional)	Priority	To set the priority of the contact while filtering contact records. You can have values for priority such as LOW, MEDIUM, TOP, BOTTOM, and HIGH. By default the priority is set to MEDIUM. If you add the priority as TOP, the contacts are considered immediately. For TOP priority the priority value is considered to be existing highest priority+1. For instance if the highest priority for a job is 5, so if you set the priority to TOP, the value will be 5+1. For BOTTOM priority, the value is considered to the lowest-1. The lowest priority is translated to 0, so if you set the priority to BOTTOM, the value will be 0-1.

Faults

Return code	Fault message
-1	Job record not found.
-2	Contact record not found.
-7	Job contact record not found.
-14	Contact list not found.
-26	Campaign record not found.
-27	No running job found for campaign + XXXXX.
-28	Access Denied - Not a valid contact list for your organization.
-30	Access Denied - Not a valid campaign for your organization
-34	Invalid job status for contact related action.
-11	Failed to notify campaign for contact modification.

AddContactListToJob service

Use the AddContactListToJob web service to add a contact list to a running campaign. Addition contact through web service is not allowed if campaign job status is filter in progress. Adding contact list through web service will not trigger any refiltering of contacts for the campaign job.

Parameters

Parameter	Type	Description
CampaignName	String	The name of a campaign.
ContactListName	String	The name of the contact list.
ContactPriority (optional)	Priority	To set the priority of the contact list while attempts across multiple contact lists associated with the campaign. You can have several values for priority as LOW, MEDIUM, TOP, BOTTOM HIGH etc. By default It is set to MEDIUM.
ApplyFilter (optional)	Boolean	By default set to false. If ApplyFilter is set to true, POM applies the filter criteria specified during campaign creation.

Faults

Return code	Fault message
-1	Job record not found.
-2	Contact record not found.
-7	JobContact record not found.
-14	Contact list not found.
-26	Campaign record not found.
-27	No running job found for campaign + XXXXX.
-28	Access Denied - Not a valid contact list for your organization.
-30	Access Denied - Not a valid campaign for your organization.
-34	Cannot add contact record. Invalid job status for Job ID +XXXXX.
-35	Cannot add contact list to job. It already exists.
-64	Cannot add contact. Zone from given contact list is not associated for campaign.
-65	Invalid value for contact priority.
-72	Failed to add contact list to campaign.
-11	Failed to notify campaign for contact modification.

RemoveContactListFromCampaign service

Parameters

Use the RemoveContactListFromCampaign web service to remove a specified contact list from a running campaign. If the campaign job status is filter in progress, removal of contact list through a web service is not allowed.

Parameter	Type	Description
CampaignName	String	Name of the campaign to identify a running job.
ContactListName	String	Name of a contact list.

This web service returns false on successful execution.

Faults

Return code	Fault message
-2	Contact record not found.
-14	Contact list not found.
-28	Access Denied - Not a valid contact list for your organization.
-26	Campaign record not found.
-30	Access Denied - Not a valid campaign for your organization.
-70	Cannot remove contact list from campaign. Found campaign job without contact list.
-34	Invalid job status for contact related action.
-69	Cannot remove contact list from campaign. Contact list is not associated with campaign.
-71	Failed to remove contact list from campaign.

IsDNC service

Use IsDNC web service to check if a given phone number, or e-mail address, or SIP address exist in the DNC list.

Parameters

Parameter	Type	Description
Address	String	Phone number, or email address, or SIP address.
OrgName(optional)	String	Name of the organization. If you provide OrgName, POM uses Org's DNC list for that organization to execute DNC operation. As POM checks only Org's DNC list, ensure you check common DNC list for PhoneNo and email address. While applying DNC for Org based campaigns POM check addresses in common DNC list and Org DNC list.
CheckForRejectPattern (optional)	Boolean	By default set to false. If CheckForRejectPattern is set to true, POM applies global and country specific rejection patterns for phone number.
CheckForPhoneFormatRules (optional)	Boolean	By default set to false. If CheckForPhoneFormatRules is set to true, POM applies country specific phone format patterns for phone number.

This web service returns True if phone number, email address, or SIP address exists in DNC list. It returns False if phone number, email address, or SIP address does not exist in DNC list.

Faults

Return code	Fault message
-18	Address cannot be null.
-19	Invalid address for DNC + XXXX
-21	Access denied.
-40	DNC list not found.

-43	Failed to check DNC address existence.
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AddToDNCList service

Use the AddToDNCList web service to add phone numbers, email addresses, or SIP address to the Do Not Call (DNC) list. You can add contact numbers to the common DNC list only if the configured EP is a global user and not an Org user.

Parameters

Parameter	Type	Description
Address	String	Phone number, email address, or SIP address.
OrgName (optional)	String	Name of the organization. If you provide the OrgName, POM uses the appropriate DNC list for that organization to execute the DNC operation.
CheckForRejectPattern (optional)	Boolean	By default set to false. If CheckForRejectPattern is set to true, POM applies the global and country specific rejection patterns for the phone number.
CheckForPhoneFormatRules (optional)	Boolean	By default set to false. If CheckForPhoneFormatRules is set to true, POM applies the country specific phone format patterns for the phone number.

The AddToDNCList web service returns a True value if the phone number or email address or SIP addresses are successfully added to the DNC list.

Faults

Return code	Fault message
-9	Address already there in DNC list.
-18	Address cannot be null.
-19	Invalid address for DNC + XXXX.
-21	Access denied.
-40	DNC list not found.
-41	Failed to add DNC address
-43	Failed to check DNC address existence.

RemoveFromDNCList service

Use the RemoveFromDNCList webservice to delete phone numbers, or email addresses, or SIP address from the Do Not Call (DNC) list. You can remove contacts to the Common DNC list only if the configuredEP user is a global user and not an Org user.

Parameters

Parameter	Type	Description
Address	String	Phone number, email address, or SIP address.
OrgName (optional)	String	Name of the organization. If you provide the OrgName, POM uses the appropriate DNC list for that organization to execute the DNC operation.
CheckForRejectPattern (optional)	Boolean	By default set to false. If CheckForRejectPattern is set to true, POM applies the global and country specific rejection patterns for the phone number.
CheckForPhoneFormatRules (optional)	Boolean	By default set to false. If CheckForPhoneFormatRules is set to true, POM applies the country specific phone format patterns for the phone number.

The RemoveFromDNCList web service returns a True value if the phone number, email address, or SIP address is successfully removed from the DNC list.

Faults

Return code	Fault message
-17	Cannot remove address — not in the DNC list.
-18	Address cannot be null.
-19	Invalid address for DNC + XXXX.
-21	Access denied.
-40	DNC list not found.
-42	Failed to remove DNC address.
-43	Failed to check DNC address existence.

UpdateAgentAttributeValue service

Use UpdateAgentAttributeValue web service to update the agent attribute values for the given campaign job and agent session record. The configured EP user must have access to campaign job and agent attributes.

Parameters

Parameter	Type	Description
JobId	Integer	Unique identification of the campaign job.
AgentId	String	Unique identification of the agent.
AttributeName	String	The name of the agent type of attribute you want to update.
AttributeValue	Double	The value of the agent attribute you want to update.
Operation	OperationType	Can have 3 values: Add, Minus, and Assign. The default value is Assign. If you set the operation type as Add, POM increments the existing attribute value with the specified number.

Faults

Return code	Fault message
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-1	Job record not found.
-45	Failed to update campaign attribute value.
-66	Active session not found for agent.
-5	Attribute record not found. AttributeName is case-sensitive.

UpdateCampaignAttributeValue Service

Use UpdateCampaignAttributeValue web service to update campaign attribute value for given campaign job. The configured EP user must have access to campaign and campaign attribute.

Parameters

Parameter	Type	Description
JobId	Integer	Unique identification of campaign job. Use VP_POMCmpMgmtService webservice to get job id for campaign.
AttributeName	String	The name of campaign type of attribute.
AttributeValue	Double	The value for campaign attribute.
Operation (optional)	OperationType	Can have 3 values: Add, Minus, and Assign. The default value is Assign. If you set operation type as Add, POM increments existing attribute value with specified number.

Faults

Return code	Fault message
-1	Job record not found.
-45	Failed to update campaign attribute value.
-46	Failed to get attribute value.

MarkContactsAsCallable Service

Use the MarkContactsAsCallable web service to mark contacts in bulk. The POM server will remove all contacts from the exclusion list, and the campaign will dial those contacts.

Parameters

Parameter	Type	Description
UserContactIds	String[]	Array of unique user contact IDs for multiple contact records. Minimum 1 and Maximum 100 Ids can be specified in single request.
ContactListName	String	The name of a contact list.

This web service will return true on successful execution.

Faults

Return code	Fault message
-14	Contact list not found.
-28	Access Denied - Not a valid contact list for your organization.
-76	Contact list operation is in progress for XXX such as import job, exclude or clear exclude job.
-75	Failed to clear contact exclusion. For contacts {failed usercontactids}

MarkContactsAsUnCallable service

Use the MarkContactsAsUnCallable web service to mark contacts in bulk as not callable. The POM campaign will permanently skip those contacts from dialing unless they are marked as callable again.

Parameters

Parameter	Type	Description
UserContactIds	String[]	Array of unique user contact IDs for multiple contact records. Minimum 1 and Maximum 100 Ids can be specified in single request.
ContactListName	String	The name of a contact list.

This web service will return 1 on successful execution.

Faults

Return code	Fault message
-14	Contact list not found.
-28	Access Denied - Not a valid contact list for your organization.
-76	Contact list operation is in progress for XXX such as import job, exclude or clear exclude job.
-75	Failed to clear contact exclusion. For contacts {failed usercontactids}

IsContactCallable service

Use the IsContactCallable web service to check if a given contact exists in the exclusion list.

Parameters

Parameter	Type	Description
UserContactIds	String[]	User Contact ID required for checking the callable status of a specific contact.
ContactListName	String	Name of a contact list.

This web service will return true if contact does not exist in the exclusion list. This web service returns false if contact exists in exclusion list.

Faults

Return code	Fault message
-2	Contact record not found.
-14	Contact list not found.
-28	Access Denied - Not a valid contact list for your organization.
-76	Contact list operation is in progress for XXX such as import job, exclude or clear exclude job.

MarkContactListUnCallable service

Use the MarkContactListUnCallable web service to mark a contact list as not callable. The POM campaign will permanently skip the contact list from dialing unless it is marked as callable again.

The web service execution will start job type Exclude for the provided contact list.

Parameters

Parameter	Type	Description
ContactListName	String	Name of a contact list.

This web service will return 1 on successful execution.

Faults

Return code	Fault message
-14	Contact list not found.
-28	Access Denied - Not a valid contact list for your organization.
-76	Contact list operation is in progress for XXX such as import job, exclude or clear exclude job.
-77	Zero available contacts for contact list.

MarkContactListCallable Service

Use the MarkContactListCallable web service to mark a contact list as callable. The web service

execution will start Exclude Reset job type for provided contact list.

Parameters

Parameter	Type	Description
ContactListName	String	Name of a contact list.

This web service will return 1 on successful execution.

Faults

Return code	Fault message
-14	Contact list not found.
-28	Access Denied - Not a valid contact list for your organization.
-76	Contact list operation is in progress for XXX such as import job, exclude or clear exclude job.
-78	Zero excluded contacts for list.

GetAllCallbacks service

Use this web service to fetch list of existing callbacks from system. Make sure to have fixed values for each parameter below till all the callbacks are retrieved.

Parameters

Parameter	Type	Description
PageSize (optional)	Integer	Number of records to be fetched from callback list. Max 100 callbacks per request is allowed. If value is not provided default page size used for calculating total pages will be 10.
PageNumber (optional)	Integer	The page number for which records needs to be fetched. If value is not provided default 1 will be used.
SortBy (optional)	String	Field name to be used for sorting the records. Possible values include below names and datatypes: "callback_id", "integer" "contact_id", "integer" "status", "integer" "callback_type", "integer" "campaign_name", "string" "created_by", "string" "start_time", "date" "end_time", "date" "next_attempt_after", "date" "select", "select"
SortDirection (optional)	String	Either asc and desc values are allowed for ascending and descending sort respectively. If value is not provided DESC will be used as default value.
SearchBy (optional)	String	Field name to be used for searching the records. Possible values include below names and datatypes: "callback_id", "integer" "contact_id", "integer" "status", "integer" "callback_type", "integer" "campaign_name", "string" "created_by", "string" "start_time", "date" "end_time", "date" "next_attempt_after", "date" "select", "select"
SearchOperator (optional)	String	Below operator will be allowed according to type of field selected in SearchBy: Callback ID, contact ID: =,! =,>=,<=,<,>,in, between, not between, is null, is not null. Campaign Name, Created By: =, !=, in, contains, begins with, ends with is null, is not null. Type, State: =, !=, in, is null, is not null. Next Attempt After, Start Time, End Time: =,! =,>=,<=,<,>, is null, is not null.
SearchValue (optional)	String	Value to be searched. Ensure to provide valid value according to data type of field selected in Search By operator. Wild chars like * , ~ are not valid.

TimeZone (optional)	String	Required for dateTime type of fields. For example start time, end time, next attempt after fields.
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This web service will return CallbackList in response on successful execution of criteria provided in request. Each item from list is of type Callback, below are the details on member received in callback:

Parameter	Type	Description
CallbackID	String	Unique identifier for callback.
SystemContactID	String	System contact ID for the contact for which callback is found.
CampaignName (optional)	String	Name of campaign for which callback is scheduled.
CallbackType (optional)	POMCallbackType	Type of the callback, possible values include Agent, Campaign and Standard.
Status (optional)	CallbackStatusType	Current status of the callback. Possible values include ActiveAttachedToJob, Completed, Expired, CampaignTerminated, Overwritten, ContactExcluded, WaitingForJob, ManuallyCancelled, Locked and InProgress.
NextAttemptAfter (optional)	DateTime	The next attempt time scheduled for the callback. next attempt time is determined by two global configuration parameters Pre interval time(min) and Retry time(min).
StartTime	DateTime	Start Date and time for callback schedule.
EndTime (optional)	DateTime	End Date and time for callback schedule. Blank end time is returned for never expiring callback.
CreatedBy (optional)	String	Logged in user name which scheduled the callback.

Faults

Return code	Fault message
-97	Invalid Date Format or Timezone. Please enter time in yyyy/MM/dd HH:mm:ss format.
-102	Failed to reschedule callback.
-109	Page size is invalid.
-110	Invalid Search and/or Sort parameters.
-111	Give proper payload values. timeZone is required
-112	Fail to get callback list.
-113	Page number is invalid.

ScheduleCallBack service

Use this web service to schedule agent, campaign or standard type of callback. Optional parameters like agentID, handlerName, actionName and contactAttributeName not checked against valid values. Make sure to use valid logged in agent ID while creating agent callback. Also use valid handlerName and actionName from campaign strategy assigned for the campaign. For predefined contact attributes use PhoneNumber1 and PhoneNumber2 values and custom attribute name should be same as given while attribute creation.

Parameters

Parameter	Type	Description
UserContactID	String	User Contact ID required for scheduling the callback for a specific contact.
ContactListName	String	The name of the contact list where the contact information is stored.
CampaignName	String	The campaign name for which you schedule the callback.
StartTime	String	The preferred date and time to schedule or enable call back for the given contact. The format is yyyy/MM/dd HH:mm.
Notes	String	The call back notes for reference.
EndTime (optional)	String	The date and time to consider callback expired. The format is yyyy/MM/dd HH:mm. If value not provided then never expiring type of callback will be created.
TimeZone (optional)	String	The time zone for the given contact record. You can specify any Java supported time zone.
ContactAttributeName (optional)	String	The name of the contact attribute of PHONE type for the given contact record. The valid values for predefined attributes are PhoneNumber1, PhoneNumber2, and Email.
Address (optional)	String	Any free form phone number or email address can be specified which is not part of contact record given for callback. Note: If you do not specify a value, the system picks up the default value specified in the campaign strategy.
CallbackType (optional)	POMCallbackType	If value is not specified by default Campaign type of callback will be created. Valid values include Agent, Campaign and Standard (i.e 0 , 1 and 2 respectively).
AgentID (optional)	String	Used and valid only for agent type of callback. Specify the agent ID for which callback needs to be scheduled. Refer to callback feature for details about agent selection if provided agent ID is not available when callback matures.
HandlerName	String	Provide valid handler name provided or used in campaign strategy. If value is not provided initial handler will be used by default.
ActionName	String	Provide valid action name provided or used in campaign strategy. If value is not provided Call_100 action name will be used by default.

This web service will return 0 on successful execution.

Faults for ScheduleCallback

Return code	Fault message
-2	Contact record not found.
-5	Attribute record not found. AttributeName is case-sensitive.
-14	Contact list not found.
-26	Campaign record not found.
-28	Access Denied - Not a valid contact list for your organization.

-30	Access Denied - Not a valid campaign for your organization.
-39	Failed to schedule the callback.
-114	Failed to create callback as an attempt for given contact is already in progress.

DeleteCallbacks service

Use this web service to delete callbacks in bulk. Maximum upto 100 callbacks can be deleted in one webservice request.

Parameters

Parameter	Type	Description
CallbackIDs	String[]	Callback ID list required for deleting callbacks.

This web service will return CallbackID and Status response against each callback ID on successful execution. Below are the details on CallbackStatus members:

Parameter	Type	Description
CallbackID	String	Callback ID from input list of callback IDs provided in request.
CallbackResponseStatus	String	The result of callback deletion, valid values include below: NotEligibleForDeletion – Callback is not deleted because it is found in active attached to job, campaign terminated, waiting for job, or in progress state. CallbackIDNotFound – Provided call back ID is invalid. DeletionSuccessful – Callback deletion successful. DBOperationFailed – Due to database error callback deletion failed. Check webservice log files to find details.

Faults

Return code	Fault message
-93	Invalid callback ID.
-94	Callback ID list is empty.
-95	Failed to delete callbacks.

GetCallbackDetails service

Use this web service to get details of the given callback.

Parameters

Parameter	Type	Description
CallbackID	String	Provide Callback ID to get details.

This web service will return callback details in response against callback ID on successful execution. Below are the details on CallbackDetails members received in response:

Parameter	Type	Description
CallbackID	String	Unique identifier for callback.
SystemContactID	String	System contact ID for the contact for which callback is found.
AgentSessionID	String	Unique identifier for current logged in session of an agent assigned for the callback.
JobID	String	Current job ID for the campaign.
ActionID	String	Action ID from which callback processing will start for the callback.
StartTime	DateTime	Start Date and time for callback schedule.
EndTime (optional)	DateTime	End Date and time for callback schedule. Blank end time is returned for never expiring callback.
CampaignName (optional)	String	Name of campaign for which callback is scheduled.
CallbackType (optional)	POMCallbackType	Type of the callback, possible values include Agent, Campaign and Standard.
Status (optional)	CallbackStatusType	Current status of the callback. Possible values include ActiveAttachedToJob, Completed, Expired, CampaignTerminated, Overwritten, ContactExcluded, WaitingForJob, ManuallyCancelled, Locked and InProgress.
PhoneAttributeName (optional)	String	Name of the contact attribute of PHONE type.
Address (optional)	String	Any free form phone number or email address which was used while scheduling callback.
CreatedFor (optional)	String	The agent ID for which callback was scheduled. The value is fetched only for Agent type of callback.
Notes (optional)	String	Callback notes saved while scheduling the callback.
ServicedByAgentID (optional)	String	The agent ID which handled the callback.
CreatedBy (optional)	String	Logged in user name which scheduled the callback.
HandlerName (optional)	String	Name of the handler from which execution of callback will start.
ContactListID (optional)	String	Unique identifier for contact list containing the contact ID for which callback is scheduled.
OrganizationID (optional)	String	Orgnization ID of the campaign for which callback is scheduled.
NextAttemptAfter (optional)	DateTime	The next attempt time scheduled for the callback. next attempt time is determined by two global configuration parameters Pre interval time(min) and Retry time(min).
CreationTime	DateTime	Date and time when callback was created.

Faults

Return code	Fault message
-93	Invalid callback ID.
-104	Failed to get callback details.

TerminateActiveCallbacks service

Use this web service to terminate callbacks in bulk. Maximum upto 100 callbacks can be terminated in one webservice request.

Parameters

Parameter	Type	Description
CallbackIDs	String[]	Callback ID list required for deleting callbacks.

This web service will allow to terminate callbacks found in active state, in response TerminatedCallbackStatus will be returned against each callback ID. Below are the details on CallbackStatus members received in response:

Parameter	Type	Description
CallbackID	String	Callback ID from input list of callback IDs provided in request.
CallbackResponseStatus	String	The result of callback termination, valid values include below: NotEligibleForTermination – Callback is not terminated because it is not found in “Active Attached To Job” OR “Waiting For Job” state. CallbackIDNotFound – Provided call back ID is invalid. TerminationSuccessful – Callback termination successful. DBOperationFailed – Due to database error callback termination failed. Check webservice log files to find details.

Faults

Return code	Fault message
-93	Invalid callback ID.
-94	Callback ID list is empty.
-96	Failed to terminate callbacks.

RescheduleExpiredCallback service

Use this web service to reschedule callback for provided callback ID.

Parameter	Type	Description
CallbackID	String	Unique identifier for callback.
EndTime (optional)	String	The date and time to consider callback expired. The format is yyyy/MM/dd HH:mm. If value not provided then never expiring type of callback will be created.
TimeZone (optional)	String	The time zone for the given contact record. You can specify any Java supported time zone.
NextAttemptTime (optional)	String	New Next attempt time to be updated for the callback.

This web service will allow to reschedule callback found in expired state. In response it will return 0 on successful execution.

Faults

Return code	Fault message
-2	Contact record not found.
-93	Invalid callback ID.
-97	Invalid Date Format or Timezone. Please enter time in yyyy/MM/dd HH:mm:ss format.
-98	Callback is not 'Expired' state or Callback is not present.
-99	End Time should be greater than Current Time.
-100	Next Attempt After Time should be greater than current time.
-101	Callback Already exist. Can not reschedule on the contact id.
-102	Failed to reschedule callback.
-103	End Time should be greater than Next Attempt After Time.

ExtendActiveCallback service

Use this web service to reschedule callback for provided callback ID.

Parameter	Type	Description
CallbackID	String	Unique identifier for callback.
EndTime (optional)	String	The date and time to consider callback expired. The format is yyyy/MM/dd HH:mm. If value not provided then never expiring type of callback will be created.
TimeZone (optional)	String	The time zone for the given contact record. You can specify any Java supported time zone.

This web service will allow to extend end time for active callback. In response it will return 0 on successful execution.

Faults

Return code	Fault message
-93	Invalid callback ID.
-97	Invalid Date Format or Timezone. Please enter time in yyyy/MM/dd HH:mm:ss format.
-99	End Time should be greater than Current Time.
-100	Next Attempt After Time should be greater than current time.
-102	Failed to reschedule callback.
-103	End Time should be greater than Next Attempt After Time.
-105	Failed to extend active callback.
-106	Callback is not in 'Active Attached To Job' or 'WaitingForJob' state or Callback is not present.
-107	Operation is not allowed as callback is expiring in 5 minutes.
-108	New End Time should be greater than previous end Time.

GetAllCompletionCodesForCampaign service

Use the GetAllCompletionCodesFor Campaign web service to get all custom completion codes associated for a campaign.

Parameters

Parameter	Type	Description
JobID	Integer	A job is a running instance of any campaign. To internally identify a job, use a unique ID for each running instance. Use VP_POMCmpMgmtService web services to retrieve job ID.

This method returns the completion codes for the selected campaign.

Faults

Return code	Fault message
-1	Job record not found.
-30	Access Denied - Not a valid campaign for your organization.
-32	No custom completion codes defined for this campaign.

UpdateCompletionCode service

Use the UpdateCompletionCode web service to update the completion code for a given contact record. The configured EP user must have access to campaigns and completion codes.

Parameters

Parameter	Type	Description
PIMSessionID	Double	The POM session id for the attempt. The value for this field is available in POM PDC OD application, custom post job processor and custom restrict class.
CompletionCode	String	The custom completion code name.

This web service returns a zero if the custom completion code is successfully updated for the specified contact.

Faults

Return code	Fault message
-1	Job record not found.
-3	Completion code record not found.
-4	Not a valid completion code for this campaign.
-10	Not a system completion code.
-16	Attempt record not found for pimSessionID – XXXX.
-30	Access Denied - Not a valid campaign for your organization.

About VP_POMCmpMgmtService Web service

POM uses VP_POMCmpMgmtService to manage campaign-related features, such as scheduling, starting, stopping, pausing campaigns, import data source and retrieve campaign job related details. This Web service needs a valid Avaya Aura® Experience Portal user for authorization.

If you have turned the multitenancy on, ensure that the Avaya Aura® Experience Portal user belongs to the same organization as that of the campaign. For details on multitenancy, refer to the Organizational level access section in the Administering Avaya Aura® Experience Portal guide. Alternatively, this Web service considers a global user as a valid user who can access all campaigns across organizations.

The list of following services are available for the *VP_POMCmpMgmtService* Web service:

Configuring the VP_POMCmpMgmtService Web service Procedure

- Use a Web browser to open the page https://<EP_SERVER_IP_ADDRESS>/axis2/services/VP_POMCmpMgmtService where IP address is the address of the Avaya Aura® Experience Portal server.
- Enter a valid Experience Portal user name and password.
- Save the Web Service Definition Language (WSDL) file.
- You can use this file to build a Web service client and get access to the CmpMgmt Webservice (VP_POMCmpMgmtService).

Note:

Ensure that the Web service client you generate is an axis2(version 1.6.2) client. If you upgrade POM from an earlier version to POM 3.1, ensure you regenerate the client using new .wsdl files. For more information on generating the client, see Apache axis2 documentation from <http://ws.apache.org/axis2/> This Web service conforms to all current World Wide Web Consortium (W3C) standards. see CmpMgmt API WSDL file in section “Sample WSDL files for Web”.

- You must mention an endpoint URL to create the axis2 client. The endpoint URL for CmpMgmt Web service is https://<EP_SERVER_IP_ADDRESS>/axis2/services/VP_POMCmpMgmtService

GetActiveJobs service

Use the GetActiveJobs web service to retrieve the active jobs for a particular campaign. Ensure that the custom call pacing feature is used for campaign name provided in the parameter.

Parameters

Parameter	Type	Description
CampaignName	String	The campaign name to retrieve the active jobs.

The web service returns a Jobs parameter of Set<Integer> type, which has the job IDs for the active jobs. It does not consider jobs in Stopped, Stopping, and Completed state as active.

Note:

POM considers paused jobs as active jobs.

Faults

Return code	Fault message
-22	Call pacing not enabled for campaign + XXXX.
-26	Campaign record not found.
-30	Access Denied - Not a valid campaign for your organization.
-27	No running job found for campaign + XXXX.

RunCampaign service

Use the RunCampaign web service to run a campaign based on some event. For example, if an IT group is running a campaign, you must call all the support personnel belonging to that IT group if the file server becomes nonfunctional. In such cases, you cannot schedule a campaign as the time at which the problem occurs is unknown. You can then program the campaign to run based on the occurrence of the event.

Parameters

Parameter	Type	Description
CampaignName	String	Each campaign has a unique campaign name.

This web service returns True if a campaign job is successfully queued.

Faults

Return code	Fault message
-26	Campaign record not found.
-51	Infinite campaign job already running.
-52	Failed to start the campaign job.

PauseActiveJob service

Use the PauseActiveJob web service to pause an active job of a running campaign.

Parameters

Parameter	Type	Description
JobID	Integer	A job is a running instance of any campaign.

This method returns True if the active job is successfully paused.

Faults

Return code	Fault message
-1	Job record not found.
-30	Access denied. Not a valid campaign for your organization.
-26	Campaign record not found.
-55	Job state is not active.

ResumePausedJob

Use the ResumePausedJob web service to resume a paused job.

Parameters

Parameter	Type	Description
JobID	Integer	A job is a running instance of any campaign.

This web service returns a True if a paused campaign resumes successfully.

Faults

Return code	Fault message
-1	Job record not found.
-30	Access denied. Not a valid campaign for your organization.
-56	Job state is not paused.

StopJob service

Use the StopJob web service to stop an active job or terminate a paused job.

Parameters

Parameter	Type	Description
JobID	Integer	A job is a running instance of any campaign.

This web service returns a True if an active, or a paused job stops successfully.

Faults

Return code	Fault message
-1	Job record not found.
-30	Access denied. Not a valid campaign for your organization.
-57	Job state is not in paused or active state.

GetCampaignJobs service

Use the GetCampaignJobs web service to retrieve the job ID and the job state for a given campaign. If you do not specify any job state, then the system retrieves the entire all the job ID, irrespective of a specific state, for the given campaign. This list displays all jobs including completed campaign jobs.

Parameters

Parameter	Type	Description
CampaignName	String	Each campaign is identified with a unique campaign name. Specify the campaign name for which you want to retrieve the job ID and job state.
JobState (optional)	String[]	The job state, such as JOB_QUEUED, JOB_ACTIVE, JOB_COMPLETED, JOB_PAUSE, JOB_PAUSED, JOB_FILTER_IN_PROGRESS, JOB_RESUME, JOB_STOP, JOB_STOPPING, JOB_PAUSING, JOB_CREATING_HISTORY, or JOB_SHADOW. You can use these names to filter the job IDs matching the

Parameter	Type	Description
		<p>corresponding state. There can be multiple job states. The valid values are:</p> <ul style="list-style-type: none"> • JOB_QUEUED: The job is queued for running. The job does not perform any dialing operations. • JOB_ACTIVE: The job is running and is performing dialing operations. • JOB_COMPLETED: The job has completed dialing all records and there are no more records for dialing. • JOB_PAUSE: The user initiated a pause action on the job. After this state, the job moves to the Pausing state. • JOB_PAUSING: The job is pausing the dialing. After this state, the job moves to the Paused state. • JOB_PAUSED: The job is paused and is not dialing any records. In case of agent-based campaigns, all agents are released from the job. • JOB_FILTER_IN_PROGRESS: The job is filtering the records as per the selection criteria mentioned in the Campaign Creation Wizard and Campaign Strategy. • JOB_RESUME: The user initiated a resume action on the job. After this state, the job moves to the Active state. • JOB_STOP: The user stopped the job and the job does not perform any dialing operations. • JOB_STOPPING: The job is stopping the dialing. After this state, the job moves to the Stopped state. • JOB_CREATING_HISTORY: The job is either completed or stopped and there are no more records for dialing. In this state, the job moves the records to the archival state. • JOB_SHADOW (Callback): The job is either completed or stopped and the job is waiting for callback records to complete. The callback state is saved as Job Shadow in the database. • JOB_STOPPED_IN_SHADOW: The Job is in stopped, callback state.

This web service returns an array of JobIdsAndStates object.

Faults

Return code	Fault message
-1	Job record not found.
-26	Campaign record not found.
-30	Access Denied - Not a valid campaign for your organization.
-53	Invalid input for job state.
-54	Failed to get campaign job list.

GetCampaignDetails service

Use the CampaignDetails method to get the details of the campaign job.

Parameters

Parameter	Type	Description
JobState (optional)	String []	<p>The job state such as JOB_QUEUED, JOB_ACTIVE, JOB_COMPLETED, JOB_PAUSE, JOB_PAUSED, JOB_FILTER_IN_PROGRESS, JOB_RESUME, JOB_STOP, JOB_STOPPING, JOB_PAUSING, JOB_CREATING_HISTORY, or JOB_SHADOW. You can use these state names to filter the job IDs matching the corresponding state.</p> <p>There can be multiple job states. The valid values are:</p> <p>JOB_QUEUED: The job is queued for running. The job does not perform any dialing operations.</p> <p>JOB_ACTIVE: The job is running and is performing dialing operations.</p> <p>JOB_COMPLETED: The job has completed dialing all records and there are no more records for dialing.</p> <p>JOB_PAUSE: The user initiated a pause action on the job. After this state, the job moves to the Pausing state.</p> <p>JOB_PAUSING: The job is pausing the dialing. After this state, the job moves to the Paused state.</p> <p>JOB_PAUSED: The job is paused and is not dialing any records. In case of agent-based campaigns, all agents are released from the job.</p> <p>JOB_FILTER_IN_PROGRESS: The job is filtering the records as per the selection criteria mentioned in the Campaign Creation Wizard and Campaign Strategy.</p> <p>JOB_RESUME: The user initiated a resume action on the job. After this state, the job moves to the Active state.</p> <p>JOB_STOP: The user stopped the job and the job does not perform any dialing operations.</p> <p>JOB_STOPPING: The job is stopping the dialing. After this state, the job moves to the Stopped state.</p> <p>JOB_CREATING_HISTORY: The job is either completed or stopped and there are no more records for dialing. In this state, the job moves the records to the archival state.</p> <p>JOB_SHADOW (Callback): The job is either completed or stopped and the job is waiting for callback records to complete. The callback state is saved as Job Shadow in the database.</p> <p>JOB_STOPPED_IN_SHADOW: The Job is in stopped, callback state.</p>

This web service returns an array of CampaignNameJobIDsAndStates object.

Note:

If JobState parameter value is not passed or is set as null, the GetCampaignDetails webservice returns a list of campaign names specific to organization. In such cases, the JobID and JobState are set to less than 0 and null respectively.

Members of CampaignNameJobIDAndStates

Parameter	Type	Description
CampaignName	String	Name of the campaign

JobID (optional)	Integer	A job is a running instance of a campaign. This is internally identified with the help of a unique ID for each running instance of the job.
JobState (optional)	String	The job state such as JOB_QUEUED, JOB_ACTIVE, JOB_COMPLETED, JOB_PAUSE, JOB_PAUSED, JOB_FILTER_IN_PROGRESS, JOB_RESUME, JOB_STOP, JOB_STOPPING, JOB_PAUSING, JOB_CREATING_HISTORY, or JOB_SHADOW.

Faults

Return code	Fault message
-53	Invalid input for job state.
-58	Failed to get campaign details.

GetActiveJobTaskIDs service

Use the GetActiveJobTaskIDs web service to retrieve all the active jobs and their task IDs for the specified campaign.

Parameters

Parameter	Type	Description
CampaignName	String	The name of the campaign.

This web service returns an array of JobIDAndTask which has 2 fields; JobID and TaskID for the specified campaign.

Note:

This web service works only if you have selected custom pacing type in the campaign strategy.

Faults

Return code	Fault message
-26	Campaign record not found.
-27	No running job found for campaign + XXXX.
-47	Failed to get job and action ID values.

GetActiveJobTaskIdForTask service

Use the GetActiveJobTaskIdforTask web service to get active job and task id for a specified task name. The GetActiveJobTaskIdForTask web service can be used to set the maximum attempt count for every action used in the campaign strategy.

Parameters

Parameter	Type	Description
CampaignName	String	The name of the campaign.
TaskName	String	The name of the task.

This web service returns an array of JobIDAndTaskID which has 2 fields; JobID and TaskID.

Note:

This web service works only if you have selected custom pacing type in the campaign strategy.

Faults

Return code	Fault message
-26	Campaign record not found.
-30	Access Denied - Not a valid campaign for your organization.
-27	No running job found for campaign + XXXX.
-47	Failed to get job and action ID values.
-48	Task not found.
-49	Custom call pacing disabled for task + XXXX.

SetMaxAttemptsCount service

Use the SetMaxAttemptsCount web service to set the maximum number of simultaneous calls. A campaign with custom call pacing enabled always starts with 0 as the value for the Count parameter, and so does not place calls till the count is set to a nonzero positive value. POM uses the nonzero value specified in the call attempts and then starts the maximum attempts. POM keeps running with this value and guarantees that the attempts do not exceed the specified value at any point. From POM 3.0 onwards use SetMaxAttemptsCountForTask web service instead.

Parameters

Parameter	Type	Description
JobID	Integer	Job ID of an active job.
Count	Integer	Maximum number of call attempts permitted.

Faults

Return code	Fault message
-1	Job record not found.
-20	Agent Job Summary record not found.
-22	Call custom pacing not enabled for campaign + XXXX.
-23	Invalid value for call attempts count.
-50	Failed to set maximum call attempts count.

SetMaxAttemptsCountForTask service

Use the SetMaxAttemptsCountForTask web service to set the maximum number of simultaneous calls. A campaign with tasks having custom call pacing enabled always starts with 0 as the value for the Count parameter, and so does not place calls till the count is set to a nonzero positive value. POM uses the nonzero value specified in the call attempts and then launches the maximum attempts. POM keeps running with this value and guarantees that the attempts do not exceed the specified value at any point.

Parameters

Parameter	Type	Description
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JobID	Integer	A job is a running instance of any campaign. Job is identified with the help of a unique ID for each running instance.
TaskID	Integer	Task Id retrieved from the GetActiveJobTaskIds and GetActiveJobTaskIdForTask web service.
Count	Integer	Maximum number of call attempts permitted.

Faults

Return code	Fault message
-1	Job record not found.
-20	Agent job summary record not found
-23	Invalid value for call attempts count.
-48	Active job task not found.
-49	Custom call pacing disabled for task + XXXX.
-50	Failed to set the maximum call attempts count.

GetImportJobStatus service

The API provides current job status for data import jobs for both contact and DNC type of data sources.

Parameters

Parameter	Type	Description
DataSourceName	String	Name of the data source
JobStates	ImportJobState[]	There can be multiple job states. The valid values are: <ul style="list-style-type: none"> • COMPLETED • QUEUED • RUNNING • ERROR • FILE_COPYING • PAUSING • PAUSED • STOPPING • WAITING_TO_RESUME • DELETING_CONTACTS • CREATING_HISTORY

This web service returns an array of ImportJobStatus object. The members of ImportJobStatus are:

Parameter	Type	Description
ImportName	String	Name of the data source.
Status	ImportJobState[]	There can be multiple import job states. The valid values are: <ul style="list-style-type: none"> • COMPLETED • QUEUED • RUNNING • ERROR • FILE_COPYING • PAUSING • PAUSED

Parameter	Type	Description
		<ul style="list-style-type: none"> • STOPPING • WAITING_TO_RESUME • DELETING_CONTACTS • CREATING_HISTORY
SuccessCount	Long	Total number of successfully imported records.
UpdateCount	Long	Total number of updated records.
RuntimeErrorCount	Long	Total number of records rejected due to run time error.
ValidationFailedCount	Long	Total number of records rejected due to invalid values.
DuplicateIgnoredCount	Long	Total number of records rejected due to duplicate entries found in the list..
MatchPhoneRejectPatternCount	Long	Total number of records rejected due to matched reject pattern for contact phone numbers.
DeleteCount	Long	Total number of contacts deleted in the import job.
MatchesDncCount	Long	Total number records rejected due to matching addresses in the DNC list.
PhoneFormatFailedCount	Long	Total number of contacts rejected due to matched phone format for contact phone numbers
ProcessedRecordCount	Long	Total number of contacts processed during data import job.

Faults

Return code	Fault message
-12	Data Source record not found.
-60	Access Denied - Not a valid data import for your organization.
-63	Failed to get data import job details.
-53	Invalid input for job state.

ScheduleDataSource service

The API provides ability to schedule jobs of run once type for Contact and DNC data import existing on POM server.

Parameters

Parameter	Type	Description
DataSourceName	String	Name of the data source for which you want to schedule an imports execution.
StartTime	String	Specify the start date and time for the triggering the import. Ensure that the start date and format is yyyy/MM/dd HH:mm:ss.
TimeZone	String	Specify the time zone you want to use for scheduling the imports.

Fault

Return code	Fault message
-12	Data source not found.
-59	Failed to add schedule.
-60	Access Denied - Not a valid data import for your organization.

ScheduleRecurringDataSource service

The API provides ability to schedule jobs of run once type for Contact and DNC data import existing on POM server.

Parameters

Parameter	Type	Description
CampaignName	String	Name of the data source for which you want to schedule recurring import.
StartTime	String	The start date and the time for triggering the import. Ensure that the start date and the format is yyyy/MM/dd HH:mm:ss.
EndTime	String	The end date and the time for terminating the import. Ensure that the end date and the format is yyyy/MM/dd HH:mm:ss.
TimeZone	String	The time zone you want to use for scheduling the data import.
ScheduleFrequency	String	The frequency for the import. You can specify any one of the values: <ul style="list-style-type: none">• RunEveryNMinutes: This option creates import job for every N specified minutes.• Daily : This option creates import job daily at the start time you mention during scheduling and continues till the end date time.• Weekly : This option creates import jobs on specified days and weekly recurring jobs are automatically created. You can select the days of the week. For example, if you select Monday and Friday, then it creates the weekly import jobs on Monday and Friday at start time mentioned during schedule.• Monthly: This option creates import jobs monthly depending on the start date till the finish date.• Yearly : This option creates import jobs yearly depending on the start date till the finish date.
WeekDaysOnly	String	Creates a import job on all days of the week except the weekend days you mention in the POM Home > Configurations > Global Configurations > Campaign Settings field.

Parameter	Type	Description
SelectedDays	String	To select specific days only for weekly recurring schedule.
RunEveryMinutes	String	To specify value in minutes for RunEveryNMinutes schedule.

Faults

Return code	Fault message
-12	Data Source record not found
-59	Failed to add schedule.
-60	Access Denied - Not a valid data import for your organization.

ScheduleCampaign service

Use the ScheduleCampaign web service to schedule jobs for finite or infinite campaigns.

Parameters

Parameter	Type	Description
CampaignName	String	Name of the campaign for which you want to schedule jobs execution.
StartTime	String	Specify the start date and time for the triggering campaign. Ensure that the start date and format is yyyy/MM/dd HH:mm:ss.
TimeZone	String	Specify the time zone you want to use for scheduling the jobs.
ArchivalScheduleFrequency	ArchivalFrequencyType	Specify the archival frequency for the campaign. It can be either Hourly, or RunEveryNHours, or DailyAt
ArchivalTimeInHrsMins	String	Specify the archival frequency in hours and minutes.
ArchivalInHrs	String	Specify the archival frequency in hours.

Faults

Return code	Fault message
-26	Campaign record not found.
-30	Access Denied - Not a valid campaign for your organization.
-59	Failed to add schedule.

ScheduleRecurringCampaign service

The API provides ability to schedule jobs to run finite or infinite type of campaign on recurrent basis.

Parameters

Parameter	Type	Description
CampaignName	String	Name of the campaign for which you want to schedule recurring jobs.
StartTime	String	The start date and the time for triggering the campaign. Ensure that the start date and the format is yyyy/MM/dd HH:mm:ss.
EndTime	String	The end date and the time for terminating the campaign. Ensure that the end date and the format is yyyy/MM/dd HH:mm:ss.
TimeZone	String	Time zone you want to use for scheduling the jobs.
ScheduleFrequency	String	The frequency for finite campaign. You can specify any one of the values: <ul style="list-style-type: none"> • RunEveryNMinutes: This option creates a job for the campaign every N specified minutes. • Daily : This option creates a job daily at the start time you mention during scheduling and continues till the end datetime. • Weekly :This option creates jobs on specified days and weekly recurring jobs are automatically created. You can select the days of the week. For example, if you select Monday and Friday, then it creates the weekly jobs on Monday and Friday at the start time mentioned during schedule. • Monthly: This option creates the jobs monthly depending on the start date till the finish date. • Yearly: This option creates the jobs yearly depending on the start date till the finish date.
WeekDaysOnly (Optional)	String	Creates a job on all days of the week except the weekend days you mention in the POM Home > Configurations > Global Configurations > Campaign Settings field.
SelectedDays (Optional)	String	To select specific days only for weekly recurring schedule.

Parameter	Type	Description
ArchivalScheduleFrequency	ArchivalFrequencyType	Specify the archival frequency for the campaign. It can be either Hourly, or RunEveryNHours, or DailyAt
ArchivalTimeInHrsMins	String	Specify the archival frequency in hours and minutes.
ArchivalInHrs	String	Specify the archival frequency in hours.
RunEveryMinutes (Optional)	String	To specify value in minutes for RunEveryNMinutes schedule.

Faults

Return code	Fault message
-26	Campaign record not found.
-30	Access Denied - Not a valid campaign for your organization.
-59	Failed to add schedule.

GetContactListNames service

The API provides name of the contact lists associated with campaign.

Parameters

Parameter	Type	Description
CampaignName	String	The name of the campaign.

Faults

Return code	Fault message
-26	Campaign record not found.
-30	Access Denied - Not a valid campaign for your organization.
-68	Infinite campaign without associated contact list.

Chapter 4: Custom connectors, interface definitions and class files

Creating a custom data import connector

Use a custom connector to import data from your database or any other source, such as ERP systems or a CRM software. To implement the custom interface, implement ContactListCreator:

```
public interface ContactListCreator
{
    void init() throws Exception;
    boolean hasMoreContacts();
    ArrayList<PimContact> getNextContactBatch() throws Exception;
}
```

Before you begin:

To use the provided custom interfaces, copy the following .jar files in your development environment:

- avaya-pim-common.jar file. This .jar file has reference for below:

```
-import com.avaya.pim.jdbc.bo.AttributeBO
```

- avaya-pim-hibernate.jar file. This .jar file references:

```
- import com.avaya.pim.jdbc.hibernate.PimAttribute
- import com.avaya.pim.jdbc.hibernate.PimContact
- import com.avaya.pim.jdbc.hibernate.PimContactAttribute
```

- hibernate-core-4.3.11.Final.jar this .jar file references:

```
- import org.hibernate.Session;
```

Note:

POM uses the hibernate feature for database interactions. These files are in the \$POM_HOME/lib/common folder.

- avaya-pim-core.jar. You can find this file in the \$POM_HOME/lib/core folder.

About this task

To implement the ContactListCreator interface:

Procedure

1. To implement java class, extend the ImportDsJob class.

```
public class CustomImport extends ImportDsJob implements ContactListCreator
{
    .
    .
}
```

2. Use the constructor with the importId parameter.

```
public CustomImport(Session session, int importId) throws Exception
{
    super(session, importId);
}
```

3. Implement the following methods from Interface ContactListCreator:

- void init() throws Exception - Initialize some global variable or custom attributes as per requirement
- ArrayList<PimContact> getNextContactBatch()throws Exception - To create a list of PimContact objects. PimContact is a contact object which can have system attributes and custom attributes.
- boolean hasMoreContacts() - After every call to getNextContactBatch(), the POM Import Manager calls this function to check for more contacts.

4. . Inside getNextContactBatch() function create a list of PimContacts:

- a. Create an array list to store contacts:

```
ArrayList<PimContact> numberList = new ArrayList<PimContact>();
```

- b. Create a PIMContact object using contact information from your source (database or any other source):

Set PimContact object variables with your source data. (Assuming contactId,firstName, lastName, phoneNumber1, phoneNumber2, email, language, timzone, state1, state2, wireless1, wireless2 are local variables which hold the data from source.)

Setting up the some of the system attributes:

```
PimContact contactObj = new PimContact();
contactObj.setUserContactId(contactId); // Must be set
contactObj.setFirstName(firstName);
contactObj.setLastName(lastName);
contactObj.setPhoneNumber1(phoneNumber1);
contactObj.setPhoneNumber2(phoneNumber2);
contactObj.setEmail(email);
contactObj.setLanguage(language);
contactObj.setTimeZone(timzone) ;
contactObj.setPhoneNumber1State(state1);
contactObj.setPhoneNumber2State(state2);
contactObj.setPhoneNumber1Wireless(wireless1);
contactObj.setPhoneNumber2Wireless(wireless2);
Date now = new Date();
contactObj.setLastModifiedOn(now);
```

- c. To set the custom attributes data in PimContact object.

- i. First create custom attributes in the POM system.

- ii. Get Attribute object as below :

```
PimAttribute tmpAttribute =AttributeBO.getAttributeObj(attributeName);
Here attributeName is custom attribute name.
```

Warning:

If this attribute is present in the POM system, the function returns the object. If the attribute is missing, the function returns null. Ensure that you add the attribute in the POM system first.

If the attribute you try to import does not belong to your organization, the function AttributeBO.getAttributeObj(attributeName) throws exceptions, and

you must resolve the exceptions (Make sure that the same attribute is accessible for the organization). For more information about adding attributes see Adding Attributes section from the Using Proactive Outreach Manager.

iii. Binds the PimContact(contactObj) object, the attribute object, and the attribute values together to the contactAttributeObj.

```
PimContactAttribute contactAttributeObj=new  
PimContactAttribute(contactObj,tmpAttribute,attributeValue);
```

iv. Create a set to store custom contact attributes:

```
Set <PimContactAttribute>contactAttributeSet = new HashSet<PimContactAttribute>();  
contactAttributeSet.add(contactAttributeObj);
```

Repeat the above steps (ii) and (iii) for each custom attribute and add them into contactAttributeSet one by one.

v. Associate the set to contact object:

```
contactObj.setPimContactAttributes(contactAttributeSet);
```

d. Add this contact object to a contact list:

```
numberList.add(contactObj);
```

e. Return this contact list:

```
return numberList;
```

If you are creating the contacts in batches and setting up them in numberList then after each batch hasMoreContacts() must return true. After you finish the contacts, hasMoreContacts() must return false. Handle this hasMoreContacts() returning true or false in function getNextContactBatch().

5. Create a jar file from this class, for example CustomImport.jar.
6. Copy the jar file to the \$POM_HOME/lib/custom folder on all POM servers.
7. Restart the POM service by typing/sbin/service POM restart.
8. Restart VPMS service by typing/sbin/service vpms restart.
9. To create a data source from the jar:
 - a. In the left pane, select **POM Home > Contacts > Contact Lists**.
 - b. Click **Add**.
 - c. Click **Create a Data Source**.
 - d. Select the **Custom** option button.
 - e. Specify the name and description.
 - f. Click **Next**.
 - g. Specify the class name.
 - h. Click **Finish** to finish the data source creation.

Note:

If you do not add attributes and use the custom class to import contact data, the system does not display any error messages While adding the contact data source, it does not display any error messages. After running the import, check the Import Monitor to verify if the import is successful.

```
package com.avaya.dataimport;  
  
import java.util.ArrayList;
```

```

import java.util.Arrays;
import java.util.Date;
import java.util.HashMap;
import java.util.HashSet;
import java.util.Map.Entry;
import java.util.Random;
import java.util.Set;

import org.hibernate.Session;

import com.avaya.pim.dataimport.ContactListCreator;
import com.avaya.pim.dataimport.ImportDsJob;
import com.avaya.pim.jdbc.bo.AttributeBO;
import com.avaya.pim.jdbc.hibernate.PimAttribute;
import com.avaya.pim.jdbc.hibernate.PimContact;
import com.avaya.pim.jdbc.hibernate.PimContactAttribute;

public class CustomImportConnector extends ImportDsJob implements ContactListCreator
{
    private int BatchSize = 100;
    private long RecordStart = 0L;
    private boolean hasMoreContacts = true;
    private long TotalRecords = 1000L;
    HashMap<String,ArrayList<String>> customAttributeMap = new HashMap<String,
ArrayList<String>>();

    public CustomImportConnector(Session sessionObj, int importJobId) throws Exception
    {
        super(sessionObj, importJobId);
    }

    /**
     * Initialize some global variable or custome attributes as per requirement
     */
    @Override
    public void init() throws Exception
    {
        ArrayList<String> bloodGroupList = new ArrayList(Arrays.asList(new String[]
        { "A+ve", "B+ve", "AB+ve", "O+ve" }));
        String customAttribute1 = "Bloodgroup";
        this.customAttributeMap.put(customAttribute1,bloodGroupList);

        ArrayList<String> cityList = new ArrayList(Arrays.asList(new String[]
        { "Pune", "Mumbai", "Delhi"}));
        String customAttribute2 = "City";
        this.customAttributeMap.put(customAttribute2,cityList);
    }

    /**
     * This function must return the status of remaning contacts.
     */
    @Override
    public boolean hasMoreContacts()

```

```

    {
        return this.hasMoreContacts;
    }

    /**
     * Create List of PimContact objects and set the values with data from database or
any other source
    */
    @Override
    public ArrayList<PimContact> getNextContactBatch() throws Exception
    {
        ArrayList<PimContact> numberList = new ArrayList<PimContact>();
        try
        {
            System.out.println("*****Inserting Sample Records in Database....");

            long rnd_ContactID = this.RecordStart;
            long index = 0;
            for (index = this.RecordStart; (index <= this.RecordStart + this.BatchSize) &&
(index < this.TotalRecords); index += 1L)
            {
                /**
                 * Add System Attributes
                */
                String contactId = Long.toString(rnd_ContactID++);
                String firstName = "FName" + contactId;
                String lastName = "LName" + contactId;
                String phoneNumber1 = Long.toString(index);
                String phoneNumber2 = Long.toString(index);
                String email = firstName + "." + lastName + "@testdomain.com";
                String language = "EN-US";
                String timezone = "GMT+05:30";
                String state1 = "StateA";
                String state2 = "StateB";
                String wireless1 = Boolean.toString(true);
                String wireless2 = Boolean.toString(false);
                PimContact contactObj = new PimContact();
                contactObj.setUserContactId(contactId);
                contactObj.setFirstName(firstName);
                contactObj.setLastName(lastName);
                contactObj.setPhoneNumber1(phoneNumber1);
                contactObj.setPhoneNumber2(phoneNumber2);
                contactObj.setEmail(email);
                contactObj.setLanguage(language);
                contactObj.setTimeZone(timezone);
                contactObj.setPhoneNumber1State(state1);
                contactObj.setPhoneNumber2State(state2);
                contactObj.setPhoneNumber1Wireless(wireless1);
                contactObj.setPhoneNumber2Wireless(wireless2);
                Date now = new Date();
                contactObj.setLastModifiedOn(now);

                /**
                 * Add Custom Attributes
                */
            }
        }
    }

```

```

        Set<PimContactAttribute> contactAttributeSet = new HashSet();
        for (Object o : this.customAttributeMap.entrySet())
        {
            Entry entry = (Entry) o;

            PimAttribute tmpAttribute =
AttributeBO.getAttributeObj(String.valueOf(entry.getKey()));
            if (null != tmpAttribute)
            {
                ArrayList<String> customAttributeValueList =
(ArrayList<String>) entry.getValue();
                String attributeValue = customAttributeValueList.get(new
Random().nextInt(customAttributeValueList.size()));
                PimContactAttribute contactAttributeObj = new
PimContactAttribute(contactObj, tmpAttribute, attributeValue );
                contactAttributeSet.add(contactAttributeObj);
            }
        }
        contactObj.setPimContactAttributes(contactAttributeSet);
        numberList.add(contactObj);
    }
    this.RecordStart = index;
    if (this.RecordStart >= this.TotalRecords) {
        this.hasMoreContacts = false;
    }
    return numberList;
}
catch (Exception e)
{
    e.printStackTrace();
    this.hasMoreContacts = false;
    throw e;
}
finally {}
}
}

```

Creating a custom class for post processing of jobs

About this task

Ensure you have the avaya-pim-pomapi.jar file.

Procedure

1. Copy the jar file in your development environment. You can find the .jar file in \$POM_HOME/lib/common folder.
2. Use the .jar file to process all successful contacts after campaign execution. Successful contacts refers to all contacts POM contacted using the campaign. For example, you can export all contacts with customized details such as campaign name, campaign ID, phone number, and the email address. The custom class must implement the following PomJobPostProcessor interface:

```
public interface PomJobPostProcessor
{
    public void processContactAttempt(PomCampaignInfo pomCampaignInfo,
    PomCampaignJobInfo pomCampaignJobInfo, PomContactInfo pomContactInfo,
    PomAttemptInfo attemptInfo) throw Exception;
}
```

The interface uses the following four objects:

```
public class PomCampaignInfo
{
    private int campaignId; // campaign ID
    private String orgName; // Organization to which the campaign belongs
    private String contactStrategyName; // contact strategy used in the campaign
    private int isInfinite; // campaign is finite or infinite
    private int priority; // campaign priority
    private String name; // campaign name
    private String description; // campaign description
    private boolean enablePacing; // call pacing is enabled or disabled
    private String createdBy; // name of the user who created the campaign
    private String lastModifiedBy; // name of the user who last modified the campaign
    private Date lastModifiedOn; // date and time when the campaign was last modified
    private Date lastJobStartTime; // date and time when the last job of the campaign was started
    private String dialingPrefix; // the dialing prefix used to make outbound calls
    private String smsPrefix; // the SMS prefix used to send SMS
    private boolean enableComplianceTimers; // compliance timers used or not
    private int startOfVoiceTimeout; // start of voice timeout value for the given campaign
    private int liveVoiceTimeout; // start of live voice timeout value for the given campaign
}
```



```

public class PomCampaignJobInfo
{
private int jobId; // job ID
private Date startTime;// date and time when the job starts
private Date endTime; // date and time when the job finishes
private String finishReason; // reason for job finish
}
public class PomContactInfo
{
private String contactId; // contact ID
private int contactGroupId;// contact group ID to which the contact belongs
private String contactGroupName; // contact group name to which the contact belongs
private String phoneNumber1; // primary phone number of the contact
private String phoneNumber2; // secondary or alternative phone number of the contact
private String firstName; // first name of the contact
private String lastName; // last name of the contact
private String email; // e-mail address of the contact
private String language; // default language selected for the contact
private String timeZone; // time zone selected for the contact
private Date lastAttemptTime; // when the contact was last attempted
private Date lastSuccessfulAttemptTime; // date and time when the contact was last attempted
private HashMap<String, String>contactAttribute; // key value pairs for contact custom attributes and
their values
public class PomAttemptInfo
{
private long pimSessionId; // POM session ID
private String pimCompletionCode; // system and custom completion code for the specific attempt
private String pimSysCompletionCode; // system completion code
private int pimJobId; // internal contact ID
private String pimServerName;// POM server name
private String sessionId; // voice portal session ID
private Date contactAttemptTime; // date and time when the attempt is made
private Date ringbackStartTime; // date and time of start of ringing
private Date lastNwDispositionTime; // date and time when the last disposition was received
private Date callStartTime; // date and time when the call starts
private Date callCompletionTime; // date and time when the call ends
private Long callConnectTime; // date and time when the call was connected

```

```
private Integer startOfVoiceOffset; // offset in milliseconds from the connect time
private Integer firstPromptOffset; // offset in milliseconds of the start of play of the first prompt
private String mediaServerName; // name of the media server
private int channelType; // the type of communication channel used - email, voice or sms
private String address; // address used for the attempt
```

Creating a custom application class for Custom action

To use custom implementation for a campaign, use the Custom action node instead of using the standard call, SMS, or email action node. This custom action uses the Application node and you must specify the custom application class or file name in the Application node.

Before you begin

Ensure you have the following files:

- avaya-pim-pomapi.jar file.
- AgentAPIClient.jar file.

Procedure

1. Copy the jar files in your development environment.

You can find the avaya-pim-pomapi.jar file in the \$POM_HOME/lib/common folder and the AgentAPIClient.jar file in the \$POM_HOME/lib folder.

Note:

If you are using a custom class, then copy the AgentAPIClient.jar file from the \$POM_HOME/lib folder to the \$POM_HOME/lib/custom folder, and restart POM service by typing /sbin/service POM restart.

2. The custom class must implement the following PomActionProcessor interface:

```
public interface PomActionProcessor {  
    public boolean processContact (PomInfo pomInfo, String parentStateName);  
}
```

where pomInfo is an object which contains the information of the contact to be processed
parentStateName is the name of the state under which you add the Custom action node in the campaign strategy.

3. Call the processContact function for every contact in the campaign.

Example

A sample class file:

```
public class TestActionImplementation implements PomActionProcessor {  
    @Override  
    public boolean processContact(PomInfo pomInfo String parentStateName) {  
        System.out.println("Inside custom action");  
        System.out.println("User Contact ID - " + pomInfo.getContactId());  
        System.out.println("User Contact Group Name - " + pomInfo.getContactGroupName());  
        System.out.println("Address - " + pomInfo.getAddress());  
        return true;  
    }  
}
```

Creating a custom application class for custom application node

While creating a campaign strategy, to use custom implementation for a campaign, you can use the custom application node for all other values except for Answer Human, Answer Machine, Call Answered, and Fax Machine. Use the Result node and specify the custom application class or file name under the Application node. The custom class must implement the following PomResultProcessor interface:

```
New interface PomResultProcessor // This will have a function with following signature
public boolean processResult (PomInfo pomInfo, String result);
```

where pomInfo is an object which has the information of all contacts to be processed, and result is the value of the result for which the custom application is added in the campaign strategy.

Before you begin

Ensure you have the following files:

- avaya-pim-pomapi.jar file.
- AgentAPIClient.jar file.

Procedure

1. Copy the jar files in your development environment.
You can find the avaya-pim-pomapi.jar file in the \$POM_HOME/lib/common folder and the AgentAPIClient.jar file in the \$POM_HOME/lib folder.
2. If you are using a custom class, then copy the AgentAPIClient.jar file from the \$POM_HOME/lib folder to the \$POM_HOME/lib/custom folder and restart POM service by typing /sbin/service POM restart on the command line.

Example

```
public class TestResultProcessor implements PomResultProcessor {
    @Override
    public boolean processResult(PomInfo pomInfo, String result) {
        System.out.println("Inside custom result processing for " + result);
        System.out.println("User Contact ID - " + pomInfo.getContactId());
        System.out.println("User Contact Group Name - " + pomInfo.getContactGroupName());
        System.out.println("Address - " + pomInfo.getAddress());
        return true;
    }
}
```

Creating a Result Processor custom class for Result Processor node

Result processor is invoked on each contact attempted through POM. The result processor determines the contact's next course of action depending on the attempt's completion code and logic mentioned in Campaign Strategy. For more information on Result Processors, see *Using Proactive Outreach Manager*.

You can write your own JAVA class to be invoked while processing result of each contact attempt.

Note:

Result Processor Custom Class is enabled only when you set the value for **Custom Processor** to "Custom".

The custom class must implement the following `com.avaya.pim.api.PomCustomResultProcessor` interface:

```
New interface PomResultProcessor // This will have a function with following signature
public void processCustomResultProcessor(PomResultInfo pomResultInfo);
```

where `pomResultInfo` is an object which has the information of the contact attempt.

Before you begin

Ensure you have the `avaya-pim-pomapi.jar` file. You can find the `avaya-pim-pomapi.jar` file in the `$POM_HOME/lib/common` folder.

Procedure

1. Copy the `avaya-pim-pomapi.jar` file in your development environment.
2. Write your custom result processor class implementing the interface.
3. Create a jar containing the compiled ".class" file of your custom java class.
4. Copy your custom jar to `$POM_HOME/lib/custom` folder.
5. Restart POM service by typing the `/sbin/service POM restart` command.
6. Specify the fully qualified class name in the custom processor parameter of the result processor node.

Example

```
public class TestCustomResultProcessor implements PomCustomResultProcessor{
public TestCustomResultProcessor() {
super();
}
@Override
public void processCustomResultProcessor(PomResultInfo pomResultInfo) {
System.out.println("Inside custom result processor for Custom Result Processor");
System.out.println("Campaign Name - " + pomResultInfo.getCampaignName());
System.out.println("Job ID - " + pomResultInfo.getJobId());
System.out.println("POM Session ID - " + pomResultInfo.getPimSessionId());
}
```

```
System.out.println("User Contact ID - " + pomResultInfo.getContactId());
System.out.println("User Contact Group Name - " +
pomResultInfo.getContactGroupName());
System.out.println("Address - " + pomResultInfo.getAddress());
System.out.println("Result - " + pomResultInfo.getResult());
}
}
```

Creating a custom class for Selector - Conditions Node

To use custom condition for a selector node, use the Selector Attribute Type as Custom instead of using the system and contact. You must specify fully qualified name of your custom class against the 'Selector Custom Class' property under conditions class node of Selector Node. Your custom class must return a String which will be then evaluated against each of the condition under the Conditions node to determine the next state of the contact.

Before you begin

Ensure you have the following files:

- avaya-pim-pomapi.jar file.
- AgentAPIClient.jar file.

Procedure

1. Copy the jar files in your development environment.

You can find the avaya-pim-pomapi.jar file in the \$POM_HOME/lib/common folder and the AgentAPIClient.jar file in the \$POM_HOME/lib folder.

Note:

If you are using a custom class, then copy the AgentAPIClient.jar file from the \$POM_HOME/lib folder to the \$POM_HOME/lib/custom folder, and restart POM service by typing /sbin/service POM restart.

2. The custom class must implement the following PomActionSelector interface:

```
public interface PomActionSelector
{
    public String processContact (PomInfo pomInfo);
}
```

where pomInfo is an object which contains the information of the contact to be processed for selector condition under which you add the selector custom class in the campaign strategy.

3. processContact function will get invoked for every contact in the campaign when the campaign is run.

Example

A sample class file:

```
public class TestActionSelector implements PomActionSelector
{
    @Override
    public String processContact(PomInfo pomInfo)
    {
        System.out.println("Selecting action for contact " + pomInfo.getContactId());
    }
}
```

```

        System.out.println("List name: " + pomInfo.getContactGroupName());
        System.out.println("Campaign name: " + pomInfo.getCampaignName());
        return "Email";
    }
}

```

Creating a custom application class for Custom Attempt Listener

There is useful where user wants to receive alert about every attempt being created in POM system. In order to cater this requirement new interface has been introduced.

The custom class must implement the following “PomAttemptListener” interface:

```

New inter face “PomAttemptListener” // this will have methods will have following signatures
public void attemptCreated(PomContactAttemptInfo contactAttemptInfo);

```

To reduce the number of configuration this is used in conjunction with custom result processor. Now Custom class of result processor has to implement above interface to receive notification about new attempt. Custom class will get invoked for result processing as well as for attempt creation. In case ONLY Custom Attempt Listener is required then user can provide the dummy/blank implementation of custom result processor method “processCustomResultProcessor”.

Before you begin

Ensure you have the following files:

- avaya-pim-pomapi.jar file.
- AgentAPIClient.jar file.

Procedure

1. Copy the jar files in your development environment.
You can find the avaya-pim-pomapi.jar file in the \$POM_HOME/lib/common folder and the AgentAPIClient.jar file in the \$POM_HOME/lib folder.

Note:

If you are using a custom class, then copy the AgentAPIClient.jar file from the \$POM_HOME/lib folder to the \$POM_HOME/lib/custom folder, and restart POM service by typing /sbin/service POM restart.

2. The custom class must implement the following PomAttemptListener interface:

```

public interface PomAttemptListener {
public void attemptCreated(PomContactAttemptInfo contactAttemptInfo);

```



```
}
```

Where `contactAttemptInfo` is an object which contains the information of the contact attempt.

Example

A sample class file:

```
public class PomCustomResultProcessorWithAttemptListener implements
PomCustomResultProcessor, PomAttemptListener {

    @Override
    public void processCustomResultProcessor(PomResultInfo arg0)
    {
        System.out.println("PreviousCustomResultProcessor has called ");
        System.out.println("PomResultInfo " + arg0);
        System.out.println("PreviousCustomResultProcessor has end ");
    }

    @Override
    public void attemptCreated(PomContactAttemptInfo arg0)
    {
        System.out.println("attemptCreated has called ");
        System.out.println("PomContactAttemptInfo " + arg0);
        System.out.println("attemptCreated has end ");
    }

}
```

`PomContactAttemptInfo` – Defines the contact attempt information that will be passed to custom class. It has following fields

Field Name	Description
ContactID	User contact id for the retrieved contact record.
address	Address on which attempt is made.
addressAttrName	Name of the address attribute.
attemptType	Indicates system contact attempt type. Each type is represented as follows: <ul style="list-style-type: none">• 0: Regular• 1: Callback• 2: Out_Of_Restrict• 3: Retry• 4: High Priority• 5: Redial

channelType	Indicates the channel on which an attempt is being made.
contactAttemptTime	Time when the contact is being attempted.
pimJobId	Job id from which attempt is being made.
pimSessionId	The POM session id for the attempt.
userContactId	User contact id of the contact.
campaignName	Name of the campaign from which this attempt is being made.
contactId	System contact id of the contact.
contactGroupName	Contact group name to which the contact belongs.

Creating a custom class for custom rule

You can create your own custom rules to cater to specific business requirement. For example, you can create a rule to validate the contact/contact attribute with an external system like CRM. You can create your own custom class for a custom rule. While creating a custom rule using the User Interface, you have to provide the fully qualified name of this custom java class. The custom class must implement the following "PomCustomRule" interface:

```
New interface PomCustomRule // This will have a function with following signature
public PomRuleResult isContactAllowToDialByRule(PomRuleInfo ruleInfo,
PomRuleInputParameterInfo ruleInputParameterInfo)
```

where ruleInfo is the definition of the rule, ruleInputParameterInfo is the input parameter for which this rule is invoked, and PomRuleResult is the return type of the custom class. Based on the PomRuleResult, the Campaign manager either restricts, or allows, or retries the contact.

Note:

The response time of a custom rule directly impacts the number of attempts made in a given time slot, which in turn results in lower agent utilization.

Before you begin

Ensure you have the avaya-pim-pomapi.jar file. You can find the avaya-pim-pomapi.jar file in the \$POM_HOME/lib/common folder.

Procedure

1. Copy the jar file in your development environment.
2. Write your custom class implementing the interface.
3. Create a jar containing the compiled ".class" file of your custom java class.
4. Copy your custom jar to \$POM_HOME/lib/custom folder and restart POM service by typing **/sbin/service POM restart** command.
5. Specify the fully qualified class name in the custom rule definition.

Note:

If the custom rule execution takes longer time, for example, more than 5 - 7 seconds, then there is a possibility of the call becoming a nuisance call.

Example

```
public class TestCustomRule implements PomCustomRule {
@Override
public PomRuleResult isContactAllowToDialByRule(PomRuleInfo ruleInfo,
PomRuleInputParameterInfo ruleInputParameterInfo)
{
System.out.println("Received ruleInfo :" + ruleInfo);
System.out.println("Received ruleInputParameterInfo :" + ruleInputParameterInfo);
//Execute the custom business logic based on input parameter.
System.out.println("Business logic execution done" );
// Prepare the result
PomRuleResult pomRuleResult = new PomRuleResult();
```

```
pomRuleResult.setAllowtoDial(true);  
pomRuleResult.setErrorMessage("");  
return pomRuleResult;  
}  
}
```

Creating a custom restrictions application class for custom restrict node

Using restrictions in contact strategy, user can restrict the outbound attempt when certain type of condition is met. Each restrict condition mentioned under the restrictions node is evaluated in the order in which they are specified. If any of the condition mentioned in the restrict node matches for the contact being attempted then the attempt is not made. POM gives 2 types of restrictions; system and contact. For more information on restrictions, see *Using Proactive Outreach Manager*.

You can write your own JAVA application to perform certain type of checks before contact attempt is made and decide on whether to make the attempt or not. User should specify such custom java application class name under Custom restrict node. The custom class must implement com.avaya.pim.api.PomCustomRestriction interface.

This will have a function with following signature:

```
public boolean processCustomRestriction(PomInfo pomInfo, String parentStateName);
```

where pomInfo is an object which has the information of all contacts to be attempted, and parentStateName is the name of the handler from which the attempt is made. If this function returns false, then the attempt is not restricted. If this function returns true, then the attempt is restricted.

Before you begin

Ensure that you have avaya-pim-pomapi.jar file. You can find the avaya-pim-pomapi.jar file in the \$POM_HOME/lib/common folder.

Procedure

1. Copy the jar file in your development environment.
2. Write your custom restriction class implementing the interface.
3. Create a jar containing the compiled ".class" file of your custom java class.
4. Copy your custom jar to \$POM_HOME/lib/custom folder and restart POM service by typing /sbin/service POM restart command.
5. Specify the fully qualified class name in the custom class name parameter of the custom restrict node.

Example

```
public class TestCustomRestriction implements PomCustomRestriction
{
    @Override
    public boolean processCustomRestriction(PomInfo pomInfo, String result)
    {
        System.out.println("Inside custom restriction processing for " + result);
        System.out.println("Campaign Name: " + pomInfo.getCampaignName());
        System.out.println("Job ID: " + pomInfo.getJobId());
        System.out.println("POM Session ID: " + pomInfo.getPimSessionId());
        System.out.println("User Contact ID: " + pomInfo.getContactId());
    }
}
```

```
System.out.println("User Contact Group Name:" + pomInfo.getContactGroupName());
System.out.println("Address: " + pomInfo.getAddress());
System.out.println("Address Timezone: " + pomInfo.getAddressTimeZone());
System.out.println("Address Country: " + pomInfo.getAddressCountry());
return false;
}
}
```

Creating a customer connector class for publish

Use to select the custom processor class that POM invokes for each completion code.

Procedure

1. Create a client program to connect to ActiveMQ on POM server.
2. Run the client program by typing \$POM_HOME/bin/testResProcClient.sh.

Example

The sample client program is contains 3 subsections:

- Connecting to JMS
- Receiving messages
- Exporting contacts to a file

Connecting to JMS:

```
private void connectToJMS(String brokerIpAddress,String port)
{
try
{
if(brokerIpAddress == null)
{
msgConsumer = null;
return;
}
// Create a ConnectionFactory
ActiveMQConnectionFactory connectionFactory = new ActiveMQConnectionFactory( "tcp://" +
brokerIpAddress + ":" + port);
// Create a Connection
connection = connectionFactory.createConnection();
connection.start();
connection.setExceptionListener(this);
// Create a Session
session = connection.createSession(false, Session.AUTO_ACKNOWLEDGE);
// Create the destination (Topic or Queue)
Destination destination = session.createTopic("pom.attempt.result.topic");
// Create a MessageConsumer from the Session to the Topic or Queue
msgConsumer = session.createConsumer(destination);
} catch (Exception e)
{
tracer.LogAndPrintStackTrace(e);
}}
```

Receiving messages:

```
public void receiveMessage()
{
try
{
if(msgConsumer == null)
{
connectToJMS(ActiveMQBO.getMasterActiveMQAddress(), this.brokerPort);
}
if(msgConsumer == null)
{
Thread.sleep(1000);
System.out.println("Cannot open connection!!");
return;
}
Message message = msgConsumer.receive(1000);
if (message == null)
{
if(ctr > 30)
{
System.out.println("Waiting for Attempt Result Message..." + "(" + msgCount + ")");
tracer.finest("Waiting for Attempt Result Message...");
ctr = 0;
}
ctr++;
Thread.sleep(10);
return;
}
else if (message instanceof ObjectMessage)
{
ObjectMessage objMessage = (ObjectMessage) message;
PomResultInfo pomResultInfo = (PomResultInfo)objMessage.getObject();
msgCount++;
exportContactToFile(pomResultInfo);
}
else
```



```
{
tracer.finest("Received Unexpected Message Type: " + message);
}}
```

Exporting contacts to a file:

```
public void exportContactToFile(PomResultInfo pomResultInfo)
{
openExportFile(pomResultInfo.getCampaignName(),pomResultInfo.getJobId());
try
{
if (exportContactCSV.length() == 0)
{
tracer.finest("Writing headerline for file : " + exportContactCSV);
exportWriteBuffer.write(headerLine);
exportWriteBuffer.flush();
}
exportContactData.setLength(0);
exportContactData.append(pomResultInfo.getContactId() + ",")
.append(pomResultInfo.getPimSessionId() + ",")
.append(pomResultInfo.getAddress() + ",")
.append(pomResultInfo.getContactGroupName() + ",")
.append(pomResultInfo.getZoneName() + ",")
.append(pomResultInfo.getResult() + ",").append("\n");
exportWriteBuffer.write(exportContactData.toString());
exportWriteBuffer.flush();
} catch (IOException e)
{
tracer.LogAndPrintStackTrace(e);
} finally
{
closeWriter();
}}
```

pomInfo class information

The class pomInfo has following members:

//pomInfo class members

String campaignName -> The name of the campaign from which this attempt is being made or the custom application is being called

int jobId-> The name of the campaign from which this attempt is being made or the custom application is being called

long pimSessionId-> The POM session id for the attempt. Value of this field will be 0 for custom restrictions.

String contactId-> User given contact id on which this attempt is being made or the custom application is being called

int contactGroupId-> The contact list id of the contact on which this attempt is being made or the custom application is being called

String contactGroupName-> The contact list name of the contact on which this attempt is being made or the custom application is being called

String address-> The phone number or email address of the contact on which this attempt is being made or the custom application is being called

String addressTimeZone -> The time zone of the phone number or the email address of the contact on which this attempt is being made or the custom application is being called

Integer addressCountry-> The country code of the contact on which this attempt is being made or the custom application is being called.

String addressState-> The state of the phone number on which this attempt is being made

String addressIsWireless-> The dialed phone number is wireless or not.

pomResultInfo class information

The pomResultInfo has following members:

//pomResultInfo class members

String campaignName-> The name of the campaign from which this attempt was made

int jobId-> The id of the campaign job from which this attempt was made

long pimSessionId-> The POM session id of the contact attempt

String contactId-> User given contact id on which the attempt was made

int contactGroupId-> The contact list id of the contact which was attempted through the campaign

String contactGroupName-> The contact list name of the contact which was attempted through the campaign

String address-> The phone number or email address of the contact which was attempted through the campaign

String result-> The completion code of the attempt which was made

String zoneName-> The zone name to which the contact belongs which was attempted through the campaign

String addressAttributeName-> Name of the attribute which was used as address in the attempt

String info1 -> The rule engine can set the String info1 field if the contact attempt is restricted by the custom rule class and the rule developer wants to store more information about the restriction

String info2 -> The rule engine can set the String info2 field if the contact attempt is restricted by the custom rule class and the rule developer wants to store more information about the restriction

String info3 -> The rule engine can set the String info3 field if the contact attempt is restricted by the custom rule class and the rule developer wants to store more information about the restriction

String ucid -> The UCID for the attempt.

PomRuleInfo class information

The PomRuleInfo class contains the rule definition, and has following fields:

Field name	Description
ruleID	Indicates the unique database rule id.
ruleName	Indicates the name of the rule.
restrictionOn	Indicates whether the rule applies at campaign level, or at global level. "0" indicates global, "1" indicates campaign rule.
channelType	Indicates the sum of all channels for which the rule is applicable. Every channel is represented with following integer values. 1 - Voice 2 - Email 4 - SMS 8 - Custom For example, value 3 indicates the rule is applicable for Voice and Email channel type.
excludeCurrentAttemptType	Indicates the sum of what all attempt type is excluded in rule definition. 1 - Preview 2 - Callback. For example, value 3 indicates the rule is excluded for Preview and Callback. If value is 0, then it means the rule is not excluded for anything.
ruleType	Indicates the type of the rule. "0" indicates system defined rule, and "1" indicates user defined rule.
addressAttributeName	Indicates the attribute name of the address on which the rule is applied.
restrictionCompletionCodeId	Indicates the restriction completion code id in the rule definition.
keyValueMap	Indicates the Map of key-value pair as defined in the rule definition.

PomRuleInputParameterInfo class information

The PomRuleInputParameterInfo class defines the input parameter for which the rule will be executed, and has the following fields:

Field name	Description
messageId	Unique Id generated by campaign manager for each request. You can use the messageId for debugging.
sysContactId	System contact id of the contact.
userContactId	User contact id of the contact.

address	Address on which attempt is made.
addressAttributeName	Name of the address attribute.
channelType	Indicates the channel on which an attempt is being made.
campaignId	Indicates the Id of the campaign.
jobid	Indicates the Id of the campaign.
zoneid	Indicates the Id of the zone.
attemptPacingType	Indicates the pacing type. The pacing types are represented by following values: <ul style="list-style-type: none"> • 0: ECR • 1: CruiseControl • 2: CruiseControlW • 3: Progressive • 4: Custom • 5: Preview • 6: TimeBased • 7: SkillBased • 8: None
addressTimeZone	Timezone of the contact.
sysContactAttemptType	Indicates system contact attempt type. Each type is represented as follows: <ul style="list-style-type: none"> • 0: Regular • 1: Callback • 2: Out_Of_Restrict • 3: Retry • 4: High Priority

PomRuleResult class information

The PomRuleResult class defines the return type of the custom class invocation, and has following fields:

Field name	Description
executionStatus	Indicates whether the rule execution is successful or not. If parameter is set to “true”, the Campaign Manager looks for “allowtoDial” flag to see whether the contact is restricted or allowed for dialing. If parameter is set to “false”, the Campaign Manager retries this contact until the value of this parameter is set to “true”, which means the dialing will be halted for that retry time.
allowtoDial	If this parameter is set to “true”, the contact is allowed to dial. If this parameter is set to “false”, the contact attempt is restricted.
errorMessage	Indicates an additional message in case “executionStatus” is set to “false”. The errorMessage is useful for debugging.
restrictionCompletionCode	If “allowtoDial” is set to “false”, the contact attempt is restricted with this completion code. If this completion code is not set by the custom class, the Restrict Completion Code in the rule definition is used to restrict the contact.
info1	A custom class can set this additional message which will be available in the attempt history.

info2	A custom class can set this additional message which will be available in the attempt history.
info3	A custom class can set this additional message which will be available in the attempt history.

Chapter 5: Pluggable Data Connector

POM PDC Overview

Pluggable Data Connector (PDC) of Proactive Outreach Manager (POM) is an Avaya Aura® Orchestration Designer plug-in. The PDC extends capability of Orchestration Designer application to interface and integrate with POM using core functionality of PDC framework. The PDC implements functionality of seamless connectivity with POM for various types of data exchange and establishes a connection between Orchestration Designer application and POM server. The PDC also extends functionality of Data node palette of Graphical Call flow editor in Orchestration Designer. The PDC provides nodes to customize actions for POM.

Installing PDC

Before you begin

Install the Avaya Aura® Orchestration Designer 7.2.x.

Note:

You must take backup of all existing applications having enabled POM PDC connector. Download the POM PDC installer jar from <http://support.avaya.com>

Procedure

- Unzip the PomPDCInstallerSite_PomPDCInstallerSite_3.01.01.033.zip file to extract the PomPDCInstallerSite_3.01.01.033.jar of POM PDC installable.
- Start Eclipse.
- From the menu options, select the Help > Install New Software > Available software tab.
- Click Add > Archive. From the list of available software, browse to the PomPDCInstallerSite_3.01.01.033.jar file.
- Click Open and select the PomPDCInstallerSite_3.01.01.033.jar file.
- Click Next and select the checkbox with Avaya Proactive Outreach Manager Connector.
- The system first displays the Progress Information screen and then displays the Summary Information screen. The system might display a Security Information screen. You must acknowledge the message to continue with the installation.
- Click Finish.
- The system displays the Operation In Progress screen. Click Details to view the details of the installation. The system displays the Software Update screen and a message to restart the server.
- Click Yes to restart Eclipse for the changes to take effect.

Upgrading PDC

If you have an earlier version of PDC installed, upgrade the PDC to work with the new release of POM.

Note:

You must take a backup of all existing applications having enabled POM PDC connector.

Procedure

- Unzip the PomPDCInstallerSite_3.01.01.033.zip file to extract the PomPDCInstallerSite_3.01.01.033.jar of POM PDC installable.
- From the Eclipse menu option, select Help > Install New Software > Available software.
- Click Add Site and then click Archive.
- On the local file system, select the PomPDCInstallerSite_3.01.01.033.jar file.
- Click Open.
- The system adds jar file to list of available software. From the Eclipse menu option, select Help > About Eclipse SDK > Installation Details.
- Select existing connector for Proactive Outreach Manager.
- Click Update.
- The system displays Operation In Progress screen.
- Follow the installation progress wizard. Restart Eclipse.
- Save applications and enable PDC plug-in to update project variables and jar files.

Configuring PDC

Procedure

- Create a new Avaya Aura® Orchestration Designer Speech Project, or use an existing Speech Project.
- Select the project name in the Speech Navigator tab.
- Right-click the project name and go to Properties.
- In the left pane, select Orchestration Designer.
- Select the Pluggable Connectors tab.
- Select Avaya POM Connector from list.
- Specify the configuration settings as:
 - (Optional) Primary Host: Specify the IP address or the host name of the primary POM server.
 - (Optional) Secondary Host: Specify the IP address or the host name of the secondary POM server.
 - User: Specify the login name of the Avaya Aura® Experience Portal user. If you turn on multitenancy, the user obtains privileges to view, update, and add data to the user organization.
 - Password: Specify the password of the Avaya Aura® Experience Portal user.
- Click OK.

Using PDC nodes

Before you begin

Ensure you have at least one data node in the Palette.

About this task

Follow the steps to add data nodes to the Palette.

Procedure

- From the Palette tab, select Data node.
- Drag and drop the data node in the call flow to add the node in the call flow.
- Double-click the data node.
- In the Palette tab, you can view the list of POM specific nodes.
- Drag and drop required node in call flow.
- Click the Properties tab and set appropriate properties.

Project variables

Following are the variables Orchestration Designer provides:

- Simple variables - Simple variables hold only one variable value at a time. This type is, perhaps, the most widely known type of variable in programming practice.
- Complex variables - Complex variables hold multiple values within a single variable.
- Orchestration Designer accomplishes this with the use of associated fields. To be functional, a complex variable must have one or more variable fields assigned to it.

When you enable POM PDC, it creates three complex type project variables as listed below:

pomInfo

The system deletes pomInfo complex variable when you disable POM PDC. The following fields are part of this complex variable:

Variable name	Data type
ContactID	String
ContactGroupName	String
ContactGroupID	String
Title	String
FirstName	String
LastName	String
PhoneNumber1	String
PhoneNumber1CountryCode	String
PhoneNumber1Timezone	String
PhoneNumber1State	String
PhoneNumber1Wireless	String
PhoneNumber2	String
PhoneNumber2CountryCode	String
PhoneNumber2Timezone	String
PhoneNumber2State	String
PhoneNumber2Wireless	String
EmailID	String
ContactNumber	String
AddressLine1	String
AddressLine2	String
AddressLine3	String
AddressLine4	String
AddressLine5	String
Country	String
ZipCode	String
CampaignName	String
CompletionCode	String

Variable name	Data type
Address	String
PrimaryPOMServer	String
SecondaryPOMServer	String
SessionID	String
JobID	String
TextID	String
VDN	String
Language	String

pomDynamicAttributes

This complex variable holds the array of custom attributes associated with contact record. The fields in the variable are:

- AttributeName
- AttributeType
- AttributeValue

Phoneinfo

This complex variable has following fields:

- CountryCode
 - PhoneAttributeName
 - PhoneNumber
 - Timezone
-

PDC nodes

Get contact info

Use this PDC node to get the existing contact information. The configured EP user must have access to the contact lists and private attributes. The following table lists the property names and the property values:

Property name	Value
POM Contact Info Variable	Use new or existing pominfo complex variable. Note: POM Contact Info Variable is a mandatory property.
Dynamic Attribute Variable	Use new or existing pomDynamicAttributes complex variable. Note: Dynamic attributes are stored as arrays in pomDynamicAttributes dynamic variable

Add contact info

Use this PDC node to create a new contact, or update an existing contact record in the contact list. The configured EP user must have access to contact lists and custom attributes associated with contact list. The following table lists the property names and values:

Property name	Value
Adding a new contact:	
ContactID Variable	Use new complex variable or set new user contact ID within existing pominfo complex variable and select it from drop-down list. Note: You must set value for this mandatory attribute.
ContactID Variable Field	Use appropriate field from complex variable. This will be saved as user contact ID for the contact record.
Contact List Name Variable	Use new complex variable or select the existing pominfo complex variable from the drop-down list. Note: You must set value for this mandatory attribute. Use appropriate field from complex variable for contact list name.
Contact list Name Variable Field	Use appropriate field from complex variable for contact list name.
First Name Variable	Create a complex variable or select the existing pominfo complex variable from the drop-down list.
First Name Variable Field	Use available fields from the complex variable.
Last Name Variable	Create a complex variable or select the existing pominfo complex variable from the drop-down list.
Last Name Variable Field	Use available fields from the complex variable.
Phone # 1 Variable	Create a complex variable or select the existing pominfo complex variable from the drop-down list.
Phone # 1 Variable Field	Use available fields from the complex variable.
Phone # 1 Country Code	The constant value can be hardcoded that will be saved for country code of PhoneNumber1 system attribute.

Property name	Value
Phone # 1 Time Zone	The constant value can be hardcoded that will be saved for time zone of PhoneNumber1 system attribute.
Phone # 1 State	The state of phone number 1.
Phone # 1 Wireless	Whether phone number 1 is wireless or not.
Phone # 2 Variable	Create a complex variable or select the existing pominfo or phoneinfo complex variable from the drop-down list.
Phone # 2 Variable Field	Use available fields from the complex variable.
Phone # 2 Country Code	The constant value can be hardcoded that will be saved for country code of PhoneNumber2 system attribute.
Phone # 2 Time Zone	The constant value can be hardcoded that will be saved for time zone of PhoneNumber2 system attribute.
Phone # 2 State	The state of phone number 2.
Phone # 2 Wireless	Whether phone number 2 is wireless or not.
Email ID Variable	Create a complex variable or select the existing pominfo complex variable from the drop-down list.
Email ID Variable Field	Use available fields from the complex variable.
Language Field	The constant value can be hardcoded that will be saved for language attribute.
AddressLine1 Field	The constant value can be hardcoded that will be saved for AddressLine1 system attribute.
AddressLine2 Field	The constant value can be hardcoded that will be saved for AddressLine2 system attribute.
AddressLine3 Field	The constant value can be hardcoded that will be saved for AddressLine3 system attribute.
AddressLine4 Field	The constant value can be hardcoded that will be saved for AddressLine4 system attribute.
AddressLine5 Field	The constant value can be hardcoded that will be saved for AddressLine5 system attribute.
Country Field	The constant value can be hardcoded that will be saved for country system attribute.
Zip code Field	The constant value can be hardcoded that will be saved for zip code system attribute.
Automatically update time zone for phone numbers Field	Select true from drop down to automatically update the time zone for the phone numbers depending on the country code specified while entering the phone number.
Check phone numbers for reject patterns Field	Select true from drop down, if you do not want to save the phone numbers matching the reject patterns.
Check phone numbers for phone formats rule Field	Select true from drop down, if you do not want to save the phone numbers matching the phone formats.
Check phone numbers and emails for DNC Field	Select true from drop down, if you do not want to save the phone numbers and email addresses existing in the DNC list.
Update existing on duplicate record found Field	Select true from drop down, if you want to update an existing contact. You can choose to either update the existing record, or ignore the newly added record.
No of additional attributes	Use to specify any additional custom attributes as integer value. If you add custom attributes, you must specify the attribute name and the attribute value for each custom attributes.

Property name	Value
For updating a contact:	
ContactID Variable	Use new complex variable or set existing user contact ID within existing pominfo complex variable and select it from the drop-down list.
ContactID Variable Field	Use appropriate field from the complex variable. This will be saved as user contact ID for the contact record.
ContactList Name Variable	Use new complex variable or select the existing pominfo complex variable from the drop-down list.
ContactList Name Variable Field	Use appropriate field from complex variable for contact list name.

For fields like Phone number, First Name, Last Name, and Email ID, provide updated values.

Get phone number

Use the get phone number PDC node to retrieve the phone number of existing contact.

The following table lists the property names and the property values:

Property name	Value
Phone Attribute Name Variable	Use a complex variable like phoneInfo.
Phone Attribute Name Variable Field	Use the field containing name of PHONE type of attribute (custom or system type) to be updated in contact.
Phone Attribute Name Variable Constant	The constant value (hardcoded) of attribute name that will be used to identify PHONE type of attribute.
Phone Info Result Variable	Use complex variable like phoneInfo the retrieved values PhoneNumber, PhoneAttributeName, CountryCode and TimeZone will be stored into assigned variable.

Get contact attribute

Use this PDC node to get the existing contact information for a specific user contact ID. The Configured EP user must have access to the provided contact list and contact attributes.

Note:

If you need to get values of multiple contact attributes through an Avaya Aura® Orchestration Designer speech or message application, use the get contact info node. The get contact info node reads the entire contact record in one request. You can then iterate through the required attributes instead of retrieving the attribute values individually.

The following table lists the property names and the property values:

Property name	Value
Attribute Name Variable	Use new or existing pominfo complex variable.
Attribute Name Variable Field	Use the field containing name of the custom or system attribute to be retrieved from contact.
Attribute Name Variable Constant	The constant value (hardcoded) for the attribute name that will be used to identify the attribute to be retrieved.
Result Variable	Use new or existing complex variable. Note: POM stores retrieved value of the specified attribute in this result variable.

Property name	Value
Result Variable Field	Use field from complex variable to store retrieved value of the attribute.

Update contact attribute

Use PDC node to update specific attribute or change the existing contact information. The ConfiguredEP user must have access to the contact lists and custom attributes.

Note:

Ensure that the custom attribute you want to update exists on the POM server. The predefined attributes are case-sensitive, and you must map the system contacts attributes according to the following table:

Attribute name	Name to be used in the node
Id	UserContactId
First Name	FirstName
Last Name	LastName
Phone Number1	PhoneNumber1
Phone Number1 Country Code	PhoneNumber1CtryCode
Phone Number1 Time Zone	TimeZone
Phone Number 1 State	String
Phone Number 1 Wireless	String
Phone Number2	PhoneNumber2
Phone Number2 Country Code	PhoneNumber2CtryCode
Phone Number2 Time Zone	PhoneNumber2Tz
Phone Number 2 State	String
Phone Number 2 Wireless	String
Email	Email
Language	Language
Title	TitlePredefined
Address Line1	AddrLine1Predefined
Address Line2	AddrLine2Predefined
Address Line3	AddrLine3Predefined
Address Line4	AddrLine4Predefined
Address Line5	AddrLine5Predefined
Country	CountryPredefined
Zip Code	ZipcodePredefined
Time Zone	TimeZone

The following table lists the property names and the property values:

Property name	Value
Attribute Name Variable	Use new or existing complex variables.
Attribute Name Variable Field	Use the field containing name of the custom or system attribute to be updated in contact.
Attribute Name Variable Constant	The constant value (hardcoded) for the attribute name that will be used to identify the attribute to be updated.
Attribute Value Variable	Use new or existing complex variables.
Attribute Value Variable Field	The value provided in the field will be updated for specified attribute.
Attribute Value Variable Constant	The constant value can be hardcoded that will be updated for provided attribute name.

Update phone number

Use this PDC node to update the values in PHONE type of attributes for existing contact record. The following table lists the property names and the property values:

Property name	Value
Phone Attribute Name Variable	Use a complex variable like phoneInfo
Phone Attribute Name Variable Field	Use the field containing name of PHONE type of attribute (custom or system type) to be updated in contact.
Phone Attribute Name Variable Constant	The constant value (hardcoded) of attribute name that will be used to identify PHONE type of attribute.
Phone Attribute Value Variable	Use new or existing complex variable like phoneInfo.
Phone Attribute Value Variable Field	Select field from complex variable containing new value to be updated for the phone attribute.
Phone Attribute Value Variable Constant	The constant value can be hardcoded that will be updated for provided PHONE type of attribute.
CountryCode Value Variable	Use existing complex project variable like phoneInfo.
CountryCode Value Variable Field	Use variable field from complex variable containing new value for country code. If phoneInfo is used select CountryCode variable.
CountryCode Value Variable Constant	The constant value can be hardcoded that will be saved for country code of provided phone attribute.
TimeZone Value Variable	Use complex project variable like phoneInfo.
TimeZone Value Variable Field	Use variable field from complex variable containing new value for time zone. If phoneInfo is used select TimeZone variable.
TimeZone Value Variable Constant	The constant value can be hardcoded that will be saved for time zone of provided phone attribute.
State Value Variable	Use new or existing complex variable like phoneInfo.
State Value Variable Field	Select field from complex variable containing new value to be updated for the phone attribute.
State Value Variable Constant	The constant value can be hardcoded that will be saved for state of provided phone attribute.
Iswireless Value Variable	Use new or existing complex variable like phoneInfo.
Iswireless Value Variable Field	Select field from complex variable containing new value to be updated for the phone attribute.
Iswireless Value Variable Constant	The constant value can be hardcoded that will be saved for wireless of provided phone attribute.
Automatic Update for TimeZone Variable	Select true from drop down to automatically update the time zone for the phone number depending on the country code specified while updating the phone number.
Check for Rejection Patterns	Select true from drop down, if you do not want to save the phone number matching the reject patterns.
Check for Phone Formats Rule	Select true from drop down, if you do not want to save the phone number matching the phone formats.
Check for DNC Addresses	Select true from drop down, if you do not want to save the phone number existing in the DNC list.

Add contact to running job

Use this PDC node to add contact record dynamically to running campaigns job. This operation adds the contact in job's dialing list at specified priority bypassing the filter and sort criteria defined for the campaign.

Before you add any contact to a running job, ensure you have at least one instance of the job running. The configured EP user must have access to the specified campaign. The following table lists the property names and the property values:

Property name	Value
Campaign Name Variable	Use a new or existing pominfo complex variable
Campaign Name Variable Field	The campaign name value specified using the campaign name variable.
Campaign Name Variable Constant	The constant value (hardcoded) of campaign name that will be used to identify job.

Add to DNC list

Use the Add to DNC list PDC node to add phone numbers or email addresses to the DNC list. You can add contacts to the DNC list only if the POM web service user is a global user and not an Org user.

Note:

A global admin users does not belong to any organization and performs the POM Administration and POM Campaign Manager roles. An organization user or Org user belongs to an organization created in Avaya Aura® Experience Portal and have the Org specific POM Campaign Manager role.

The following table lists the property names and the property values:

Property name	Value
Address for DNC List Variable	Use complex project variable.
Address for DNC List Variable Field	Select variable field from the complex variable containing the address value you want to add to DNC list.
Address for DNC List Variable Constant	The constant value (hardcoded) for the address(phone number or email) that will be added into DNC list.
Organization for DNC List Variable	Use complex project variable to identify specific DNC list based on organization name.
Organization for DNC List Variable Field	Select field from complex variable containing value for the organization.
Organization for DNC List Variable Constant	The constant value (hardcoded) for the organization name that will be used to identify the DNC list.
Check phone numbers for reject patterns	Select true if you do not want to save the phone numbers matching the reject patterns.
Check phone numbers for phone formats rule	Select true if you do not want to save the phone numbers matching the phone formats.

Remove from DNC list

Use the remove from DNC list node to remove phone numbers, email addresses from the DNC list. You can remove contacts from the DNC list only if configured EP user is a global user and not an Org user.

Note:

A global user does not belong to any organization and performs the POM Administration and POM Campaign Manager roles. An organization user or Org user belongs to an organization created in Avaya Aura® Experience Portal and performs the Org POM Campaign Manager role.

The following table lists the property names and the property values:

Property name	Value
Address for DNC List Variable	Use complex project variable.
Address for DNC List Variable Field	Select variable field from the complex variable containing the address value you want to remove to DNC list.
Address for DNC List Variable Constant	The constant value (hardcoded) for the address(phone number or email) that will be removed into DNC list.
Organization for DNC List Variable	Use complex project variable to identify specific DNC list based on organization name.
Organization for DNC List Variable Field	Select field from complex variable containing value for the organization.
Organization for DNC List Variable Constant	The constant value (hardcoded) for the organization name that will be used to identify the DNC list.
Check phone numbers for reject patterns	Select true if you do not want to save the phone numbers matching the reject patterns.
Check phone numbers for phone formats rule	Select true if you do not want to save the phone numbers matching the phone formats.

Update Disposition

Use PDC node to update custom completion code, for contact attempt. The configured EP user must have access to POM campaign and completion codes.

The following table lists property names and property values:

Property name	Value
Completion Code Name Variable	Use complex variable. Note: Ensure that the custom completion codes are associated with running campaign and strategy.
Completion Code Name Variable Field	Use field from complex variable.
Completion Code Name Constant	The constant value (hardcoded) of custom completion code that will be updated for attempt.

Appendix: WSDL files for SOAP Web services

VP_POMAgentAPI WSDL file

The following is a WSDL file for VP_POMAgentAPIService. This Web service is installed on all the POM servers.

```
<?xml version="1.0" encoding="UTF-8" standalone="no"?>
<wsdl:definitions name="AgentAPI" targetNamespace="http://services.pim.avaya.com/AgentAPI/" xmlns:soap="http://schemas.xmlsoap.org/wsdl/soap/"
xmlns:tns="http://services.pim.avaya.com/AgentAPI/" xmlns:wsdl="http://schemas.xmlsoap.org/wsdl/" xmlns:xsd="http://www.w3.org/2001/XMLSchema">
  <wsdl:types>
    <xsd:schema attributeFormDefault="qualified" elementFormDefault="qualified"
      targetNamespace="http://services.pim.avaya.com/AgentAPI/" xmlns:xsd="http://www.w3.org/2001/XMLSchema">
      <xsd:element name="GetContactData">
        <xsd:complexType>
          <xsd:sequence>
            <xsd:element name="ContactID" type="xsd:string"/></xsd:element>
            <xsd:element name="ContactGroupName" type="xsd:string"/></xsd:element>
          </xsd:sequence>
        </xsd:complexType>
      </xsd:element>
      <xsd:element name="GetContactDataResponse">
        <xsd:complexType>
          <xsd:sequence>
            <xsd:element name="Contact" type="tns:ContactType"/></xsd:element>
          </xsd:sequence>
        </xsd:complexType>
      </xsd:element>
      <xsd:complexType name="ContactType">
        <xsd:sequence>
          <xsd:element name="ContactId" type="xsd:string"/></xsd:element>
          <xsd:element name="ContactGroupName" type="xsd:string"/></xsd:element>
          <xsd:element name="PhoneNumber1" type="xsd:string" minOccurs="0"/></xsd:element>
          <xsd:element name="PhoneNumber2" type="xsd:string" minOccurs="0"/></xsd:element>
          <xsd:element name="FirstName" type="xsd:string" minOccurs="0"/></xsd:element>
          <xsd:element name="LastName" type="xsd:string" minOccurs="0"/></xsd:element>
          <xsd:element name="Email" type="xsd:string" minOccurs="0"/></xsd:element>
          <xsd:element name="LastModifiedOn" type="xsd:dateTime" minOccurs="0"/></xsd:element>
          <xsd:element name="LastModifiedBy" type="xsd:string" minOccurs="0"/></xsd:element>
          <xsd:element name="Language" type="xsd:string" minOccurs="0"/></xsd:element>
          <xsd:element name="TimeZone" type="xsd:string" minOccurs="0"/></xsd:element>
          <xsd:element name="LastAttemptTime" type="xsd:dateTime" minOccurs="0"/></xsd:element>
          <xsd:element name="LastSuccessfulAttemptTime" type="xsd:dateTime" minOccurs="0"/></xsd:element>
        </xsd:sequence>
      </xsd:complexType>
    </xsd:schema>
  </wsdl:types>

```



```

        <xsd:element name="LastCompletionCodeId" type="xsd:int" minOccurs="0"/></xsd:element>
        <xsd:element name="AttributeObj" type="tns:AttributeType" minOccurs="0" maxOccurs="unbounded"/></xsd:element>
    </xsd:sequence>
</xsd:complexType>
<xsd:element name="GetContactAttributeValue">
    <xsd:complexType>
        <xsd:sequence>
            <xsd:element name="ContactID" type="xsd:string"/></xsd:element>
            <xsd:element name="ContactGroupName" type="xsd:string"/></xsd:element>
            <xsd:element name="AttributeName" type="xsd:string"/></xsd:element>
        </xsd:sequence>
    </xsd:complexType>
</xsd:element>
<xsd:element name="GetContactAttributeValueResponse">
    <xsd:complexType>
        <xsd:sequence>
            <xsd:element name="AttributeValue" type="xsd:string"/></xsd:element>
        </xsd:sequence>
    </xsd:complexType>
</xsd:element>
<xsd:element name="SaveContact">
    <xsd:complexType>
        <xsd:sequence>
            <xsd:element name="Contact" type="tns:ContactType"/></xsd:element>
        </xsd:sequence>
    </xsd:complexType>
</xsd:element>
<xsd:element name="SaveContactResponse">
    <xsd:complexType>
        <xsd:sequence>
            <xsd:element name="Result" type="xsd:int"/></xsd:element>
        </xsd:sequence>
    </xsd:complexType>
</xsd:element>
<xsd:element name="AddContactToJob">
    <xsd:complexType>
        <xsd:sequence>
            <xsd:element name="CampaignName" type="xsd:string"/></xsd:element>
            <xsd:element name="ContactID" type="xsd:string"/></xsd:element>
            <xsd:element name="ContactGroupName" type="xsd:string"/></xsd:element>
        </xsd:sequence>
    </xsd:complexType>
</xsd:element>
<xsd:element name="AddContactToJobResponse">
    <xsd:complexType>
        <xsd:sequence>
            <xsd:element name="Result" type="xsd:int"/></xsd:element>
        </xsd:sequence>
    </xsd:complexType>
</xsd:element>

```

```

        </xsd:sequence>
    </xsd:complexType>
</xsd:element>
<xsd:element name="IsDNC">
    <xsd:complexType>
        <xsd:sequence>
            <xsd:element name="Address" type="xsd:string"/></xsd:element>
            <xsd:element name="OrgName" type="xsd:string" maxOccurs="1" minOccurs="0"/></xsd:element>
            <xsd:element name="CheckForRejectPattern" type="xsd:boolean" minOccurs="0" maxOccurs="1"
default="false"/></xsd:element>
            <xsd:element name="CheckForPhoneFormatsRule" type="xsd:boolean" minOccurs="0" maxOccurs="1"
default="false"/></xsd:element>
        </xsd:sequence>
    </xsd:complexType>
</xsd:element>
<xsd:element name="IsDNCResponse">
    <xsd:complexType>
        <xsd:sequence>
            <xsd:element name="Result" type="xsd:boolean"/></xsd:element>
        </xsd:sequence>
    </xsd:complexType>
</xsd:element>
<xsd:element name="AddToDNCList">
    <xsd:complexType>
        <xsd:sequence>
            <xsd:element name="Address" type="xsd:string"/></xsd:element>
            <xsd:element name="OrgName" type="xsd:string" maxOccurs="1" minOccurs="0"/></xsd:element>
            <xsd:element name="CheckForRejectPattern" type="xsd:boolean" maxOccurs="1" minOccurs="0"
default="false"/></xsd:element>
            <xsd:element name="CheckForPhoneFormatsRule" type="xsd:boolean" minOccurs="0" maxOccurs="1"
default="false"/></xsd:element>
        </xsd:sequence>
    </xsd:complexType>
</xsd:element>
<xsd:element name="AddToDNCListResponse">
    <xsd:complexType>
        <xsd:sequence>
            <xsd:element name="Result" type="xsd:boolean"/></xsd:element>
        </xsd:sequence>
    </xsd:complexType>
</xsd:element>
<xsd:element name="RemoveFromDNCList">
    <xsd:complexType>
        <xsd:sequence>
            <xsd:element name="Address" type="xsd:string"/></xsd:element>
            <xsd:element name="OrgName" type="xsd:string" minOccurs="0" maxOccurs="1"/></xsd:element>
            <xsd:element name="CheckForRejectPattern" type="xsd:boolean" minOccurs="0" maxOccurs="1" default="false"/></xsd:element>

```

```

    <xsd:element name="CheckForPhoneFormatsRule" type="xsd:boolean" minOccurs="0" maxOccurs="1" default="false"></xsd:element>
  </xsd:sequence>
</xsd:complexType>
</xsd:element>
<xsd:element name="RemoveFromDNCListResponse">
  <xsd:complexType>
    <xsd:sequence>
      <xsd:element name="Result" type="xsd:boolean"></xsd:element>
    </xsd:sequence>
  </xsd:complexType>
</xsd:element>
<xsd:complexType name="AttributeType">
  <xsd:sequence>
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    <xsd:element name="Value" type="xsd:string"></xsd:element>
    <xsd:element name="Type" type="xsd:string"
      minOccurs="0">
    </xsd:element>
    <xsd:element name="DisplayName" type="xsd:string"
      minOccurs="0" maxOccurs="1">
    </xsd:element>
    <xsd:element name="Masked" type="xsd:boolean"
      minOccurs="0" maxOccurs="1">
    </xsd:element>
    <xsd:element name="ReadOnly" type="xsd:boolean" minOccurs="0" maxOccurs="1"></xsd:element>
  </xsd:sequence>
</xsd:complexType>
<xsd:element name="UpdateContactAttributeValue">
  <xsd:complexType>
    <xsd:sequence>
      <xsd:element name="ContactID" type="xsd:string"></xsd:element>
      <xsd:element name="ContactGroupName" type="xsd:string"></xsd:element>
      <xsd:element name="AttributeName" type="xsd:string"></xsd:element>
      <xsd:element name="AttributeValue" type="xsd:string"></xsd:element>
    </xsd:sequence>
  </xsd:complexType>
</xsd:element>
<xsd:element name="UpdateContactAttributeValueResponse">
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    <xsd:sequence>
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    </xsd:sequence>
  </xsd:complexType>
</xsd:element>
<xsd:element name="GetContactDataFaultInfo">
  <xsd:complexType>
    <xsd:sequence>

```

```

    <xsd:element name="RetCode" type="xsd:int"/></xsd:element>
    <xsd:element name="FaultMsg" type="xsd:string"/></xsd:element>
  </xsd:sequence>
</xsd:complexType>
</xsd:element>
<xsd:element name="GetContactAttributeValueFaultInfo">
  <xsd:complexType>
    <xsd:sequence>
      <xsd:element name="RetCode" type="xsd:int"/></xsd:element>
      <xsd:element name="FaultMsg" type="xsd:string"/></xsd:element>
    </xsd:sequence>
  </xsd:complexType>
</xsd:element>
<xsd:element name="AddContactToJobFaultInfo">
  <xsd:complexType>
    <xsd:sequence>
      <xsd:element name="RetCode" type="xsd:int"/></xsd:element>
      <xsd:element name="FaultMsg" type="xsd:string"/></xsd:element>
    </xsd:sequence>
  </xsd:complexType>
</xsd:element>
<xsd:element name="IsDNCFaultInfo">
  <xsd:complexType>
    <xsd:sequence>
      <xsd:element name="RetCode" type="xsd:int"/></xsd:element>
      <xsd:element name="FaultMsg" type="xsd:string"/></xsd:element>
    </xsd:sequence>
  </xsd:complexType>
</xsd:element>
<xsd:element name="UpdateContactAttributeValueFaultInfo">
  <xsd:complexType>
    <xsd:sequence>
      <xsd:element name="RetCode" type="xsd:int"/></xsd:element>
      <xsd:element name="FaultMsg" type="xsd:string"/></xsd:element>
    </xsd:sequence>
  </xsd:complexType>
</xsd:element>
<xsd:element name="GetAllCompletionCodesForCampaign">
  <xsd:complexType>
    <xsd:sequence>
      <xsd:element name="JobID" type="xsd:int"/></xsd:element>
    </xsd:sequence>
  </xsd:complexType>
</xsd:element>
<xsd:element name="GetAllCompletionCodesForCampaignResponse">
  <xsd:complexType>
    <xsd:sequence>

```

```

        <xsd:element name="CompletionCodes" type="xsd:string" maxOccurs="unbounded" minOccurs="0"/></xsd:element>
    </xsd:sequence>
</xsd:complexType>
</xsd:element>
<xsd:element name="GetAllCompletionCodesForCampaignFaultInfo">
    <xsd:complexType>
        <xsd:sequence>
            <xsd:element name="RetCode" type="xsd:int"/></xsd:element>
            <xsd:element name="FaultMsg" type="xsd:string"/></xsd:element>
        </xsd:sequence>
    </xsd:complexType>
</xsd:element>
<xsd:element name="SaveContactFaultInfo">
    <xsd:complexType>
        <xsd:sequence>
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        </xsd:sequence>
    </xsd:complexType>
</xsd:element>
<xsd:element name="AddToDNCListFaultInfo">
    <xsd:complexType>
        <xsd:sequence>
            <xsd:element name="FaultMsg" type="xsd:string"/></xsd:element>
            <xsd:element name="RetCode" type="xsd:int"/></xsd:element>
        </xsd:sequence>
    </xsd:complexType>
</xsd:element>
<xsd:element name="RemoveFromDNCListFaultInfo">
    <xsd:complexType>
        <xsd:sequence>
            <xsd:element name="FaultMsg" type="xsd:string"/></xsd:element>
            <xsd:element name="RetCode" type="xsd:int"/></xsd:element>
        </xsd:sequence>
    </xsd:complexType>
</xsd:element>
<xsd:element name="UpdateCompletionCode">
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    </xsd:complexType>
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        <xsd:sequence>

```

```

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    </xsd:sequence>
</xsd:complexType>
</xsd:element>
<xsd:element name="UpdateCompletionCodeFaultInfo">
    <xsd:complexType>
        <xsd:sequence>
            <xsd:element name="RetCode" type="xsd:int"/></xsd:element>
            <xsd:element name="FaultMsg" type="xsd:string"/></xsd:element>
        </xsd:sequence>
    </xsd:complexType>
</xsd:element>
<xsd:element name="DeleteContact">
    <xsd:complexType>
        <xsd:sequence>
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            <xsd:element name="ContactGroupName" type="xsd:string"/></xsd:element>
        </xsd:sequence>
    </xsd:complexType>
</xsd:element>
<xsd:element name="DeleteContactResponse">
    <xsd:complexType>
        <xsd:sequence>
            <xsd:element name="Result" type="xsd:boolean"/></xsd:element>
        </xsd:sequence>
    </xsd:complexType>
</xsd:element>
<xsd:element name="DeleteContactFaultInfo">
    <xsd:complexType>
        <xsd:sequence>
            <xsd:element name="RetCode" type="xsd:int"/></xsd:element>
            <xsd:element name="FaultMsg" type="xsd:string"/></xsd:element>
        </xsd:sequence>
    </xsd:complexType>
</xsd:element>
<xsd:element name="AddContactGroupToJob">
    <xsd:complexType>
        <xsd:sequence>
            <xsd:element name="CampaignName" type="xsd:string"/></xsd:element>
            <xsd:element name="ContactGroupName" type="xsd:string"/></xsd:element>
        </xsd:sequence>
    </xsd:complexType>
</xsd:element>
<xsd:element name="AddContactGroupToJobResponse">
    <xsd:complexType>
        <xsd:sequence>
            <xsd:element name="Result" type="xsd:int"/></xsd:element>

```

```

        </xsd:sequence>
    </xsd:complexType>
</xsd:element>
<xsd:element name="AddContactGroupToJobFaultInfo">
    <xsd:complexType>
        <xsd:sequence>
            <xsd:element name="RetCode" type="xsd:int"/></xsd:element>
            <xsd:element name="FaultMsg" type="xsd:string"/></xsd:element>
        </xsd:sequence>
    </xsd:complexType>
</xsd:element>
<xsd:complexType name="ContactDataType">
    <xsd:sequence>
        <xsd:element name="UserContactId" type="xsd:string"/></xsd:element>
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        <xsd:element name="Title" type="xsd:string" minOccurs="0" maxOccurs="1"/></xsd:element>
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        <xsd:element name="PhoneNumber1" type="xsd:string" minOccurs="0"/></xsd:element>
        <xsd:element name="TimeZone" type="xsd:string" minOccurs="0"/></xsd:element>
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        <xsd:element name="PhoneNumber1State" type="xsd:string" minOccurs="0" maxOccurs="1"/></xsd:element>
        <xsd:element name="PhoneNumber2" type="xsd:string" minOccurs="0"/></xsd:element>
        <xsd:element name="PhoneNumber2TimeZone" type="xsd:string" maxOccurs="1" minOccurs="0"/></xsd:element>
        <xsd:element name="PhoneNumber2CountryCode" type="xsd:string" minOccurs="0" maxOccurs="1"/></xsd:element>
        <xsd:element name="PhoneNumber2Wireless" type="xsd:string" minOccurs="0" maxOccurs="1"/></xsd:element>
        <xsd:element name="PhoneNumber2State" type="xsd:string" minOccurs="0" maxOccurs="1"/></xsd:element>
        <xsd:element name="Email" type="xsd:string" minOccurs="0"/></xsd:element>
        <xsd:element name="Language" type="xsd:string" minOccurs="0"/></xsd:element>
        <xsd:element name="AddressLine1" type="xsd:string" minOccurs="0" maxOccurs="1"/></xsd:element>
        <xsd:element name="AddressLine2" type="xsd:string" minOccurs="0" maxOccurs="1"/></xsd:element>
        <xsd:element name="AddressLine3" type="xsd:string" minOccurs="0" maxOccurs="1"/></xsd:element>
        <xsd:element name="AddressLine4" type="xsd:string" minOccurs="0" maxOccurs="1"/></xsd:element>
        <xsd:element name="AddressLine5" type="xsd:string" minOccurs="0" maxOccurs="1"/></xsd:element>
        <xsd:element name="Country" type="xsd:string" minOccurs="0" maxOccurs="1"/></xsd:element>
        <xsd:element name="ZipCode" type="xsd:string" minOccurs="0" maxOccurs="1"/></xsd:element>
        <xsd:element name="AttributeObj" type="tns:AttributeType" minOccurs="0" maxOccurs="unbounded"/></xsd:element>
        <xsd:element name="LastCompletionCodeId" type="xsd:int" minOccurs="0"/></xsd:element>
        <xsd:element name="LastAttemptTime" type="xsd:dateTime" minOccurs="0"/></xsd:element>
        <xsd:element name="LastSuccessfulAttemptTime" type="xsd:dateTime" minOccurs="0"/></xsd:element>
        <xsd:element name="LastModifiedOn" type="xsd:dateTime" minOccurs="0"/></xsd:element>
        <xsd:element name="LastModifiedBy" type="xsd:string" minOccurs="0"/></xsd:element>
    </xsd:sequence>
</xsd:complexType>
<xsd:complexType name="PhoneType">

```

```

<xsd:sequence>
  <xsd:element name="CountryCode" type="xsd:string" minOccurs="0" maxOccurs="1" nillable="true"/></xsd:element>
  <xsd:element name="PhoneNumber" type="xsd:string" nillable="true"/></xsd:element>
  <xsd:element name="TimeZone" type="xsd:string" minOccurs="0" maxOccurs="1" nillable="true"/></xsd:element>
  <xsd:element name="PhoneAttributeName" type="xsd:string" nillable="true"/></xsd:element>
  <xsd:element name="IsWireless" type="xsd:string" minOccurs="0" maxOccurs="1"/></xsd:element>
  <xsd:element name="State" type="xsd:string" minOccurs="0" maxOccurs="1"/></xsd:element>
</xsd:sequence>
</xsd:complexType>
<xsd:element name="UpdatePhoneNumber">
  <xsd:complexType>
    <xsd:sequence>
      <xsd:element name="ContactID" type="xsd:string"/></xsd:element>
      <xsd:element name="ContactListName" type="xsd:string"/></xsd:element>
      <xsd:element name="PhoneObject" type="tns:PhoneType"/></xsd:element>
      <xsd:element name="AutomaticUpdateForTimeZone" type="xsd:boolean" minOccurs="0" maxOccurs="1"
default="false"/></xsd:element>
      <xsd:element name="CheckForRejectPattern" type="xsd:boolean" minOccurs="0" maxOccurs="1" default="false"/></xsd:element>
      <xsd:element name="CheckForPhoneFormatsRule" type="xsd:boolean" minOccurs="0" maxOccurs="1" default="false"/></xsd:element>
      <xsd:element name="CheckDNC" type="xsd:boolean" minOccurs="0" maxOccurs="1" default="false"/></xsd:element>
      <xsd:element name="AutomaticUpdateForWireless" type="xsd:boolean" minOccurs="0" maxOccurs="1"
default="false"/></xsd:element>
      <xsd:element name="AutomaticUpdateForState" type="xsd:boolean" minOccurs="0" maxOccurs="1"
default="false"/></xsd:element>
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  </xsd:complexType>
</xsd:element>
<xsd:element name="UpdatePhoneNumberResponse">
  <xsd:complexType>
    <xsd:sequence>
      <xsd:element name="Result" type="xsd:int"/></xsd:element>
    </xsd:sequence>
  </xsd:complexType>
</xsd:element>
<xsd:element name="UpdatePhoneNumberFaultInfo">
  <xsd:complexType>
    <xsd:sequence>
      <xsd:element name="RetCode" type="xsd:int"/></xsd:element>
      <xsd:element name="FaultMsg" type="xsd:string"/></xsd:element>
    </xsd:sequence>
  </xsd:complexType>
</xsd:element>
<xsd:element name="GetPhoneNumber">
  <xsd:complexType>
    <xsd:sequence>
      <xsd:element name="ContactID" type="xsd:string"/></xsd:element>
      <xsd:element name="ContactListName" type="xsd:string"/></xsd:element>

```



```

        <xsd:element name="PhoneAttributeName" type="xsd:string"/></xsd:element>
    </xsd:sequence>
</xsd:complexType>
</xsd:element>
<xsd:element name="GetPhoneNumberResponse">
    <xsd:complexType>
        <xsd:sequence>
            <xsd:element name="Phone" type="tns:PhoneType"/></xsd:element>
        </xsd:sequence>
    </xsd:complexType>
</xsd:element>
<xsd:element name="GetPhoneNumberFaultInfo">
    <xsd:complexType>
        <xsd:sequence>
            <xsd:element name="RetCode" type="xsd:int"/></xsd:element>
            <xsd:element name="FaultMsg" type="xsd:string"/></xsd:element>
        </xsd:sequence>
    </xsd:complexType>
</xsd:element>
<xsd:element name="ScheduleCallBack">
    <xsd:complexType>
        <xsd:sequence>
            <xsd:element name="UserContactID" type="xsd:string"/></xsd:element>
            <xsd:element name="ContactListName" type="xsd:string"/></xsd:element>
            <xsd:element name="CampaignName" type="xsd:string"/></xsd:element>
            <xsd:element name="StartTime" type="xsd:string"/></xsd:element>
            <xsd:element name="Notes" type="xsd:string"/></xsd:element>
            <xsd:element name="EndTime" type="xsd:string" minOccurs="0" maxOccurs="1" nillable="true" /></xsd:element>
            <xsd:element name="TimeZone" type="xsd:string" minOccurs="0" maxOccurs="1" nillable="true" /></xsd:element>
            <xsd:element name="ContactAttributeName" type="xsd:string" minOccurs="0" maxOccurs="1"
nillable="true" /></xsd:element>
            <xsd:element name="Address" type="xsd:string" minOccurs="0" maxOccurs="1" nillable="true" /></xsd:element>
            <xsd:element name="CallbackType" type="tns:POMCallbackType" minOccurs="0" maxOccurs="1"
default="Campaign" /></xsd:element>
            <xsd:element name="AgentID" type="xsd:string" minOccurs="0" maxOccurs="1" nillable="true" /></xsd:element>
            <xsd:element name="HandlerName" type="xsd:string" minOccurs="0" maxOccurs="1" default="initial" /></xsd:element>
            <xsd:element name="ActionName" type="xsd:string" minOccurs="0" maxOccurs="1"
default="Call_100" /></xsd:element>
        </xsd:sequence>
    </xsd:complexType>
</xsd:element>
<xsd:element name="ScheduleCallBackResponse">
    <xsd:complexType>
        <xsd:sequence>
            <xsd:element name="Result" type="xsd:int"/></xsd:element>
        </xsd:sequence>
    </xsd:complexType>
</xsd:element>

```

```

</xsd:element>
<xsd:element name="ScheduleCallBackFaultInfo">
  <xsd:complexType>
    <xsd:sequence>
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      <xsd:element name="FaultMsg" type="xsd:string"></xsd:element>
    </xsd:sequence>
  </xsd:complexType>
</xsd:element>
<xsd:element name="AddContactFromListToJob">
  <xsd:complexType>
    <xsd:sequence>
      <xsd:element name="CampaignName" type="xsd:string"></xsd:element>
      <xsd:element name="ContactID" type="xsd:string"></xsd:element>
      <xsd:element name="ContactListName" type="xsd:string"></xsd:element>
      <xsd:element name="ContactPriority" type="tns:Priority" default="MEDIUM" minOccurs="0"
maxOccurs="1"></xsd:element>
      <xsd:element name="RecycleContact" type="xsd:boolean" default="true" minOccurs="0"
maxOccurs="1"></xsd:element>
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<xsd:element name="AddContactFromListToJobResponse">
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    <xsd:sequence>
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  </xsd:complexType>
</xsd:element>
<xsd:element name="AddContactFromListToJobFaultInfo">
  <xsd:complexType>
    <xsd:sequence>
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      <xsd:element name="FaultMsg" type="xsd:string"></xsd:element>
    </xsd:sequence>
  </xsd:complexType>
</xsd:element>
<xsd:element name="SaveContactToList">
  <xsd:complexType>
    <xsd:sequence>
      <xsd:element name="ContactToBeSaved" type="tns:ContactDataType"></xsd:element>
      <xsd:element name="AutomaticUpdateForTimeZone" type="xsd:boolean" minOccurs="0" maxOccurs="1"
default="false"></xsd:element>
      <xsd:element name="CheckForRejectPattern" type="xsd:boolean" minOccurs="0" maxOccurs="1"
default="false"></xsd:element>
      <xsd:element name="CheckForPhoneFormatsRule" type="xsd:boolean" minOccurs="0" maxOccurs="1"
default="false"></xsd:element>
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</xsd:element>

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default="false"></xsd:element>
        <xsd:element name="CheckDNC" type="xsd:boolean" minOccurs="0" maxOccurs="1" default="false"></xsd:element>
        <xsd:element name="AutomaticUpdateForWireless" type="xsd:boolean" minOccurs="0" maxOccurs="1"
default="false"></xsd:element>
        <xsd:element name="AutomaticUpdateForState" type="xsd:boolean" minOccurs="0" maxOccurs="1"
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        </xsd:sequence>
    </xsd:complexType>
</xsd:element>
<xsd:element name="SaveContactToListFaultInfo">
    <xsd:complexType>
        <xsd:sequence>
            <xsd:element name="RetCode" type="xsd:int"></xsd:element>
            <xsd:element name="FaultMsg" type="xsd:string"></xsd:element>
        </xsd:sequence>
    </xsd:complexType>
</xsd:element>
<xsd:element name="GetContactDataFromList">
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        <xsd:sequence>
            <xsd:element name="UserContactID" type="xsd:string"></xsd:element>
            <xsd:element name="ContactListName" type="xsd:string"></xsd:element>
        </xsd:sequence>
    </xsd:complexType>
</xsd:element>
<xsd:element name="GetContactDataFromListResponse">
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        </xsd:sequence>
    </xsd:complexType>
</xsd:element>
<xsd:element name="GetContactDataFromListFaultInfo">
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        <xsd:sequence>
            <xsd:element name="FaultMsg" type="xsd:string"></xsd:element>
            <xsd:element name="RetCode" type="xsd:int"></xsd:element>
        </xsd:sequence>
    </xsd:complexType>
</xsd:element>

```

```

</xsd:element>
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      <xsd:element name="ContactListName" type="xsd:string"/></xsd:element>
      <xsd:element name="AttributeName" type="xsd:string"/></xsd:element>
    </xsd:sequence>
  </xsd:complexType>
</xsd:element>
<xsd:element name="GetContactAttributeValueFromListResponse">
  <xsd:complexType>
    <xsd:sequence>
      <xsd:element name="AttributeValue" type="xsd:string"/></xsd:element>
    </xsd:sequence>
  </xsd:complexType>
</xsd:element>
<xsd:element name="GetContactAttributeValueFromListFaultInfo">
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    <xsd:sequence>
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      <xsd:element name="FaultMsg" type="xsd:string"/></xsd:element>
    </xsd:sequence>
  </xsd:complexType>
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    <xsd:sequence>
      <xsd:element name="ContactID" type="xsd:string"/></xsd:element>
      <xsd:element name="ContactListName" type="xsd:string"/></xsd:element>
      <xsd:element name="AttributeName" type="xsd:string"/></xsd:element>
      <xsd:element name="AttributeValue" type="xsd:string"/></xsd:element>
    </xsd:sequence>
  </xsd:complexType>
</xsd:element>
<xsd:element name="UpdateContactAttributeValueToListResponse">
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    <xsd:sequence>
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<xsd:element name="UpdateContactAttributeValueToListFaultInfo">
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      <xsd:element name="FaultMsg" type="xsd:string"/></xsd:element>
    </xsd:sequence>
  </xsd:complexType>
</xsd:element>

```

```

</xsd:sequence>
  </xsd:complexType>
</xsd:element>
<xsd:element name="AddContactListToJob">
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      <xsd:element name="ContactListName" type="xsd:string"/></xsd:element>
      <xsd:element name="ContactPriority" type="tns:Priority" default="MEDIUM" minOccurs="0"
maxOccurs="1"/></xsd:element>
      <xsd:element name="ApplyFilter" type="xsd:boolean" default="false" minOccurs="0" maxOccurs="1"/></xsd:element>
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<xsd:element name="AddContactListToJobResponse">
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    <xsd:sequence>
      <xsd:element name="Result" type="xsd:int"/></xsd:element>
    </xsd:sequence>
  </xsd:complexType>
</xsd:element>
<xsd:element name="AddContactListToJobFaultInfo">
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    <xsd:sequence>
      <xsd:element name="RetCode" type="xsd:int"/></xsd:element>
      <xsd:element name="FaultMsg" type="xsd:string"/></xsd:element>
    </xsd:sequence>
  </xsd:complexType>
</xsd:element>
<xsd:element name="DeleteContactFromList">
  <xsd:complexType>
    <xsd:sequence>
      <xsd:element name="ContactID" type="xsd:string"/></xsd:element>
      <xsd:element name="ContactListName" type="xsd:string"/></xsd:element>
    </xsd:sequence>
  </xsd:complexType>
</xsd:element>
<xsd:element name="DeleteContactFromListResponse">
  <xsd:complexType>
    <xsd:sequence>
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  </xsd:complexType>
</xsd:element>
<xsd:element name="DeleteContactFromListFaultInfo">
  <xsd:complexType>
    <xsd:sequence>

```

```

    <xsd:element name="RetCode" type="xsd:int"/></xsd:element>
    <xsd:element name="FaultMsg" type="xsd:string"/></xsd:element>
  </xsd:sequence>
</xsd:complexType>
</xsd:element>
<xsd:element name="GetAttributesList">
  <xsd:complexType>
    <xsd:sequence>
      <xsd:element name="ContactListName" type="xsd:string" minOccurs="0" maxOccurs="1"/></xsd:element>
    </xsd:sequence>
  </xsd:complexType>
</xsd:element>
<xsd:element name="GetAttributesListResponse">
  <xsd:complexType>
    <xsd:sequence>
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    </xsd:sequence>
  </xsd:complexType>
</xsd:element>
<xsd:element name="GetAttributesListFaultInfo">
  <xsd:complexType>
    <xsd:sequence>
      <xsd:element name="RetCode" type="xsd:int"/></xsd:element>
      <xsd:element name="FaultMsg" type="xsd:string"/></xsd:element>
    </xsd:sequence>
  </xsd:complexType>
</xsd:element>
<xsd:element name="EmptyContactList">
  <xsd:complexType>
    <xsd:sequence>
      <xsd:element name="ContactListName" type="xsd:string"/></xsd:element>
    </xsd:sequence>
  </xsd:complexType>
</xsd:element>
<xsd:element name="EmptyContactListResponse">
  <xsd:complexType>
    <xsd:sequence>
      <xsd:element name="TotalContacts" type="xsd:long"/></xsd:element>
    </xsd:sequence>
  </xsd:complexType>
</xsd:element>
<xsd:element name="EmptyContactListFaultInfo">
  <xsd:complexType>
    <xsd:sequence>
      <xsd:element name="RetCode" type="xsd:int"/></xsd:element>
      <xsd:element name="FaultMsg" type="xsd:string"/></xsd:element>
    </xsd:sequence>
  </xsd:complexType>
</xsd:element>

```

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    </xsd:complexType>
</xsd:element>
<xsd:element name="GetContactListEmptyStatus">
  <xsd:complexType>
    <xsd:sequence>
      <xsd:element name="ContactListName" type="xsd:string"/></xsd:element>
    </xsd:sequence>
  </xsd:complexType>
</xsd:element>
<xsd:element name="GetContactListEmptyStatusResponse">
  <xsd:complexType>
    <xsd:sequence>
      <xsd:element name="ContactListEmptyStatus" type="tns:ContactListStatus"/></xsd:element>
    </xsd:sequence>
  </xsd:complexType>
</xsd:element>
<xsd:element name="GetContactListEmptyStatusFaultInfo">
  <xsd:complexType>
    <xsd:sequence>
      <xsd:element name="RetCode" type="xsd:int"/></xsd:element>
      <xsd:element name="FaultMsg" type="xsd:string"/></xsd:element>
    </xsd:sequence>
  </xsd:complexType>
</xsd:element>
<xsd:complexType name="ContactListStatus">
  <xsd:sequence>
    <xsd:element name="EmptyStatus" type="tns:ListStatus"/></xsd:element>
    <xsd:element name="TotalCount" type="xsd:long"/></xsd:element>
  </xsd:sequence>
</xsd:complexType>
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  <xsd:restriction base="xsd:string">
    <xsd:enumeration value="LOW"/></xsd:enumeration>
    <xsd:enumeration value="TWO"/></xsd:enumeration>
    <xsd:enumeration value="THREE"/></xsd:enumeration>
    <xsd:enumeration value="FOUR"/></xsd:enumeration>
    <xsd:enumeration value="MEDIUM"/></xsd:enumeration>
    <xsd:enumeration value="SIX"/></xsd:enumeration>
    <xsd:enumeration value="SEVEN"/></xsd:enumeration>
    <xsd:enumeration value="EIGHT"/></xsd:enumeration>
    <xsd:enumeration value="NINE"/></xsd:enumeration>
    <xsd:enumeration value="HIGH"/></xsd:enumeration>
    <xsd:enumeration value="BOTTOM"/></xsd:enumeration>
    <xsd:enumeration value="TOP"/></xsd:enumeration>
  </xsd:restriction>
</xsd:simpleType>
<xsd:simpleType name="ListStatus">

```

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<xsd:restriction base="xsd:string">
    <xsd:enumeration value="LIST_BEING_IDLE"></xsd:enumeration>
    <xsd:enumeration value="LIST_BEING_EMPTIED"></xsd:enumeration>
</xsd:restriction>
</xsd:simpleType>
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    <xsd:complexType>
        <xsd:sequence>
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            <xsd:element name="AttributeName" type="xsd:string"></xsd:element>
            <xsd:element name="AttributeValue"
                type="xsd:double">
            </xsd:element>
            <xsd:element name="Operation" type="tns:OperationType" default="ADD" minOccurs="0"></xsd:element>
        </xsd:sequence>
    </xsd:complexType>
</xsd:element>
<xsd:element name="UpdateCampaignAttributeValueResponse">
    <xsd:complexType>
        <xsd:sequence>
            <xsd:element name="Result" type="xsd:int"></xsd:element>
        </xsd:sequence>
    </xsd:complexType>
</xsd:element>
<xsd:element name="UpdateCampaignAttributeValueFaultInfo">
    <xsd:complexType>
        <xsd:sequence>
            <xsd:element name="RetCode" type="xsd:int"></xsd:element>
            <xsd:element name="FaultMsg" type="xsd:string">
            </xsd:element>
        </xsd:sequence>
    </xsd:complexType>
</xsd:element>
<xsd:element name="UpdateAgentAttributeValue">
    <xsd:complexType>
        <xsd:sequence>
            <xsd:element name="JobId" type="xsd:int"></xsd:element>
            <xsd:element name="AgentId" type="xsd:string"></xsd:element>
            <xsd:element name="AttributeName" type="xsd:string"></xsd:element>
            <xsd:element name="AttributeValue"
                type="xsd:double">
            </xsd:element>
            <xsd:element name="Operation" type="tns:OperationType"
                default="ADD" minOccurs="0">
            </xsd:element>
        </xsd:sequence>
    </xsd:complexType>

```



```

</xsd:element>
<xsd:element name="UpdateAgentAttributeValueResponse">
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    <xsd:sequence>
      <xsd:element name="Result" type="xsd:int"/></xsd:element>
    </xsd:sequence>
  </xsd:complexType>
</xsd:element>
<xsd:element name="UpdateAgentAttributeValueFaultInfo">
  <xsd:complexType>
    <xsd:sequence>
      <xsd:element name="RetCode" type="xsd:int"/></xsd:element>
      <xsd:element name="FaultMsg" type="xsd:string">
        </xsd:element>
      </xsd:sequence>
    </xsd:complexType>
  </xsd:element>
<xsd:simpleType name="OperationType">
  <xsd:restriction base="xsd:string">
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    <xsd:enumeration value="MINUS"/></xsd:enumeration>
    <xsd:enumeration value="ASSIGN"/></xsd:enumeration>
  </xsd:restriction>
</xsd:simpleType>
<xsd:element name="GetCampaignAttributesList">
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    </xsd:complexType>
  </xsd:element>
<xsd:element name="GetCampaignAttributesListResponse">
  <xsd:complexType>
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maxOccurs="unbounded"/></xsd:element>
    </xsd:sequence>
  </xsd:complexType>
</xsd:element>
<xsd:element name="GetCampaignAttributesListFaultInfo">
  <xsd:complexType>
    <xsd:sequence>
      <xsd:element name="RetCode" type="xsd:int"/></xsd:element>
      <xsd:element name="FaultMsg" type="xsd:string"/></xsd:element>
    </xsd:sequence>
  </xsd:complexType>
</xsd:element>
<xsd:element name="GetAgentAttributesList">
  <xsd:complexType>
    </xsd:complexType>
  </xsd:element>

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</xsd:element>
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maxOccurs="unbounded"/></xsd:element>
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  </xsd:complexType>
</xsd:element>
<xsd:element name="GetAgentAttributesListFaultInfo">
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      <xsd:element name="FaultMsg" type="xsd:string"/>
    </xsd:sequence>
  </xsd:complexType>
</xsd:element>
<xsd:element name="RemoveContactListFromCampaign">
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      <xsd:element name="ContactListName" type="xsd:string"/></xsd:element>
    </xsd:sequence>
  </xsd:complexType>
</xsd:element>
<xsd:element name="RemoveContactListFromCampaignResponse">
  <xsd:complexType>
    <xsd:sequence>
      <xsd:element name="Result" type="xsd:int"/></xsd:element>
    </xsd:sequence>
  </xsd:complexType>
</xsd:element>
<xsd:element name="RemoveContactListFromCampaignFaultInfo">
  <xsd:complexType>
    <xsd:sequence>
      <xsd:element name="RetCode" type="xsd:int"/>
      </xsd:element>
      <xsd:element name="FaultMsg" type="xsd:string"/></xsd:element>
    </xsd:sequence>
  </xsd:complexType>
</xsd:element>
<xsd:element name="MarkContactsAsCallable">
  <xsd:complexType>
    <xsd:sequence>
      <xsd:element name="UserContactIds" type="xsd:string"
minOccurs="1" maxOccurs="100"/>

```

```

        </xsd:element>
        <xsd:element name="ContactListName" type="xsd:string"></xsd:element>
    </xsd:sequence>
</xsd:complexType>
</xsd:element>
<xsd:element name="MarkContactsAsCallableResponse">
    <xsd:complexType>
        <xsd:sequence>
            <xsd:element name="Result" type="xsd:int"></xsd:element>
        </xsd:sequence>
    </xsd:complexType>
</xsd:element>
<xsd:element name="MarkContactsAsCallableFaultInfo">
    <xsd:complexType>
        <xsd:sequence>
            <xsd:element name="RetCode" type="xsd:int"></xsd:element>
            <xsd:element name="FaultMsg"
                type="xsd:string">
            </xsd:element>
        </xsd:sequence>
    </xsd:complexType>
</xsd:element>
<xsd:element name="MarkContactsAsUnCallable">
    <xsd:complexType>
        <xsd:sequence>
            <xsd:element name="UserContactIds" type="xsd:string"
                minOccurs="1" maxOccurs="100">
            </xsd:element>
            <xsd:element name="ContactListName" type="xsd:string"></xsd:element>
        </xsd:sequence>
    </xsd:complexType>
</xsd:element>
<xsd:element name="MarkContactsAsUnCallableResponse">
    <xsd:complexType>
        <xsd:sequence>
            <xsd:element name="Result" type="xsd:int"></xsd:element>
        </xsd:sequence>
    </xsd:complexType>
</xsd:element>
<xsd:element name="MarkContactsAsUnCallableFaultInfo">
    <xsd:complexType>
        <xsd:sequence>
            <xsd:element name="FaultMsg" type="xsd:string">
            </xsd:element>
            <xsd:element name="RetCode" type="xsd:int"></xsd:element>
        </xsd:sequence>
    </xsd:complexType>

```

```

</xsd:element>
<xsd:element name="IsContactCallable">
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      <xsd:element name="ContactListName"
        type="xsd:string">
      </xsd:element>
    </xsd:sequence>
  </xsd:complexType>
</xsd:element>
<xsd:element name="IsContactCallableResponse">
  <xsd:complexType>
    <xsd:sequence>
      <xsd:element name="Result" type="xsd:boolean"/></xsd:element>
    </xsd:sequence>
  </xsd:complexType>
</xsd:element>
<xsd:element name="IsContactCallableFaultInfo">
  <xsd:complexType>
    <xsd:sequence>
      <xsd:element name="RetCode" type="xsd:int"/></xsd:element>
      <xsd:element name="FaultMsg" type="xsd:string">
      </xsd:element>
    </xsd:sequence>
  </xsd:complexType>
</xsd:element>
<xsd:element name="MarkContactListUnCallable">
  <xsd:complexType>
    <xsd:sequence>
      <xsd:element name="ContactListName" type="xsd:string"/></xsd:element>
    </xsd:sequence>
  </xsd:complexType>
</xsd:element>
<xsd:element name="MarkContactListUnCallableResponse">
  <xsd:complexType>
    <xsd:sequence>
      <xsd:element name="Result" type="xsd:int"/></xsd:element>
    </xsd:sequence>
  </xsd:complexType>
</xsd:element>
<xsd:element name="MarkContactListUnCallableFaultInfo">
  <xsd:complexType>
    <xsd:sequence>
      <xsd:element name="RetCode" type="xsd:int">
      </xsd:element>
      <xsd:element name="FaultMsg" type="xsd:string"/></xsd:element>
    </xsd:sequence>
  </xsd:complexType>
</xsd:element>

```

```

        </xsd:sequence>
    </xsd:complexType>
</xsd:element>
<xsd:element name="MarkContactListCallable">
    <xsd:complexType>
        <xsd:sequence>
            <xsd:element name="ContactListName" type="xsd:string"></xsd:element>
        </xsd:sequence>
    </xsd:complexType>
</xsd:element>
<xsd:element name="MarkContactListCallableResponse">
    <xsd:complexType>
        <xsd:sequence>
            <xsd:element name="Result" type="xsd:int"></xsd:element>
        </xsd:sequence>
    </xsd:complexType>
</xsd:element>
<xsd:element name="MarkContactListCallableFaultInfo">
    <xsd:complexType>
        <xsd:sequence>
            <xsd:element name="RetCode" type="xsd:int">
                </xsd:element>
            <xsd:element name="FaultMsg" type="xsd:string"></xsd:element>
        </xsd:sequence>
    </xsd:complexType>
</xsd:element>

<xsd:simpleType name="POMCallbackType">
    <xsd:restriction base="xsd:string">
        <xsd:enumeration value="Agent"></xsd:enumeration>
        <xsd:enumeration value="Campaign"></xsd:enumeration>
        <xsd:enumeration value="Standard"></xsd:enumeration>
    </xsd:restriction>
</xsd:simpleType>

<xsd:simpleType name="CallbackStatusType">
    <xsd:restriction base="xsd:string">
        <xsd:enumeration value="ActiveAttachedToJob"></xsd:enumeration>
        <xsd:enumeration value="Completed"></xsd:enumeration>
        <xsd:enumeration value="Expired"></xsd:enumeration>
        <xsd:enumeration value="CampaignTerminated"></xsd:enumeration>
        <xsd:enumeration value="Overwritten"></xsd:enumeration>
        <xsd:enumeration value="ContactExcluded"></xsd:enumeration>
        <xsd:enumeration value="WaitingForJob"></xsd:enumeration>
        <xsd:enumeration value="ManuallyCancelled"></xsd:enumeration>
        <xsd:enumeration value="QueuedForDialing"></xsd:enumeration>
        <xsd:enumeration value="InProgress"></xsd:enumeration>
    </xsd:restriction>
</xsd:simpleType>

```

```

</xsd:restriction>
</xsd:simpleType>

<xsd:complexType name="CallbackStatus">
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    <xsd:element name="CallbackResponseStatus" type="xsd:string"></xsd:element>
  </xsd:sequence>
</xsd:complexType>

<xsd:complexType name="CallbackDetails">
  <xsd:sequence>
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    <xsd:element name="UserContactID" type="xsd:string"></xsd:element>
    <xsd:element name="SystemContactID" type="xsd:string"></xsd:element>
    <xsd:element name="ContactListID" type="xsd:string"></xsd:element>
    <xsd:element name="ContactListName" type="xsd:string"></xsd:element>
    <xsd:element name="CampaignName" type="xsd:string"></xsd:element>
    <xsd:element name="CallbackType"
      type="tns:POMCallbackType">
    </xsd:element>
    <xsd:element name="Status"
      type="tns:CallbackStatusType">
    </xsd:element>
    <xsd:element name="StartTime" type="xsd:dateTime"></xsd:element>
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    <xsd:element name="OrganizationName" type="xsd:string"></xsd:element>
    <xsd:element name="OrganizationID" type="xsd:string"
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    </xsd:element>
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    </xsd:element>
    <xsd:element name="JobID" type="xsd:string" minOccurs="0"
      maxOccurs="1" nillable="true">
    </xsd:element>
    <xsd:element name="ActionID" type="xsd:string"
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    </xsd:element>
    <xsd:element name="PhoneAttributeName" type="xsd:string"
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    </xsd:element>
    <xsd:element name="Address" type="xsd:string"
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    </xsd:element>
    <xsd:element name="CreatedForAgent" type="xsd:string"
      minOccurs="0" maxOccurs="1" nillable="true">

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</xsd:element>
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    maxOccurs="1" nillable="true">
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</xsd:element>
<xsd:element name="CreatedBy" type="xsd:string"
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</xsd:element>
<xsd:element name="HandlerName" type="xsd:string"
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    minOccurs="0"
maxOccurs="unbounded"/></xsd:element>
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</xsd:element>
<xsd:element name="DeleteCallbacksFaultInfo">
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<xsd:element name="FaultMsg" type="xsd:string">
</xsd:element>
</xsd:sequence>
</xsd:complexType>
</xsd:element>
<xsd:element name="GetCallbackDetails">
<xsd:complexType>

```

```

        <xsd:sequence>
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        </xsd:sequence>
    </xsd:complexType>
</xsd:element>
<xsd:element name="GetCallbackDetailsResponse">
    <xsd:complexType>
        <xsd:sequence>
            <xsd:element name="CallbackDetails" type="tns:CallbackDetails"/></xsd:element>
        </xsd:sequence>
    </xsd:complexType>
</xsd:element>
<xsd:element name="GetCallbackDetailsFaultInfo">
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        <xsd:sequence>
            <xsd:element name="RetCode" type="xsd:int"/></xsd:element>
            <xsd:element name="FaultMsg" type="xsd:string"/>
        </xsd:sequence>
    </xsd:complexType>
</xsd:element>
<xsd:element name="TerminateActiveCallbacks">
    <xsd:complexType>
        <xsd:sequence>
            <xsd:element name="CallbackIDs" type="xsd:string" minOccurs="0" maxOccurs="100"/></xsd:element>
        </xsd:sequence>
    </xsd:complexType>
</xsd:element>
<xsd:element name="TerminateActiveCallbacksResponse">
    <xsd:complexType>
        <xsd:sequence>
            <xsd:element name="TerminatedCallbackStatus" type="tns:CallbackStatus"
maxOccurs="unbounded"/></xsd:element>
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    </xsd:complexType>
</xsd:element>
<xsd:element name="TerminateActiveCallbacksFaultInfo">
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        <xsd:sequence>
            <xsd:element name="RetCode" type="xsd:int"/></xsd:element>
            <xsd:element name="FaultMsg" type="xsd:string"/>
        </xsd:sequence>
    </xsd:complexType>
</xsd:element>
<xsd:element name="RescheduleExpiredCallback">
    <xsd:complexType>

```



```

        <xsd:sequence>
            <xsd:element name="CallbackID" type="xsd:string"/></xsd:element>
            <xsd:element name="EndTime" type="xsd:string" minOccurs="0" maxOccurs="1" nillable="true"/></xsd:element>
            <xsd:element name="TimeZone" type="xsd:string" minOccurs="0" maxOccurs="1" nillable="true"/></xsd:element>
            <xsd:element name="NextAttemptTime" type="xsd:string" minOccurs="0" maxOccurs="1" nillable="true"/>
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    </xsd:complexType>
</xsd:element>
<xsd:element name="RescheduleExpiredCallbackResponse">
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            <xsd:element name="Result" type="xsd:int"/></xsd:element>
        </xsd:sequence>
    </xsd:complexType>
</xsd:element>
<xsd:element name="RescheduleExpiredCallbackFaultInfo">
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        <xsd:sequence>
            <xsd:element name="RetCode" type="xsd:int"/></xsd:element>
            <xsd:element name="FaultMsg" type="xsd:string">
        </xsd:element>
        </xsd:sequence>
    </xsd:complexType>
</xsd:element>
<xsd:element name="ExtendActiveCallback">
    <xsd:complexType>
        <xsd:sequence>
            <xsd:element name="CallbackID" type="xsd:string"/></xsd:element>
            <xsd:element name="EndTime" type="xsd:string" minOccurs="0" maxOccurs="1" nillable="true"/></xsd:element>
            <xsd:element name="TimeZone" type="xsd:string" minOccurs="0" maxOccurs="1" nillable="true"/></xsd:element>
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    </xsd:complexType>
</xsd:element>
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        <xsd:sequence>
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        </xsd:sequence>
    </xsd:complexType>
</xsd:element>
<xsd:element name="ExtendActiveCallbackFaultInfo">
    <xsd:complexType>
        <xsd:sequence>
            <xsd:element name="RetCode" type="xsd:int"/></xsd:element>
            <xsd:element name="FaultMsg" type="xsd:string">
        </xsd:element>
        </xsd:sequence>
    </xsd:complexType>
</xsd:element>

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        </xsd:sequence>
    </xsd:complexType>
</xsd:element>
<xsd:element name="GetAllCallbacks">
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            <xsd:element name="PageSize" type="xsd:positiveInteger"
                minOccurs="0" maxOccurs="1" default="10">
            </xsd:element>
            <xsd:element name="PageNumber" type="xsd:positiveInteger"
                minOccurs="0" maxOccurs="1" default="1">
            </xsd:element>
            <xsd:element name="SortBy" type="xsd:string"
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            </xsd:element>
            <xsd:element name="SortDirection" type="xsd:string"
                minOccurs="0" maxOccurs="1">
            </xsd:element>
            <xsd:element name="SearchBy" type="xsd:string"
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            </xsd:element>
            <xsd:element name="SearchOperator" type="xsd:string"
                minOccurs="0" maxOccurs="1">
            </xsd:element>
            <xsd:element name="SearchValue" type="xsd:string"
                minOccurs="0" maxOccurs="1">
            </xsd:element>
            <xsd:element name="TimeZone" type="xsd:string" minOccurs="0" maxOccurs="1"></xsd:element>
        </xsd:sequence>
    </xsd:complexType>
</xsd:element>
<xsd:element name="GetAllCallbacksResponse">
    <xsd:complexType>
        <xsd:sequence>
            <xsd:element name="CallbackList" type="tns:Callback"
                minOccurs="0" maxOccurs="unbounded">
            </xsd:element>
            <xsd:element name="TotalPages" type="xsd:int" minOccurs="0" maxOccurs="1"></xsd:element>
        </xsd:sequence>
    </xsd:complexType>
</xsd:element>
<xsd:element name="GetAllCallbacksFaultInfo">
    <xsd:complexType>
        <xsd:sequence>
            <xsd:element name="RetCode" type="xsd:int"></xsd:element>
            <xsd:element name="FaultMsg" type="xsd:string">

```

```

        </xsd:element>
    </xsd:sequence>
</xsd:complexType>
</xsd:element>

<xsd:complexType name="Callback">
    <xsd:sequence>
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        <xsd:element name="SystemContactID" type="xsd:string"></xsd:element>
        <xsd:element name="CampaignName" type="xsd:string" minOccurs="0" maxOccurs="1" nillable="true"></xsd:element>
        <xsd:element name="CallbackType" type="tns:POMCallbackType" minOccurs="0" maxOccurs="1" nillable="true"></xsd:element>
        <xsd:element name="Status" type="tns:CallbackStatusType" minOccurs="0" maxOccurs="1" nillable="true"></xsd:element>
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        <xsd:element name="CreatedBy" type="xsd:string" minOccurs="0" maxOccurs="1" nillable="true"></xsd:element>
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</xsd:complexType>
</xsd:schema>
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</wsdl:message>
<wsdl:message name="GetContactDataResponse">
    <wsdl:part name="parameters" element="tns:GetContactDataResponse"></wsdl:part>
</wsdl:message>
<wsdl:message name="GetContactAttributeValueRequest">
    <wsdl:part name="parameters" element="tns:GetContactAttributeValue"></wsdl:part>
</wsdl:message>
<wsdl:message name="GetContactAttributeValueResponse">
    <wsdl:part name="parameters" element="tns:GetContactAttributeValueResponse"></wsdl:part>
</wsdl:message>
<wsdl:message name="SaveContactRequest">
    <wsdl:part name="parameters" element="tns:SaveContact"></wsdl:part>
</wsdl:message>
<wsdl:message name="SaveContactResponse">
    <wsdl:part name="parameters" element="tns:SaveContactResponse"></wsdl:part>
</wsdl:message>
<wsdl:message name="AddContactToJobRequest">
    <wsdl:part name="parameters" element="tns:AddContactToJob"></wsdl:part>
</wsdl:message>
<wsdl:message name="AddContactToJobResponse">
    <wsdl:part name="parameters" element="tns:AddContactToJobResponse"></wsdl:part>
</wsdl:message>
<wsdl:message name="IsDNCRRequest">
    <wsdl:part name="parameters" element="tns:IsDNC"></wsdl:part>
</wsdl:message>

```

```

<wsdl:message name="IsDNCRResponse">
  <wsdl:part name="parameters" element="tns:IsDNCRResponse"/></wsdl:part>
</wsdl:message>
<wsdl:message name="AddToDNCListRequest">
  <wsdl:part name="parameters" element="tns:AddToDNCList"/></wsdl:part>
</wsdl:message>
<wsdl:message name="AddToDNCListResponse">
  <wsdl:part name="parameters" element="tns:AddToDNCListResponse"/></wsdl:part>
</wsdl:message>
<wsdl:message name="RemoveFromDNCListRequest">
  <wsdl:part name="parameters" element="tns:RemoveFromDNCList"/></wsdl:part>
</wsdl:message>
<wsdl:message name="RemoveFromDNCListResponse">
  <wsdl:part name="parameters" element="tns:RemoveFromDNCListResponse"/></wsdl:part>
</wsdl:message>
<wsdl:message name="UpdateContactAttributeValueRequest">
  <wsdl:part name="parameters" element="tns:UpdateContactAttributeValue"/></wsdl:part>
</wsdl:message>
<wsdl:message name="UpdateContactAttributeValueResponse">
  <wsdl:part name="parameters" element="tns:UpdateContactAttributeValueResponse"/></wsdl:part>
</wsdl:message>
<wsdl:message name="GetContactDataFault">
  <wsdl:part name="parameters" element="tns:GetContactDataFaultInfo"/></wsdl:part>
</wsdl:message>
<wsdl:message name="GetContactAttributeValueFault">
  <wsdl:part name="parameters" element="tns:GetContactAttributeValueFaultInfo"/></wsdl:part>
</wsdl:message>
<wsdl:message name="AddContactToJobFault">
  <wsdl:part name="parameters" element="tns:AddContactToJobFaultInfo"/></wsdl:part>
</wsdl:message>
<wsdl:message name="IsDNCFault">
  <wsdl:part name="parameters" element="tns:IsDNCFaultInfo"/></wsdl:part>
</wsdl:message>
<wsdl:message name="UpdateContactAttributeValueFault">
  <wsdl:part name="parameters" element="tns:UpdateContactAttributeValueFaultInfo"/></wsdl:part>
</wsdl:message>
<wsdl:message name="GetAllCompletionCodesForCampaignRequest">
  <wsdl:part name="parameters" element="tns:GetAllCompletionCodesForCampaign"/></wsdl:part>
</wsdl:message>
<wsdl:message name="GetAllCompletionCodesForCampaignResponse">
  <wsdl:part name="parameters" element="tns:GetAllCompletionCodesForCampaignResponse"/></wsdl:part>
</wsdl:message>
<wsdl:message name="GetAllCompletionCodesForCampaignFault">
  <wsdl:part name="parameters" element="tns:GetAllCompletionCodesForCampaignFaultInfo"/></wsdl:part>
</wsdl:message>
<wsdl:message name="SaveContactFault">
  <wsdl:part name="parameters" element="tns:SaveContactFaultInfo"/></wsdl:part>

```

```

</wsdl:message>
<wsdl:message name="AddToDNCListFault">
  <wsdl:part name="parameters" element="tns:AddToDNCListFaultInfo"></wsdl:part>
</wsdl:message>
<wsdl:message name="RemoveFromDNCListFault">
  <wsdl:part name="parameters" element="tns:RemoveFromDNCListFaultInfo"></wsdl:part>
</wsdl:message>
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<wsdl:message name="UpdateCompletionCodeResponse">
  <wsdl:part name="parameters" element="tns:UpdateCompletionCodeResponse"></wsdl:part>
</wsdl:message>
<wsdl:message name="UpdateCompletionCodeFault">
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</wsdl:message>
<wsdl:message name="DeleteContactRequest">
  <wsdl:part name="parameters" element="tns:DeleteContact"></wsdl:part>
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<wsdl:message name="DeleteContactResponse">
  <wsdl:part name="parameters" element="tns:DeleteContactResponse"></wsdl:part>
</wsdl:message>
<wsdl:message name="DeleteContactFault">
  <wsdl:part name="parameters" element="tns:DeleteContactFaultInfo"></wsdl:part>
</wsdl:message>
<wsdl:message name="AddContactGroupToJobRequest">
  <wsdl:part name="parameters" element="tns:AddContactGroupToJob"></wsdl:part>
</wsdl:message>
<wsdl:message name="AddContactGroupToJobResponse">
  <wsdl:part name="parameters" element="tns:AddContactGroupToJobResponse"></wsdl:part>
</wsdl:message>
<wsdl:message name="AddContactGroupToJobFault">
  <wsdl:part name="parameters" element="tns:AddContactGroupToJobFaultInfo"></wsdl:part>
</wsdl:message>
<wsdl:message name="UpdatePhoneNumberRequest">
  <wsdl:part name="parameters" element="tns:UpdatePhoneNumber"></wsdl:part>
</wsdl:message>
<wsdl:message name="UpdatePhoneNumberResponse">
  <wsdl:part name="parameters" element="tns:UpdatePhoneNumberResponse"></wsdl:part>
</wsdl:message>
<wsdl:message name="UpdatePhoneNumberFault">
  <wsdl:part name="parameters" element="tns:UpdatePhoneNumberFaultInfo"></wsdl:part>
</wsdl:message>
<wsdl:message name="GetPhoneNumberRequest">
  <wsdl:part name="parameters" element="tns:GetPhoneNumber"></wsdl:part>
</wsdl:message>
<wsdl:message name="GetPhoneNumberResponse">

```

```

        <wsdl:part name="parameters" element="tns:GetPhoneNumberResponse"></wsdl:part>
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<wsdl:message name="GetPhoneNumberFault">
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</wsdl:message>
<wsdl:message name="ScheduleCallBackRequest">
    <wsdl:part name="parameters" element="tns:ScheduleCallBack"></wsdl:part>
</wsdl:message>
<wsdl:message name="ScheduleCallBackResponse">
    <wsdl:part name="parameters" element="tns:ScheduleCallBackResponse"></wsdl:part>
</wsdl:message>
<wsdl:message name="ScheduleCallBackFault">
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</wsdl:message>
<wsdl:message name="AddContactFromListToJobRequest">
    <wsdl:part name="parameters" element="tns:AddContactFromListToJob"></wsdl:part>
</wsdl:message>
<wsdl:message name="AddContactFromListToJobResponse">
    <wsdl:part name="parameters" element="tns:AddContactFromListToJobResponse"></wsdl:part>
</wsdl:message>
<wsdl:message name="AddContactFromListToJobFault">
    <wsdl:part name="parameters"
        element="tns:AddContactFromListToJobFaultInfo">
    </wsdl:part>
</wsdl:message>
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    <wsdl:part name="parameters" element="tns:SaveContactToList"></wsdl:part>
</wsdl:message>
<wsdl:message name="SaveContactToListResponse">
    <wsdl:part name="parameters" element="tns:SaveContactToListResponse"></wsdl:part>
</wsdl:message>
<wsdl:message name="SaveContactToListFault">
    <wsdl:part name="parameters"
        element="tns:SaveContactToListFaultInfo">
    </wsdl:part>
</wsdl:message>
<wsdl:message name="GetContactDataFromListRequest">
    <wsdl:part name="parameters" element="tns:GetContactDataFromList"></wsdl:part>
</wsdl:message>
<wsdl:message name="GetContactDataFromListResponse">
    <wsdl:part name="parameters" element="tns:GetContactDataFromListResponse"></wsdl:part>
</wsdl:message>
<wsdl:message name="GetContactDataFromListFault">
    <wsdl:part name="parameters"
        element="tns:GetContactDataFromListFaultInfo">
    </wsdl:part>
</wsdl:message>

```

```

<wsdl:message name="GetContactAttributeValueFromListRequest">
  <wsdl:part name="parameters" element="tns:GetContactAttributeValueFromList"></wsdl:part>
</wsdl:message>
<wsdl:message name="GetContactAttributeValueFromListResponse">
  <wsdl:part name="parameters" element="tns:GetContactAttributeValueFromListResponse"></wsdl:part>
</wsdl:message>
<wsdl:message name="GetContactAttributeValueFromListFault">
  <wsdl:part name="parameters"
    element="tns:GetContactAttributeValueFromListFaultInfo">
  </wsdl:part>
</wsdl:message>
<wsdl:message name="UpdateContactAttributeValueToLstRequest">
  <wsdl:part name="parameters" element="tns:UpdateContactAttributeValueToLst"></wsdl:part>
</wsdl:message>
<wsdl:message name="UpdateContactAttributeValueToLstResponse">
  <wsdl:part name="parameters" element="tns:UpdateContactAttributeValueToLstResponse"></wsdl:part>
</wsdl:message>
<wsdl:message name="UpdateContactAttributeValueToLstFault">
  <wsdl:part name="parameters"
    element="tns:UpdateContactAttributeValueToLstFaultInfo">
  </wsdl:part>
</wsdl:message>
<wsdl:message name="AddContactListToJobRequest">
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</wsdl:message>
<wsdl:message name="AddContactListToJobResponse">
  <wsdl:part name="parameters" element="tns:AddContactListToJobResponse"></wsdl:part>
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<wsdl:message name="AddContactListToJobFault">
  <wsdl:part name="parameters"
    element="tns:AddContactListToJobFaultInfo">
  </wsdl:part>
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<wsdl:message name="DeleteContactFromListRequest">
  <wsdl:part name="parameters" element="tns:DeleteContactFromList"></wsdl:part>
</wsdl:message>
<wsdl:message name="DeleteContactFromListResponse">
  <wsdl:part name="parameters" element="tns:DeleteContactFromListResponse"></wsdl:part>
</wsdl:message>
<wsdl:message name="DeleteContactFromListFault">
  <wsdl:part name="parameters"
    element="tns:DeleteContactFromListFaultInfo">
  </wsdl:part>
</wsdl:message>
<wsdl:message name="GetAttributesListRequest">
  <wsdl:part name="parameters" element="tns:GetAttributesList"></wsdl:part>
</wsdl:message>

```

```

<wsdl:message name="GetAttributesListResponse">
  <wsdl:part name="parameters" element="tns:GetAttributesListResponse"/></wsdl:part>
</wsdl:message>
<wsdl:message name="GetAttributesListFault">
  <wsdl:part name="parameters" element="tns:GetAttributesListFaultInfo"/></wsdl:part>
</wsdl:message>
<wsdl:message name="EmptyContactListRequest">
  <wsdl:part name="parameters" element="tns:EmptyContactList"/></wsdl:part>
</wsdl:message>
<wsdl:message name="EmptyContactListResponse">
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</wsdl:message>
<wsdl:message name="EmptyContactListFault">
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</wsdl:message>
<wsdl:message name="GetContactListEmptyStatusRequest">
  <wsdl:part name="parameters" element="tns:GetContactListEmptyStatus"/></wsdl:part>
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  <wsdl:part name="parameters" element="tns:GetContactListEmptyStatusResponse"/></wsdl:part>
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<wsdl:message name="GetContactListEmptyStatusFault">
  <wsdl:part name="parameters"
    element="tns:GetContactListEmptyStatusFaultInfo">
  </wsdl:part>
</wsdl:message>
<wsdl:message name="UpdateCampaignAttributeValueRequest">
  <wsdl:part name="parameters" element="tns:UpdateCampaignAttributeValue"/></wsdl:part>
</wsdl:message>
<wsdl:message name="UpdateCampaignAttributeValueResponse">
  <wsdl:part name="parameters" element="tns:UpdateCampaignAttributeValueResponse"/></wsdl:part>
</wsdl:message>
<wsdl:message name="UpdateCampaignAttributeValueFault">
  <wsdl:part name="parameters"
    element="tns:UpdateCampaignAttributeValueFaultInfo">
  </wsdl:part>
</wsdl:message>
<wsdl:message name="UpdateAgentAttributeValueRequest">
  <wsdl:part name="parameters" element="tns:UpdateAgentAttributeValue"/></wsdl:part>
</wsdl:message>
<wsdl:message name="UpdateAgentAttributeValueResponse">
  <wsdl:part name="parameters" element="tns:UpdateAgentAttributeValueResponse"/></wsdl:part>
</wsdl:message>
<wsdl:message name="UpdateAgentAttributeValueFault">
  <wsdl:part name="parameters" element="tns:UpdateAgentAttributeValueFaultInfo"/></wsdl:part>
</wsdl:message>
<wsdl:message name="GetCampaignAttributesListRequest">

```



```

        <wsdl:part name="parameters" element="tns:GetCampaignAttributesList"/></wsdl:part>
</wsdl:message>
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    <wsdl:part name="parameters" element="tns:GetCampaignAttributesListResponse"/></wsdl:part>
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<wsdl:message name="GetCampaignAttributesListFault">
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</wsdl:message>
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</wsdl:message>
<wsdl:message name="GetAgentAttributesListResponse">
    <wsdl:part name="parameters" element="tns:GetAgentAttributesListResponse"/></wsdl:part>
</wsdl:message>
<wsdl:message name="GetAgentAttributesListFault">
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</wsdl:message>
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</wsdl:message>
<wsdl:message name="RemoveContactListFromCampaignResponse">
    <wsdl:part name="parameters" element="tns:RemoveContactListFromCampaignResponse"/></wsdl:part>
</wsdl:message>
<wsdl:message name="RemoveContactListFromCampaignFault">
    <wsdl:part name="parameters" element="tns:RemoveContactListFromCampaignFaultInfo"/></wsdl:part>
</wsdl:message>
<wsdl:message name="MarkContactsAsCallableRequest">
    <wsdl:part name="parameters" element="tns:MarkContactsAsCallable"/></wsdl:part>
</wsdl:message>
<wsdl:message name="MarkContactsAsCallableResponse">
    <wsdl:part name="parameters" element="tns:MarkContactsAsCallableResponse"/></wsdl:part>
</wsdl:message>
<wsdl:message name="MarkContactsAsCallableFault">
    <wsdl:part name="parameters"
        element="tns:MarkContactsAsCallableFaultInfo"/>
    </wsdl:part>
</wsdl:message>
<wsdl:message name="MarkContactsAsUnCallableRequest">
    <wsdl:part name="parameters" element="tns:MarkContactsAsUnCallable"/></wsdl:part>
</wsdl:message>
<wsdl:message name="MarkContactsAsUnCallableResponse">
    <wsdl:part name="parameters" element="tns:MarkContactsAsUnCallableResponse"/></wsdl:part>
</wsdl:message>
<wsdl:message name="MarkContactsAsUnCallableFault">
    <wsdl:part name="parameters"
        element="tns:MarkContactsAsUnCallableFaultInfo"/>
    </wsdl:part>

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</wsdl:message>
<wsdl:message name="IsContactCallableRequest">
  <wsdl:part name="parameters" element="tns:IsContactCallable"></wsdl:part>
</wsdl:message>
<wsdl:message name="IsContactCallableResponse">
  <wsdl:part name="parameters" element="tns:IsContactCallableResponse"></wsdl:part>
</wsdl:message>
<wsdl:message name="IsContactCallableFault">
  <wsdl:part name="parameters"
    element="tns:IsContactCallableFaultInfo">
  </wsdl:part>
</wsdl:message>
<wsdl:message name="MarkContactListUnCallableRequest">
  <wsdl:part name="parameters" element="tns:MarkContactListUnCallable"></wsdl:part>
</wsdl:message>
<wsdl:message name="MarkContactListUnCallableResponse">
  <wsdl:part name="parameters" element="tns:MarkContactListUnCallableResponse"></wsdl:part>
</wsdl:message>
<wsdl:message name="MarkContactListUnCallableFault">
  <wsdl:part name="parameters"
    element="tns:MarkContactListUnCallableFaultInfo">
  </wsdl:part>
</wsdl:message>
<wsdl:message name="MarkContactListCallableRequest">
  <wsdl:part name="parameters" element="tns:MarkContactListCallable"></wsdl:part>
</wsdl:message>
<wsdl:message name="MarkContactListCallableResponse">
  <wsdl:part name="parameters" element="tns:MarkContactListCallableResponse"></wsdl:part>
</wsdl:message>
<wsdl:message name="MarkContactListCallableFault">
  <wsdl:part name="parameters"
    element="tns:MarkContactListCallableFaultInfo">
  </wsdl:part>
</wsdl:message>
<wsdl:message name="DeleteCallbacksRequest">
  <wsdl:part name="parameters" element="tns:DeleteCallbacks"></wsdl:part>
</wsdl:message>
<wsdl:message name="DeleteCallbacksResponse">
  <wsdl:part name="parameters" element="tns:DeleteCallbacksResponse"></wsdl:part>
</wsdl:message>
<wsdl:message name="DeleteCallbacksFault">
  <wsdl:part name="parameters" element="tns:DeleteCallbacksFaultInfo"></wsdl:part>
</wsdl:message>
<wsdl:message name="GetCallbackDetailsRequest">
  <wsdl:part name="parameters" element="tns:GetCallbackDetails"></wsdl:part>
</wsdl:message>
<wsdl:message name="GetCallbackDetailsResponse">

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        <wsdl:part name="parameters" element="tns:GetCallbackDetailsResponse"></wsdl:part>
</wsdl:message>
<wsdl:message name="GetCallbackDetailsFault">
    <wsdl:part name="parameters" element="tns:GetCallbackDetailsFaultInfo"></wsdl:part>
</wsdl:message>
<wsdl:message name="TerminateActiveCallbacksRequest">
    <wsdl:part name="parameters" element="tns:TerminateActiveCallbacks"></wsdl:part>
</wsdl:message>
<wsdl:message name="TerminateActiveCallbacksResponse">
    <wsdl:part name="parameters" element="tns:TerminateActiveCallbacksResponse"></wsdl:part>
</wsdl:message>
<wsdl:message name="TerminateActiveCallbacksFault">
    <wsdl:part name="parameters"
        element="tns:TerminateActiveCallbacksFaultInfo">
    </wsdl:part>
</wsdl:message>
<wsdl:message name="RescheduleExpiredCallbackRequest">
    <wsdl:part name="parameters" element="tns:RescheduleExpiredCallback"></wsdl:part>
</wsdl:message>
<wsdl:message name="RescheduleExpiredCallbackResponse">
    <wsdl:part name="parameters" element="tns:RescheduleExpiredCallbackResponse"></wsdl:part>
</wsdl:message>
<wsdl:message name="RescheduleExpiredCallbackFault">
    <wsdl:part name="parameters" element="tns:RescheduleExpiredCallbackFaultInfo"></wsdl:part>
</wsdl:message>
<wsdl:message name="ExtendActiveCallbackRequest">
    <wsdl:part name="parameters" element="tns:ExtendActiveCallback"></wsdl:part>
</wsdl:message>
<wsdl:message name="ExtendActiveCallbackResponse">
    <wsdl:part name="parameters" element="tns:ExtendActiveCallbackResponse"></wsdl:part>
</wsdl:message>
<wsdl:message name="ExtendActiveCallbackFault">
    <wsdl:part name="parameters" element="tns:ExtendActiveCallbackFaultInfo"></wsdl:part>
</wsdl:message>
<wsdl:message name="GetAllCallbacksRequest">
    <wsdl:part name="parameters" element="tns:GetAllCallbacks"></wsdl:part>
</wsdl:message>
<wsdl:message name="GetAllCallbacksResponse">
    <wsdl:part name="parameters" element="tns:GetAllCallbacksResponse"></wsdl:part>
</wsdl:message>
<wsdl:message name="GetAllCallbacksFault">
    <wsdl:part name="parameters" element="tns:GetAllCallbacksFaultInfo"></wsdl:part>
</wsdl:message>
<wsdl:portType name="VP_POMAgentAPIService">
    <wsdl:operation name="GetContactData">
        <wsdl:input message="tns:GetContactDataRequest"></wsdl:input>
        <wsdl:output message="tns:GetContactDataResponse"></wsdl:output>
    </wsdl:operation>
</wsdl:portType>

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    <wsdl:fault name="fault" message="tns:GetContactDataFault"/></wsdl:fault>
  </wsdl:operation>
<wsdl:operation name="GetContactAttributeValue">
  <wsdl:input message="tns:GetContactAttributeValueRequest"/></wsdl:input>
  <wsdl:output message="tns:GetContactAttributeValueResponse"/></wsdl:output>
  <wsdl:fault name="fault" message="tns:GetContactAttributeValueFault"/></wsdl:fault>
</wsdl:operation>
<wsdl:operation name="SaveContact">
  <wsdl:input message="tns:SaveContactRequest"/></wsdl:input>
  <wsdl:output message="tns:SaveContactResponse"/></wsdl:output>
  <wsdl:fault name="fault" message="tns:SaveContactFault"/></wsdl:fault>
</wsdl:operation>
<wsdl:operation name="AddContactToJob">
  <wsdl:input message="tns:AddContactToJobRequest"/></wsdl:input>
  <wsdl:output message="tns:AddContactToJobResponse"/></wsdl:output>
  <wsdl:fault name="fault" message="tns:AddContactToJobFault"/></wsdl:fault>
</wsdl:operation>
<wsdl:operation name="IsDNC">
  <wsdl:input message="tns:IsDNCRequest"/></wsdl:input>
  <wsdl:output message="tns:IsDNCResponse"/></wsdl:output>
  <wsdl:fault name="fault" message="tns:IsDNCFault"/></wsdl:fault>
</wsdl:operation>
<wsdl:operation name="AddToDNCList">
  <wsdl:input message="tns:AddToDNCListRequest"/></wsdl:input>
  <wsdl:output message="tns:AddToDNCListResponse"/></wsdl:output>
  <wsdl:fault name="fault" message="tns:AddToDNCListFault"/></wsdl:fault>
</wsdl:operation>
<wsdl:operation name="RemoveFromDNCList">
  <wsdl:input message="tns:RemoveFromDNCListRequest"/></wsdl:input>
  <wsdl:output message="tns:RemoveFromDNCListResponse"/></wsdl:output>
  <wsdl:fault name="fault" message="tns:RemoveFromDNCListFault"/></wsdl:fault>
</wsdl:operation>
<wsdl:operation name="UpdateContactAttributeValue">
  <wsdl:input message="tns:UpdateContactAttributeValueRequest"/></wsdl:input>
  <wsdl:output message="tns:UpdateContactAttributeValueResponse"/></wsdl:output>
  <wsdl:fault name="fault" message="tns:UpdateContactAttributeValueFault"/></wsdl:fault>
</wsdl:operation>
<wsdl:operation name="GetAllCompletionCodesForCampaign">
  <wsdl:input message="tns:GetAllCompletionCodesForCampaignRequest"/></wsdl:input>
  <wsdl:output message="tns:GetAllCompletionCodesForCampaignResponse"/></wsdl:output>
  <wsdl:fault name="fault" message="tns:GetAllCompletionCodesForCampaignFault"/></wsdl:fault>
</wsdl:operation>
<wsdl:operation name="UpdateCompletionCode">
  <wsdl:input message="tns:UpdateCompletionCodeRequest"/></wsdl:input>
  <wsdl:output message="tns:UpdateCompletionCodeResponse"/></wsdl:output>
  <wsdl:fault name="fault" message="tns:UpdateCompletionCodeFault"/></wsdl:fault>
</wsdl:operation>

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<wsdl:operation name="DeleteContact">
  <wsdl:input message="tns:DeleteContactRequest"></wsdl:input>
  <wsdl:output message="tns:DeleteContactResponse"></wsdl:output>
  <wsdl:fault name="fault" message="tns:DeleteContactFault"></wsdl:fault>
</wsdl:operation>
<wsdl:operation name="AddContactGroupToJob">
  <wsdl:input message="tns:AddContactGroupToJobRequest"></wsdl:input>
  <wsdl:output message="tns:AddContactGroupToJobResponse"></wsdl:output>
  <wsdl:fault name="fault" message="tns:AddContactGroupToJobFault"></wsdl:fault>
</wsdl:operation>
<wsdl:operation name="UpdatePhoneNumber">
  <wsdl:input message="tns:UpdatePhoneNumberRequest"></wsdl:input>
  <wsdl:output message="tns:UpdatePhoneNumberResponse"></wsdl:output>
  <wsdl:fault name="fault" message="tns:UpdatePhoneNumberFault"></wsdl:fault>
</wsdl:operation>
<wsdl:operation name="GetPhoneNumber">
  <wsdl:input message="tns:GetPhoneNumberRequest"></wsdl:input>
  <wsdl:output message="tns:GetPhoneNumberResponse"></wsdl:output>
  <wsdl:fault name="fault" message="tns:GetPhoneNumberFault"></wsdl:fault>
</wsdl:operation>
<wsdl:operation name="ScheduleCallBack">
  <wsdl:input message="tns:ScheduleCallBackRequest"></wsdl:input>
  <wsdl:output message="tns:ScheduleCallBackResponse"></wsdl:output>
  <wsdl:fault name="fault" message="tns:ScheduleCallBackFault"></wsdl:fault>
</wsdl:operation>
<wsdl:operation name="AddContactFromListToJob">
  <wsdl:input message="tns:AddContactFromListToJobRequest"></wsdl:input>
  <wsdl:output message="tns:AddContactFromListToJobResponse"></wsdl:output>
  <wsdl:fault name="fault" message="tns:AddContactFromListToJobFault"></wsdl:fault>
</wsdl:operation>
<wsdl:operation name="SaveContactToList">
  <wsdl:input message="tns:SaveContactToListRequest"></wsdl:input>
  <wsdl:output message="tns:SaveContactToListResponse"></wsdl:output>
  <wsdl:fault name="fault" message="tns:SaveContactToListFault"></wsdl:fault>
</wsdl:operation>
<wsdl:operation name="GetContactDataFromList">
  <wsdl:input message="tns:GetContactDataFromListRequest"></wsdl:input>
  <wsdl:output message="tns:GetContactDataFromListResponse"></wsdl:output>
  <wsdl:fault name="fault" message="tns:GetContactDataFromListFault"></wsdl:fault>
</wsdl:operation>
<wsdl:operation name="GetContactAttributeValueFromList">
  <wsdl:input message="tns:GetContactAttributeValueFromListRequest"></wsdl:input>
  <wsdl:output message="tns:GetContactAttributeValueFromListResponse"></wsdl:output>
  <wsdl:fault name="fault" message="tns:GetContactAttributeValueFromListFault"></wsdl:fault>
</wsdl:operation>
<wsdl:operation name="UpdateContactAttributeValueToList">
  <wsdl:input message="tns:UpdateContactAttributeValueToListRequest"></wsdl:input>

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        <wsdl:output message="tns:UpdateContactAttributeValueToListResponse"></wsdl:output>
        <wsdl:fault name="fault" message="tns:UpdateContactAttributeValueToListFault"></wsdl:fault>
    </wsdl:operation>
<wsdl:operation name="AddContactListToJob">
    <wsdl:input message="tns:AddContactListToJobRequest"></wsdl:input>
    <wsdl:output message="tns:AddContactListToJobResponse"></wsdl:output>
    <wsdl:fault name="fault" message="tns:AddContactListToJobFault"></wsdl:fault>
</wsdl:operation>
<wsdl:operation name="DeleteContactFromList">
    <wsdl:input message="tns:DeleteContactFromListRequest"></wsdl:input>
    <wsdl:output message="tns:DeleteContactFromListResponse"></wsdl:output>
    <wsdl:fault name="fault" message="tns:DeleteContactFromListFault"></wsdl:fault>
</wsdl:operation>
<wsdl:operation name="GetAttributesList">
    <wsdl:input message="tns:GetAttributesListRequest"></wsdl:input>
    <wsdl:output message="tns:GetAttributesListResponse"></wsdl:output>
    <wsdl:fault name="fault" message="tns:GetAttributesListFault"></wsdl:fault>
</wsdl:operation>
<wsdl:operation name="EmptyContactList">
    <wsdl:input message="tns:EmptyContactListRequest"></wsdl:input>
    <wsdl:output message="tns:EmptyContactListResponse"></wsdl:output>
    <wsdl:fault name="fault" message="tns:EmptyContactListFault"></wsdl:fault>
</wsdl:operation>
<wsdl:operation name="GetContactListEmptyStatus">
    <wsdl:input message="tns:GetContactListEmptyStatusRequest"></wsdl:input>
    <wsdl:output message="tns:GetContactListEmptyStatusResponse"></wsdl:output>
    <wsdl:fault name="fault" message="tns:GetContactListEmptyStatusFault"></wsdl:fault>
</wsdl:operation>
<wsdl:operation name="UpdateCampaignAttributeValue">
    <wsdl:input message="tns:UpdateCampaignAttributeValueRequest"></wsdl:input>
    <wsdl:output message="tns:UpdateCampaignAttributeValueResponse"></wsdl:output>
    <wsdl:fault name="fault" message="tns:UpdateCampaignAttributeValueFault"></wsdl:fault>
</wsdl:operation>
<wsdl:operation name="UpdateAgentAttributeValue">
    <wsdl:input message="tns:UpdateAgentAttributeValueRequest"></wsdl:input>
    <wsdl:output message="tns:UpdateAgentAttributeValueResponse"></wsdl:output>
    <wsdl:fault name="fault" message="tns:UpdateAgentAttributeValueFault"></wsdl:fault>
</wsdl:operation>
<wsdl:operation name="GetCampaignAttributesList">
    <wsdl:input message="tns:GetCampaignAttributesListRequest"></wsdl:input>
    <wsdl:output message="tns:GetCampaignAttributesListResponse"></wsdl:output>
    <wsdl:fault name="fault" message="tns:GetCampaignAttributesListFault"></wsdl:fault>
</wsdl:operation>
<wsdl:operation name="GetAgentAttributesList">
    <wsdl:input message="tns:GetAgentAttributesListRequest"></wsdl:input>
    <wsdl:output message="tns:GetAgentAttributesListResponse"></wsdl:output>
    <wsdl:fault name="fault" message="tns:GetAgentAttributesListFault"></wsdl:fault>

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</wsdl:operation>
<wsdl:operation name="RemoveContactListFromCampaign">
  <wsdl:input message="tns:RemoveContactListFromCampaignRequest"></wsdl:input>
  <wsdl:output message="tns:RemoveContactListFromCampaignResponse"></wsdl:output>
  <wsdl:fault name="fault" message="tns:RemoveContactListFromCampaignFault"></wsdl:fault>
</wsdl:operation>
<wsdl:operation name="MarkContactsAsCallable">
  <wsdl:input message="tns:MarkContactsAsCallableRequest"></wsdl:input>
  <wsdl:output message="tns:MarkContactsAsCallableResponse"></wsdl:output>
  <wsdl:fault name="fault" message="tns:MarkContactsAsCallableFault"></wsdl:fault>
</wsdl:operation>
<wsdl:operation name="MarkContactsAsUnCallable">
  <wsdl:input message="tns:MarkContactsAsUnCallableRequest"></wsdl:input>
  <wsdl:output message="tns:MarkContactsAsUnCallableResponse"></wsdl:output>
  <wsdl:fault name="fault" message="tns:MarkContactsAsUnCallableFault"></wsdl:fault>
</wsdl:operation>
<wsdl:operation name="IsContactCallable">
  <wsdl:input message="tns:IsContactCallableRequest"></wsdl:input>
  <wsdl:output message="tns:IsContactCallableResponse"></wsdl:output>
  <wsdl:fault name="fault" message="tns:IsContactCallableFault"></wsdl:fault>
</wsdl:operation>
<wsdl:operation name="MarkContactListUnCallable">
  <wsdl:input message="tns:MarkContactListUnCallableRequest"></wsdl:input>
  <wsdl:output message="tns:MarkContactListUnCallableResponse"></wsdl:output>
  <wsdl:fault name="fault" message="tns:MarkContactListUnCallableFault"></wsdl:fault>
</wsdl:operation>
<wsdl:operation name="MarkContactListCallable">
  <wsdl:input message="tns:MarkContactListCallableRequest"></wsdl:input>
  <wsdl:output message="tns:MarkContactListCallableResponse"></wsdl:output>
  <wsdl:fault name="fault" message="tns:MarkContactListCallableFault"></wsdl:fault>
</wsdl:operation>
<wsdl:operation name="DeleteCallbacks">
  <wsdl:input message="tns:DeleteCallbacksRequest"></wsdl:input>
  <wsdl:output message="tns:DeleteCallbacksResponse"></wsdl:output>
  <wsdl:fault name="fault" message="tns:DeleteCallbacksFault"></wsdl:fault>
</wsdl:operation>
<wsdl:operation name="GetCallbackDetails">
  <wsdl:input message="tns:GetCallbackDetailsRequest"></wsdl:input>
  <wsdl:output message="tns:GetCallbackDetailsResponse"></wsdl:output>
  <wsdl:fault name="fault" message="tns:GetCallbackDetailsFault"></wsdl:fault>
</wsdl:operation>
<wsdl:operation name="TerminateActiveCallbacks">
  <wsdl:input message="tns:TerminateActiveCallbacksRequest"></wsdl:input>
  <wsdl:output message="tns:TerminateActiveCallbacksResponse"></wsdl:output>
  <wsdl:fault name="fault" message="tns:TerminateActiveCallbacksFault"></wsdl:fault>
</wsdl:operation>
<wsdl:operation name="RescheduleExpiredCallback">

```

```

        <wsdl:input message="tns:RescheduleExpiredCallbackRequest"></wsdl:input>
        <wsdl:output message="tns:RescheduleExpiredCallbackResponse"></wsdl:output>
        <wsdl:fault name="fault" message="tns:RescheduleExpiredCallbackFault"></wsdl:fault>
    </wsdl:operation>
<wsdl:operation name="ExtendActiveCallback">
    <wsdl:input message="tns:ExtendActiveCallbackRequest"></wsdl:input>
    <wsdl:output message="tns:ExtendActiveCallbackResponse"></wsdl:output>
    <wsdl:fault name="fault" message="tns:ExtendActiveCallbackFault"></wsdl:fault>
</wsdl:operation>
<wsdl:operation name="GetAllCallbacks">
    <wsdl:input message="tns:GetAllCallbacksRequest"></wsdl:input>
    <wsdl:output message="tns:GetAllCallbacksResponse"></wsdl:output>
    <wsdl:fault name="fault" message="tns:GetAllCallbacksFault"></wsdl:fault>
</wsdl:operation>
</wsdl:portType>
<wsdl:binding name="AgentAPISOAP" type="tns:VP_POMAgentAPIService">

    <soap:binding style="document"
        transport="http://schemas.xmlsoap.org/soap/http" />
    <wsdl:operation name="GetContactData">
        <soap:operation
            soapAction="http://services.pim.avaya.com/AgentAPI/GetContactData" />
        <wsdl:input>
            <soap:body use="literal" />
        </wsdl:input>
        <wsdl:output>
            <soap:body use="literal" />
        </wsdl:output>
        <wsdl:fault name="fault">
            <soap:fault use="literal" name="fault" />
        </wsdl:fault>
    </wsdl:operation>
    <wsdl:operation name="GetContactAttributeValue">
        <soap:operation
            soapAction="http://services.pim.avaya.com/AgentAPI/GetContactAttributeValue" />
        <wsdl:input>
            <soap:body use="literal" />
        </wsdl:input>
        <wsdl:output>
            <soap:body use="literal" />
        </wsdl:output>
        <wsdl:fault name="fault">
            <soap:fault use="literal" name="fault" />
        </wsdl:fault>
    </wsdl:operation>
    <wsdl:operation name="SaveContact">

```



```

<soap:operation
    soapAction="http://services.pim.avaya.com/AgentAPI/SaveContact" />
<wsdl:input>
    <soap:body use="literal" />
</wsdl:input>
<wsdl:output>
    <soap:body use="literal" />
</wsdl:output>
<wsdl:fault name="fault">
    <soap:fault use="literal" name="fault" />
</wsdl:fault>
</wsdl:operation>
<wsdl:operation name="AddContactToJob">
    <soap:operation
        soapAction="http://services.pim.avaya.com/AgentAPI/AddContactToJob" />
    <wsdl:input>
        <soap:body use="literal" />
    </wsdl:input>
    <wsdl:output>
        <soap:body use="literal" />
    </wsdl:output>
    <wsdl:fault name="fault">
        <soap:fault use="literal" name="fault" />
    </wsdl:fault>
</wsdl:operation>
<wsdl:operation name="IsDNC">
    <soap:operation
        soapAction="http://services.pim.avaya.com/AgentAPI/IsDNC" />
    <wsdl:input>
        <soap:body use="literal" />
    </wsdl:input>
    <wsdl:output>
        <soap:body use="literal" />
    </wsdl:output>
    <wsdl:fault name="fault">
        <soap:fault use="literal" name="fault" />
    </wsdl:fault>
</wsdl:operation>
<wsdl:operation name="AddToDNCList">
    <soap:operation
        soapAction="http://services.pim.avaya.com/AgentAPI/AddToDNCList" />
    <wsdl:input>
        <soap:body use="literal" />
    </wsdl:input>
    <wsdl:output>
        <soap:body use="literal" />
    </wsdl:output>

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```

        <wsdl:fault name="fault">
            <soap:fault use="literal" name="fault" />
        </wsdl:fault>
    </wsdl:operation>
    <wsdl:operation name="RemoveFromDNCList">
        <soap:operation
            soapAction="http://services.pim.avaya.com/AgentAPI/RemoveFromDNCList" />
        <wsdl:input>
            <soap:body use="literal" />
        </wsdl:input>
        <wsdl:output>
            <soap:body use="literal" />
        </wsdl:output>
        <wsdl:fault name="fault">
            <soap:fault use="literal" name="fault" />
        </wsdl:fault>
    </wsdl:operation>
    <wsdl:operation name="UpdateContactAttributeValue">
        <soap:operation
            soapAction="http://services.pim.avaya.com/AgentAPI/UpdateContactAttributeValue" />
        <wsdl:input>
            <soap:body use="literal" />
        </wsdl:input>
        <wsdl:output>
            <soap:body use="literal" />
        </wsdl:output>
        <wsdl:fault name="fault">
            <soap:fault use="literal" name="fault" />
        </wsdl:fault>
    </wsdl:operation>

    <wsdl:operation name="GetAllCompletionCodesForCampaign">
        <soap:operation
            soapAction="http://services.pim.avaya.com/AgentAPI/GetAllCompletionCodesForCampaign" />
        <wsdl:input>
            <soap:body use="literal" />
        </wsdl:input>
        <wsdl:output>
            <soap:body use="literal" />
        </wsdl:output>
        <wsdl:fault name="fault">
            <soap:fault use="literal" name="fault" />
        </wsdl:fault>
    </wsdl:operation>

    <wsdl:operation name="UpdateCompletionCode">
        <soap:operation

```

```

        soapAction="http://services.pim.avaya.com/AgentAPI/UpdateCompletionCode" />
    </wsdl:input>
        <soap:body use="literal" />
    </wsdl:input>
    <wsdl:output>
        <soap:body use="literal" />
    </wsdl:output>
    <wsdl:fault name="fault">
        <soap:fault use="literal" name="fault" />
    </wsdl:fault>
</wsdl:operation>
<wsdl:operation name="DeleteContact">
    <soap:operation
        soapAction="http://services.pim.avaya.com/AgentAPI/DeleteContact" />
    <wsdl:input>
        <soap:body use="literal" />
    </wsdl:input>
    <wsdl:output>
        <soap:body use="literal" />
    </wsdl:output>
    <wsdl:fault name="fault">
        <soap:fault use="literal" name="fault" />
    </wsdl:fault>
</wsdl:operation>
<wsdl:operation name="AddContactGroupToJob">
    <soap:operation
        soapAction="http://services.pim.avaya.com/AgentAPI/AddContactGroupToJob" />
    <wsdl:input>
        <soap:body use="literal" />
    </wsdl:input>
    <wsdl:output>
        <soap:body use="literal" />
    </wsdl:output>
    <wsdl:fault name="fault">
        <soap:fault use="literal" name="fault" />
    </wsdl:fault>
</wsdl:operation>
<wsdl:operation name="UpdatePhoneNumber">
    <soap:operation
        soapAction="http://services.pim.avaya.com/AgentAPI/UpdatePhoneNumber" />
    <wsdl:input>
        <soap:body use="literal" />
    </wsdl:input>
    <wsdl:output>
        <soap:body use="literal" />
    </wsdl:output>
    <wsdl:fault name="fault">

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        <soap:fault use="literal" name="fault" />
    </wsdl:fault>
</wsdl:operation>
<wsdl:operation name="GetPhoneNumber">
    <soap:operation
        soapAction="http://services.pim.avaya.com/AgentAPI/GetPhoneNumber" />
    <wsdl:input>
        <soap:body use="literal" />
    </wsdl:input>
    <wsdl:output>
        <soap:body use="literal" />
    </wsdl:output>
    <wsdl:fault name="fault">
        <soap:fault use="literal" name="fault" />
    </wsdl:fault>
</wsdl:operation>
<wsdl:operation name="ScheduleCallBack">
    <soap:operation
        soapAction="http://services.pim.avaya.com/AgentAPI/ScheduleCallBack" />
    <wsdl:input>
        <soap:body use="literal" />
    </wsdl:input>
    <wsdl:output>
        <soap:body use="literal" />
    </wsdl:output>
    <wsdl:fault name="fault">
        <soap:fault use="literal" name="fault" />
    </wsdl:fault>
</wsdl:operation>
<wsdl:operation name="AddContactFromListToJob">
    <soap:operation
        soapAction="http://services.pim.avaya.com/AgentAPI/AddContactFromListToJob" />
    <wsdl:input>
        <soap:body use="literal" />
    </wsdl:input>
    <wsdl:output>
        <soap:body use="literal" />
    </wsdl:output>
    <wsdl:fault name="fault">
        <soap:fault use="literal" name="fault" />
    </wsdl:fault>
</wsdl:operation>
<wsdl:operation name="SaveContactToList">
    <soap:operation
        soapAction="http://services.pim.avaya.com/AgentAPI/SaveContactToList" />
    <wsdl:input>
        <soap:body use="literal" />

```

```

        </wsdl:input>
        <wsdl:output>
            <soap:body use="literal" />
        </wsdl:output>
        <wsdl:fault name="fault">
            <soap:fault use="literal" name="fault" />
        </wsdl:fault>
    </wsdl:operation>
    <wsdl:operation name="GetContactDataFromList">
        <soap:operation
            soapAction="http://services.pim.avaya.com/AgentAPI/GetContactDataFromList" />
        <wsdl:input>
            <soap:body use="literal" />
        </wsdl:input>
        <wsdl:output>
            <soap:body use="literal" />
        </wsdl:output>
        <wsdl:fault name="fault">
            <soap:fault use="literal" name="fault" />
        </wsdl:fault>
    </wsdl:operation>
    <wsdl:operation name="GetContactAttributeValueFromList">
        <soap:operation
            soapAction="http://services.pim.avaya.com/AgentAPI/GetContactAttributeValueFromList" />
        <wsdl:input>
            <soap:body use="literal" />
        </wsdl:input>
        <wsdl:output>
            <soap:body use="literal" />
        </wsdl:output>
        <wsdl:fault name="fault">
            <soap:fault use="literal" name="fault" />
        </wsdl:fault>
    </wsdl:operation>
    <wsdl:operation name="UpdateContactAttributeValueToList">
        <soap:operation
            soapAction="http://services.pim.avaya.com/AgentAPI/UpdateContactAttributeValueToList" />
        <wsdl:input>
            <soap:body use="literal" />
        </wsdl:input>
        <wsdl:output>
            <soap:body use="literal" />
        </wsdl:output>
        <wsdl:fault name="fault">
            <soap:fault use="literal" name="fault" />
        </wsdl:fault>
    </wsdl:operation>

```

```

<wsdl:operation name="AddContactListToJob">
  <soap:operation
    soapAction="http://services.pim.avaya.com/AgentAPI/AddContactListToJob" />
  <wsdl:input>
    <soap:body use="literal" />
  </wsdl:input>
  <wsdl:output>
    <soap:body use="literal" />
  </wsdl:output>
  <wsdl:fault name="fault">
    <soap:fault use="literal" name="fault" />
  </wsdl:fault>
</wsdl:operation>
<wsdl:operation name="DeleteContactFromList">
  <soap:operation
    soapAction="http://services.pim.avaya.com/AgentAPI/DeleteContactFromList" />
  <wsdl:input>
    <soap:body use="literal" />
  </wsdl:input>
  <wsdl:output>
    <soap:body use="literal" />
  </wsdl:output>
  <wsdl:fault name="fault">
    <soap:fault use="literal" name="fault" />
  </wsdl:fault>
</wsdl:operation>
<wsdl:operation name="GetAttributesList">
  <soap:operation
    soapAction="http://services.pim.avaya.com/AgentAPI/GetAttributesList" />
  <wsdl:input>
    <soap:body use="literal" />
  </wsdl:input>
  <wsdl:output>
    <soap:body use="literal" />
  </wsdl:output>
  <wsdl:fault name="fault">
    <soap:fault use="literal" name="fault" />
  </wsdl:fault>
</wsdl:operation>
<wsdl:operation name="EmptyContactList">
  <soap:operation
    soapAction="http://services.pim.avaya.com/AgentAPI/EmptyContactList" />
  <wsdl:input>
    <soap:body use="literal" />
  </wsdl:input>
  <wsdl:output>
    <soap:body use="literal" />
  </wsdl:output>
  <wsdl:fault name="fault">
    <soap:fault use="literal" name="fault" />
  </wsdl:fault>
</wsdl:operation>

```

```

    </wsdl:output>
    <wsdl:fault name="fault">
        <soap:fault use="literal" name="fault" />
    </wsdl:fault>
</wsdl:operation>
<wsdl:operation name="GetContactListEmptyStatus">
    <soap:operation
        soapAction="http://services.pim.avaya.com/AgentAPI/GetContactListEmptyStatus" />
    <wsdl:input>
        <soap:body use="literal" />
    </wsdl:input>
    <wsdl:output>
        <soap:body use="literal" />
    </wsdl:output>
    <wsdl:fault name="fault">
        <soap:fault use="literal" name="fault" />
    </wsdl:fault>
</wsdl:operation>
<wsdl:operation name="UpdateCampaignAttributeValue">
    <soap:operation
        soapAction="http://services.pim.avaya.com/AgentAPI/UpdateCampaignAttributeValue" />
    <wsdl:input>
        <soap:body use="literal" />
    </wsdl:input>
    <wsdl:output>
        <soap:body use="literal" />
    </wsdl:output>
    <wsdl:fault name="fault">
        <soap:fault use="literal" name="fault" />
    </wsdl:fault>
</wsdl:operation>
<wsdl:operation name="UpdateAgentAttributeValue">
    <soap:operation
        soapAction="http://services.pim.avaya.com/AgentAPI/UpdateAgentAttributeValue" />
    <wsdl:input>
        <soap:body use="literal" />
    </wsdl:input>
    <wsdl:output>
        <soap:body use="literal" />
    </wsdl:output>
    <wsdl:fault name="fault">
        <soap:fault use="literal" name="fault" />
    </wsdl:fault>
</wsdl:operation>
<wsdl:operation name="GetCampaignAttributesList">
    <soap:operation
        soapAction="http://services.pim.avaya.com/AgentAPI/GetCampaignAttributesList" />

```

```

    <wsdl:input>
        <soap:body use="literal" />
    </wsdl:input>
    <wsdl:output>
        <soap:body use="literal" />
    </wsdl:output>
    <wsdl:fault name="fault">
        <soap:fault use="literal" name="fault" />
    </wsdl:fault>
</wsdl:operation>
<wsdl:operation name="GetAgentAttributesList">
    <soap:operation
        soapAction="http://services.pim.avaya.com/AgentAPI/GetAgentAttributesList" />
    <wsdl:input>
        <soap:body use="literal" />
    </wsdl:input>
    <wsdl:output>
        <soap:body use="literal" />
    </wsdl:output>
    <wsdl:fault name="fault">
        <soap:fault use="literal" name="fault" />
    </wsdl:fault>
</wsdl:operation>
<wsdl:operation name="RemoveContactListFromCampaign">
    <soap:operation
        soapAction="http://services.pim.avaya.com/AgentAPI/RemoveContactListFromCampaign" />
    <wsdl:input>
        <soap:body use="literal" />
    </wsdl:input>
    <wsdl:output>
        <soap:body use="literal" />
    </wsdl:output>
    <wsdl:fault name="fault">
        <soap:fault use="literal" name="fault" />
    </wsdl:fault>
</wsdl:operation>
<wsdl:operation name="MarkContactsAsCallable">
    <soap:operation
        soapAction="http://services.pim.avaya.com/AgentAPI/MarkContactsAsCallable" />
    <wsdl:input>
        <soap:body use="literal" />
    </wsdl:input>
    <wsdl:output>
        <soap:body use="literal" />
    </wsdl:output>
    <wsdl:fault name="fault">
        <soap:fault use="literal" name="fault" />
    </wsdl:fault>

```



```

        </wsdl:fault>
    </wsdl:operation>
    <wsdl:operation name="MarkContactsAsUnCallable">
        <soap:operation
            soapAction="http://services.pim.avaya.com/AgentAPI/MarkContactsAsUnCallable" />
        <wsdl:input>
            <soap:body use="literal" />
        </wsdl:input>
        <wsdl:output>
            <soap:body use="literal" />
        </wsdl:output>
        <wsdl:fault name="fault">
            <soap:fault use="literal" name="fault" />
        </wsdl:fault>
    </wsdl:operation>
    <wsdl:operation name="IsContactCallable">
        <soap:operation
            soapAction="http://services.pim.avaya.com/AgentAPI/IsContactCallable" />
        <wsdl:input>
            <soap:body use="literal" />
        </wsdl:input>
        <wsdl:output>
            <soap:body use="literal" />
        </wsdl:output>
        <wsdl:fault name="fault">
            <soap:fault use="literal" name="fault" />
        </wsdl:fault>
    </wsdl:operation>
    <wsdl:operation name="MarkContactListUnCallable">
        <soap:operation
            soapAction="http://services.pim.avaya.com/AgentAPI/MarkContactListUnCallable" />
        <wsdl:input>
            <soap:body use="literal" />
        </wsdl:input>
        <wsdl:output>
            <soap:body use="literal" />
        </wsdl:output>
        <wsdl:fault name="fault">
            <soap:fault use="literal" name="fault" />
        </wsdl:fault>
    </wsdl:operation>
    <wsdl:operation name="MarkContactListCallable">
        <soap:operation
            soapAction="http://services.pim.avaya.com/AgentAPI/MarkContactListCallable" />
        <wsdl:input>
            <soap:body use="literal" />
        </wsdl:input>
    </wsdl:operation>

```

```

    <wsdl:output>
      <soap:body use="literal" />
    </wsdl:output>
    <wsdl:fault name="fault">
      <soap:fault use="literal" name="fault" />
    </wsdl:fault>
  </wsdl:operation>
  <wsdl:operation name="DeleteCallbacks">
    <soap:operation
      soapAction="http://services.pim.avaya.com/AgentAPI/DeleteCallbacks" />
    <wsdl:input>
      <soap:body use="literal" />
    </wsdl:input>
    <wsdl:output>
      <soap:body use="literal" />
    </wsdl:output>
    <wsdl:fault name="fault">
      <soap:fault use="literal" name="fault" />
    </wsdl:fault>
  </wsdl:operation>
  <wsdl:operation name="GetCallbackDetails">
    <soap:operation
      soapAction="http://services.pim.avaya.com/AgentAPI/GetCallbackDetails" />
    <wsdl:input>
      <soap:body use="literal" />
    </wsdl:input>
    <wsdl:output>
      <soap:body use="literal" />
    </wsdl:output>
    <wsdl:fault name="fault">
      <soap:fault use="literal" name="fault" />
    </wsdl:fault>
  </wsdl:operation>
  <wsdl:operation name="TerminateActiveCallbacks">
    <soap:operation
      soapAction="http://services.pim.avaya.com/AgentAPI/TerminateActiveCallbacks" />
    <wsdl:input>
      <soap:body use="literal" />
    </wsdl:input>
    <wsdl:output>
      <soap:body use="literal" />
    </wsdl:output>
    <wsdl:fault name="fault">
      <soap:fault use="literal" name="fault" />
    </wsdl:fault>
  </wsdl:operation>
  <wsdl:operation name="RescheduleExpiredCallback">

```

```

    <soap:operation
      soapAction="http://services.pim.avaya.com/AgentAPI/RescheduleExpiredCallback" />
    <wsdl:input>
      <soap:body use="literal" />
    </wsdl:input>
    <wsdl:output>
      <soap:body use="literal" />
    </wsdl:output>
    <wsdl:fault name="fault">
      <soap:fault use="literal" name="fault" />
    </wsdl:fault>
  </wsdl:operation>
  <wsdl:operation name="ExtendActiveCallback">
    <soap:operation
      soapAction="http://services.pim.avaya.com/AgentAPI/ExtendActiveCallback" />
    <wsdl:input>
      <soap:body use="literal" />
    </wsdl:input>
    <wsdl:output>
      <soap:body use="literal" />
    </wsdl:output>
    <wsdl:fault name="fault">
      <soap:fault use="literal" name="fault" />
    </wsdl:fault>
  </wsdl:operation>
  <wsdl:operation name="GetAllCallbacks">
    <soap:operation
      soapAction="http://services.pim.avaya.com/AgentAPI/GetAllCallbacks" />
    <wsdl:input>
      <soap:body use="literal" />
    </wsdl:input>
    <wsdl:output>
      <soap:body use="literal" />
    </wsdl:output>
    <wsdl:fault name="fault">
      <soap:fault use="literal" name="fault" />
    </wsdl:fault>
  </wsdl:operation>
</wsdl:binding>

<wsdl:service name="VP_POMAgentAPIService">
  <wsdl:port binding="tns:AgentAPISOAP" name="AgentAPISOAP">
    <soap:address location="http://services.pim.avaya.com/" />
  </wsdl:port>
</wsdl:service>
</wsdl:definitions>

```

VP_POMCmpMgmt WSDL file

The following is a WSDL file for VP_POMCmpMgmt Web service. The Web service is installed on all the POM servers.

```
<?xml version="1.0" encoding="UTF-8"?>
<wsdl:definitions name="CmpMgmt" targetNamespace="http://services.pim.avaya.com/CmpMgmt" xmlns:wsdl="http://schemas.xmlsoap.org/wsdl/"
xmlns:tns="http://services.pim.avaya.com/CmpMgmt" xmlns:xsd="http://www.w3.org/2001/XMLSchema"
xmlns:soap="http://schemas.xmlsoap.org/wsdl/soap/">
  <wsdl:types>
    <xsd:schema attributeFormDefault="qualified" elementFormDefault="qualified" targetNamespace="http://services.pim.avaya.com/CmpMgmt">
      <xsd:element name="GetActiveJobs">
        <xsd:complexType>
          <xsd:sequence>
            <xsd:element name="CampaignName" type="xsd:string"/>
          </xsd:sequence>
        </xsd:complexType>
      </xsd:element>
      <xsd:element name="GetActiveJobsResponse">
        <xsd:complexType>
          <xsd:sequence>
            <xsd:element maxOccurs="unbounded" minOccurs="0" name="Jobs" type="xsd:int"/>
          </xsd:sequence>
        </xsd:complexType>
      </xsd:element>
      <xsd:element name="GetActiveJobsFaultInfo">
        <xsd:complexType>
          <xsd:sequence>
            <xsd:element name="RetCode" type="xsd:int">
            </xsd:element>
            <xsd:element name="FaultMsg" type="xsd:string"/>
          </xsd:sequence>
        </xsd:complexType>
      </xsd:element>
      <xsd:element name="SetMaxAttemptsCount">
        <xsd:complexType>
          <xsd:sequence>
            <xsd:element name="JobID" type="xsd:int" />
            <xsd:element name="Count" type="xsd:int" />
          </xsd:sequence>
        </xsd:complexType>
      </xsd:element>
      <xsd:element name="SetMaxAttemptsCountResponse">
        <xsd:complexType>
          <xsd:sequence>
```

```

                <xsd:element name="Result" type="xsd:int"/>
            </xsd:sequence>
        </xsd:complexType>
    </xsd:element>
    <xsd:element name="SetMaxAttemptsCountFaultInfo">
        <xsd:complexType>
            <xsd:sequence>

                <xsd:element name="RetCode" type="xsd:int">
                </xsd:element>
                <xsd:element name="FaultMsg" type="xsd:string"/>
            </xsd:sequence>
        </xsd:complexType>
    </xsd:element>
    <xsd:element name="PauseActiveJob">
        <xsd:complexType>
            <xsd:sequence>

                <xsd:element name="JobID" type="xsd:int"/>
            </xsd:sequence>
        </xsd:complexType>
    </xsd:element>
    <xsd:element name="PauseActiveJobResponse">
        <xsd:complexType>
            <xsd:sequence>

                <xsd:element name="IsPaused" type="xsd:boolean"/>
            </xsd:sequence>
        </xsd:complexType>
    </xsd:element>
    <xsd:element name="PauseActiveJobFaultInfo">
        <xsd:complexType>
            <xsd:sequence>

                <xsd:element name="RetCode" type="xsd:int">
                </xsd:element>
                <xsd:element name="FaultMsg" type="xsd:string"/>
            </xsd:sequence>
        </xsd:complexType>
    </xsd:element>
    <xsd:element name="ResumePausedJob">
        <xsd:complexType>
            <xsd:sequence>

                <xsd:element name="JobID" type="xsd:int"/>
            </xsd:sequence>
        </xsd:complexType>
    </xsd:element>

```

```

        </xsd:complexType>
    </xsd:element>
    <xsd:element name="ResumePausedJobResponse">
        <xsd:complexType>
            <xsd:sequence>

                <xsd:element name="IsResumed" type="xsd:boolean"/>
            </xsd:sequence>
        </xsd:complexType>
    </xsd:element>
    <xsd:element name="ResumePausedJobFaultInfo">
        <xsd:complexType>
            <xsd:sequence>

                <xsd:element name="RetCode" type="xsd:int"/>
                </xsd:element>
                <xsd:element name="FaultMsg" type="xsd:string"/>
            </xsd:sequence>
        </xsd:complexType>
    </xsd:element>
    <xsd:element name="StopJob">
        <xsd:complexType>
            <xsd:sequence>

                <xsd:element name="JobID" type="xsd:int"/>
            </xsd:sequence>
        </xsd:complexType>
    </xsd:element>
    <xsd:element name="StopJobResponse">
        <xsd:complexType>
            <xsd:sequence>

                <xsd:element name="IsStopped" type="xsd:boolean"/>
            </xsd:sequence>
        </xsd:complexType>
    </xsd:element>
    <xsd:element name="StopJobFaultInfo">
        <xsd:complexType>
            <xsd:sequence>

                <xsd:element name="RetCode" type="xsd:int"/>
                <xsd:element name="FaultMsg" type="xsd:string"/>
            </xsd:sequence>
        </xsd:complexType>
    </xsd:element>
    <xsd:element name="RunCampaign">
        <xsd:complexType>

```

```

        <xsd:sequence>

            <xsd:element name="CampaignName" type="xsd:string"/>
        </xsd:sequence>
    </xsd:complexType>
</xsd:element>
<xsd:element name="RunCampaignResponse">
    <xsd:complexType>
        <xsd:sequence>

            <xsd:element name="IsQueued" type="xsd:boolean"/>
        </xsd:sequence>
    </xsd:complexType>
</xsd:element>
<xsd:element name="RunCampaignFaultInfo">
    <xsd:complexType>
        <xsd:sequence>

            <xsd:element name="RetCode" type="xsd:int">
            </xsd:element>
            <xsd:element name="FaultMsg" type="xsd:string"/>
        </xsd:sequence>
    </xsd:complexType>
</xsd:element>
<xsd:element name="GetCampaignJobs">
    <xsd:complexType>
        <xsd:sequence>

            <xsd:element name="CampaignName" type="xsd:string"/>
            <xsd:element maxOccurs="unbounded" minOccurs="0" name="JobState" type="xsd:string"/>
        </xsd:sequence>
    </xsd:complexType>
</xsd:element>
<xsd:element name="GetCampaignJobsResponse">
    <xsd:complexType>
        <xsd:sequence>

            <xsd:element maxOccurs="unbounded" minOccurs="0" name="JobDetails" type="tns:JobIDsAndStates"/>
        </xsd:sequence>
    </xsd:complexType>
</xsd:element>
<xsd:element name="GetCampaignJobsFaultInfo">
    <xsd:complexType>
        <xsd:sequence>

            <xsd:element name="RetCode" type="xsd:int">
            </xsd:element>

```

```

        <xsd:element name="FaultMsg" type="xsd:string"/>
    </xsd:sequence>
</xsd:complexType>
</xsd:element>

<xsd:complexType name="JobIDsAndStates">
    <xsd:sequence>
        <xsd:element name="JobID" type="xsd:int"/>
        <xsd:element name="JobState" type="xsd:string"/>
    </xsd:sequence>
</xsd:complexType>
<xsd:element name="GetActiveJobTaskIds">
    <xsd:complexType>
        <xsd:sequence>

            <xsd:element name="CampaignName" type="xsd:string"/></xsd:element>
        </xsd:sequence>
    </xsd:complexType>
</xsd:element>
<xsd:element name="GetActiveJobTaskIdsResponse">
    <xsd:complexType>
        <xsd:sequence>

            <xsd:element name="JobAndTaskDetails" type="tns:JobIDAndTask" minOccurs="0" maxOccurs="unbounded"/></xsd:element>
        </xsd:sequence>
    </xsd:complexType>
</xsd:element>

<xsd:complexType name="JobIDAndTask">
    <xsd:sequence>
        <xsd:element name="JobID" type="xsd:int"/></xsd:element>
        <xsd:element name="TaskID" type="xsd:int"/></xsd:element>
    </xsd:sequence>
</xsd:complexType>
<xsd:element name="GetActiveJobTaskIdsFaultInfo">
    <xsd:complexType>
        <xsd:sequence>

            <xsd:element name="RetCode" type="xsd:int"/></xsd:element>
            <xsd:element name="FaultMsg" type="xsd:string">
                </xsd:element>
        </xsd:sequence>
    </xsd:complexType>
</xsd:element>
<xsd:element name="SetMaxAttemptsCountForTask">
    <xsd:complexType>
        <xsd:sequence>

```



```

                <xsd:element name="JobID" type="xsd:int"/></xsd:element>
            <xsd:element name="TaskID" type="xsd:int"/></xsd:element>
            <xsd:element name="Count" type="xsd:int"/></xsd:element>
        </xsd:sequence>
    </xsd:complexType>
</xsd:element>
<xsd:element name="SetMaxAttemptsCountForTaskResponse">
    <xsd:complexType>
        <xsd:sequence>

                <xsd:element name="Result" type="xsd:int"/></xsd:element>
            </xsd:sequence>
        </xsd:complexType>
    </xsd:element>
<xsd:element name="SetMaxAttemptsCountForTaskFaultInfo">
    <xsd:complexType>
        <xsd:sequence>

                <xsd:element name="RetCode" type="xsd:int"/></xsd:element>
                <xsd:element name="FaultMsg" type="xsd:string">
                    </xsd:element>
            </xsd:sequence>
        </xsd:complexType>
    </xsd:element>
<xsd:element name="GetActiveJobTaskIdForTask">
    <xsd:complexType>
        <xsd:sequence>

                <xsd:element name="CampaignName" type="xsd:string"/></xsd:element>
                <xsd:element name="TaskName" type="xsd:string"/></xsd:element>
            </xsd:sequence>
        </xsd:complexType>
    </xsd:element>
<xsd:element name="GetActiveJobTaskIdForTaskResponse">
    <xsd:complexType>
        <xsd:sequence>

                <xsd:element
                    name="ActiveJobsAndTaskDetails"
                    type="tns:JobIDAndTask"
                    minOccurs="0"
                    maxOccurs="unbounded"/></xsd:element>
            </xsd:sequence>
        </xsd:complexType>
    </xsd:element>
<xsd:element name="GetActiveJobTaskIdForTaskFaultInfo">
    <xsd:complexType>
        <xsd:sequence>

```

```

        <xsd:element name="RetCode" type="xsd:int"></xsd:element>
        <xsd:element name="FaultMsg" type="xsd:string">
            </xsd:element>
        </xsd:sequence>
    </xsd:complexType>
</xsd:element>
<xsd:element name="GetCampaignDetails">
    <xsd:complexType>
        <xsd:sequence>
            <xsd:element name="JobState" type="xsd:string" minOccurs="0" maxOccurs="unbounded"></xsd:element>
        </xsd:sequence>
    </xsd:complexType>
</xsd:element>
<xsd:element name="GetCampaignDetailsResponse">
    <xsd:complexType>
        <xsd:sequence>
            <xsd:element name="CampaignDetails" type="tns:CampaignNameJobIDsAndStates" minOccurs="0"
maxOccurs="unbounded"></xsd:element>
        </xsd:sequence>
    </xsd:complexType>
</xsd:element>
<xsd:element name="GetCampaignDetailsFaultInfo">
    <xsd:complexType>
        <xsd:sequence>
            <xsd:element name="RetCode" type="xsd:int"></xsd:element>
            <xsd:element name="FaultMsg" type="xsd:string"></xsd:element>
        </xsd:sequence>
    </xsd:complexType>
</xsd:element>
<xsd:complexType name="CampaignNameJobIDsAndStates">
    <xsd:sequence>
        <xsd:element name="CampaignName" type="xsd:string"></xsd:element>
        <xsd:element name="JobID" type="xsd:int" minOccurs="0" maxOccurs="1"></xsd:element>
        <xsd:element name="JobState" type="xsd:string" minOccurs="0" maxOccurs="1"></xsd:element>
    </xsd:sequence>
</xsd:complexType>
<xsd:element name="ScheduleCampaign">
    <xsd:complexType>
        <xsd:sequence>
            <xsd:element name="CampaignName" type="xsd:string"></xsd:element>
            <xsd:element name="StartTime" type="xsd:string"></xsd:element>
            <xsd:element name="TimeZone" type="xsd:string"></xsd:element>
        </xsd:sequence>
    </xsd:complexType>

```

```

maxOccurs="1">
    <xsd:element name="ArchivalScheduleFrequency" type="tns:ArchivalFrequencyType" default="Hourly" minOccurs="0"
    </xsd:element>
    <xsd:element name="ArchivalTimeInHrsMins" type="xsd:string" minOccurs="0" maxOccurs="1">
    </xsd:element>
    <xsd:element name="ArchivalInNHours" type="xsd:string" minOccurs="0" maxOccurs="1"></xsd:element>
  </xsd:sequence>
</xsd:complexType>
</xsd:element>
<xsd:element name="ScheduleCampaignResponse">
  <xsd:complexType>
    <xsd:sequence>
      <xsd:element name="Result" type="xsd:int"></xsd:element>
    </xsd:sequence>
  </xsd:complexType>
</xsd:element>
<xsd:element name="ScheduleCampaignFaultInfo">
  <xsd:complexType>
    <xsd:sequence>
      <xsd:element name="RetCode" type="xsd:int"></xsd:element>
      <xsd:element name="FaultMsg" type="xsd:string">
      </xsd:element>
    </xsd:sequence>
  </xsd:complexType>
</xsd:element>
<xsd:element name="ScheduleRecurringCampaign">
  <xsd:complexType>
    <xsd:sequence>
      <xsd:element name="CampaignName" type="xsd:string"></xsd:element>
      <xsd:element name="StartTime" type="xsd:string"></xsd:element>
      <xsd:element name="EndTime" type="xsd:string"></xsd:element>
      <xsd:element name="TimeZone" type="xsd:string"></xsd:element>
      <xsd:element name="ScheduleFrequency"
        type="tns:RecurringFrequencyType">
      </xsd:element>
      <xsd:element name="WeekDaysOnly" type="xsd:boolean"
        minOccurs="0" maxOccurs="1" default="false">
      </xsd:element>
      <xsd:element name="SelectedDays" type="xsd:string"
        minOccurs="0" maxOccurs="unbounded">
      </xsd:element>
      <xsd:element name="RunEveryMinutes" type="xsd:string"
        minOccurs="0" maxOccurs="1">
      </xsd:element>
      <xsd:element name="ArchivalScheduleFrequency"
        type="tns:ArchivalFrequencyType" minOccurs="0"
        maxOccurs="1">

```

```

        </xsd:element>
        <xsd:element name="ArchivalInNHours" type="xsd:string"
            minOccurs="0" maxOccurs="1">
        </xsd:element>
        <xsd:element name="ArchivalTimeInHrsMins" type="xsd:string" minOccurs="0" maxOccurs="1"></xsd:element>
    </xsd:sequence>
</xsd:complexType>
</xsd:element>
<xsd:element name="ScheduleRecurringCampaignResponse">
    <xsd:complexType>
        <xsd:sequence>
            <xsd:element name="Result" type="xsd:int"></xsd:element>
        </xsd:sequence>
    </xsd:complexType>
</xsd:element>
<xsd:element name="ScheduleRecurringCampaignFaultInfo">
    <xsd:complexType>
        <xsd:sequence>
            <xsd:element name="RetCode" type="xsd:int"></xsd:element>
            <xsd:element name="FaultMsg" type="xsd:string">
                </xsd:element>
            </xsd:sequence>
        </xsd:complexType>
</xsd:element>
<xsd:element name="ScheduleDataSource">
    <xsd:complexType>
        <xsd:sequence>
            <xsd:element name="DataSourceName"
                type="xsd:string">
            </xsd:element>
            <xsd:element name="StartTime" type="xsd:string"></xsd:element>
            <xsd:element name="TimeZone" type="xsd:string"></xsd:element>
        </xsd:sequence>
    </xsd:complexType>
</xsd:element>
<xsd:element name="ScheduleDataSourceResponse">
    <xsd:complexType>
        <xsd:sequence>
            <xsd:element name="Result" type="xsd:int"></xsd:element>
        </xsd:sequence>
    </xsd:complexType>
</xsd:element>
<xsd:element name="ScheduleDataSourceFaultInfo">
    <xsd:complexType>
        <xsd:sequence>
            <xsd:element name="RetCode" type="xsd:int"></xsd:element>
            <xsd:element name="FaultMsg" type="xsd:string">

```

```

        </xsd:element>
    </xsd:sequence>
</xsd:complexType>
</xsd:element>
<xsd:element name="ScheduleRecurringDataSource">
    <xsd:complexType>
        <xsd:sequence>
            <xsd:element name="DataSourceName" type="xsd:string"></xsd:element>
            <xsd:element name="StartTime" type="xsd:string"></xsd:element>
            <xsd:element name="EndTime" type="xsd:string"></xsd:element>
            <xsd:element name="TimeZone" type="xsd:string"></xsd:element>
            <xsd:element name="ScheduleFrequency"
                type="xsd:string">
            </xsd:element>
            <xsd:element name="WeekDaysOnly" type="xsd:boolean"
                minOccurs="0" maxOccurs="1" default="false">
            </xsd:element>
            <xsd:element name="SelectedDays" type="xsd:string"
                minOccurs="0" maxOccurs="unbounded">
            </xsd:element>
            <xsd:element name="RunEveryMinutes" type="xsd:string" minOccurs="0" maxOccurs="1"></xsd:element>
        </xsd:sequence>
    </xsd:complexType>
</xsd:element>
<xsd:element name="ScheduleRecurringDataSourceResponse">
    <xsd:complexType>
        <xsd:sequence>
            <xsd:element name="Result" type="xsd:int"></xsd:element>
        </xsd:sequence>
    </xsd:complexType>
</xsd:element>
<xsd:element name="ScheduleRecurringDataSourceFaultInfo">
    <xsd:complexType>
        <xsd:sequence>
            <xsd:element name="RetCode" type="xsd:int"></xsd:element>
            <xsd:element name="FaultMsg" type="xsd:string">
            </xsd:element>
        </xsd:sequence>
    </xsd:complexType>
</xsd:element>
<xsd:element name="GetImportJobStatus">
    <xsd:complexType>
        <xsd:sequence>
            <xsd:element name="DataSourceName" type="xsd:string"></xsd:element>
            <xsd:element name="JobStates" type="tns:importJobState" default="RUNNING"
                minOccurs="0"
                maxOccurs="unbounded">
            </xsd:element>
        </xsd:sequence>
    </xsd:complexType>
</xsd:element>

```

```

        </xsd:sequence>
    </xsd:complexType>
</xsd:element>
<xsd:element name="GetImportJobStatusResponse">
    <xsd:complexType>
        <xsd:sequence>
            <xsd:element
                name="ImportJobs"
                type="tns:ImportJobStatus"
                minOccurs="0"
                maxOccurs="unbounded"/></xsd:element>
        </xsd:sequence>
    </xsd:complexType>
</xsd:element>
<xsd:element name="GetImportJobStatusFaultInfo">
    <xsd:complexType>
        <xsd:sequence>
            <xsd:element name="RetCode" type="xsd:int"/></xsd:element>
            <xsd:element name="FaultMsg" type="xsd:string">
                </xsd:element>
        </xsd:sequence>
    </xsd:complexType>
</xsd:element>

<xsd:complexType name="ImportJobStatus">
    <xsd:sequence>
        <xsd:element name="ImportName" type="xsd:string"
            minOccurs="0" maxOccurs="1">
        </xsd:element>
        <xsd:element name="ListName" type="xsd:string" minOccurs="0" maxOccurs="1"/></xsd:element>
        <xsd:element name="ImportJobId" type="xsd:long"
            minOccurs="0" maxOccurs="1">
        </xsd:element>
        <xsd:element name="Status" type="tns:ImportJobState" minOccurs="0"
            maxOccurs="1">
        </xsd:element>
        <xsd:element name="SuccessCount" type="xsd:long"
            minOccurs="0" maxOccurs="1">
        </xsd:element>
        <xsd:element name="UpdateCount" type="xsd:long"
            minOccurs="0" maxOccurs="1">
        </xsd:element>
        <xsd:element name="RunTimeErrorCount" type="xsd:long"
            minOccurs="0" maxOccurs="1">
        </xsd:element>
        <xsd:element name="ValidationFailedCount" type="xsd:long"
            minOccurs="0" maxOccurs="1">
        </xsd:element>
        <xsd:element name="DuplicateIgnoredCount" type="xsd:long"
            minOccurs="0" maxOccurs="1">
    </xsd:sequence>
</xsd:complexType>

```

```

</xsd:element>
<xsd:element name="MatchPhoneRejectPatternCount"
    type="xsd:long" minOccurs="0" maxOccurs="1">
</xsd:element>
<xsd:element name="DeleteCount" type="xsd:long"
    minOccurs="0" maxOccurs="1">
</xsd:element>
<xsd:element name="MatchesDncCount" type="xsd:long"
    minOccurs="0" maxOccurs="1">
</xsd:element>
<xsd:element name="PhoneFormatFailedCount" type="xsd:long"
    minOccurs="0" maxOccurs="1">
</xsd:element>
<xsd:element name="ProcessedRecordCount" type="xsd:long" minOccurs="0" maxOccurs="1"></xsd:element>
</xsd:sequence>
</xsd:complexType>

<xsd:simpleType name="ImportJobState">
    <xsd:restriction base="xsd:string">
        <xsd:enumeration value="COMPLETED"></xsd:enumeration>
        <xsd:enumeration value="QUEUED"></xsd:enumeration>
        <xsd:enumeration value="RUNNING"></xsd:enumeration>
        <xsd:enumeration value="ERROR"></xsd:enumeration>
        <xsd:enumeration value="FILE_COPYING"></xsd:enumeration>
        <xsd:enumeration value="PAUSING"></xsd:enumeration>
        <xsd:enumeration value="PAUSED"></xsd:enumeration>
        <xsd:enumeration value="STOPPING"></xsd:enumeration>
        <xsd:enumeration value="WAITING_TO_RESUME"></xsd:enumeration>
        <xsd:enumeration value="DELETING_CONTACTS"></xsd:enumeration>
        <xsd:enumeration value="CREATING_HISTORY"></xsd:enumeration>
    </xsd:restriction>
</xsd:simpleType>

<xsd:simpleType name="ArchivalFrequencyType">
    <xsd:restriction base="xsd:string">
        <xsd:enumeration value="Hourly"></xsd:enumeration>
        <xsd:enumeration value="RunEveryNHours"></xsd:enumeration>
        <xsd:enumeration value="DailyAt"></xsd:enumeration>
    </xsd:restriction>
</xsd:simpleType>

<xsd:simpleType name="RecurringFrequencyType">
    <xsd:restriction base="xsd:string">
        <xsd:enumeration value="RunEveryNMinutes"></xsd:enumeration>
        <xsd:enumeration value="Daily"></xsd:enumeration>
        <xsd:enumeration value="Weekly"></xsd:enumeration>
        <xsd:enumeration value="Monthly"></xsd:enumeration>
    </xsd:restriction>
</xsd:simpleType>

```

```

        <xsd:enumeration value="Yearly"></xsd:enumeration>
    </xsd:restriction>
</xsd:simpleType>
<xsd:element name="GetContactListNames">
    <xsd:complexType>
        <xsd:sequence>
            <xsd:element name="CampaignName" type="xsd:string"></xsd:element>
        </xsd:sequence>
    </xsd:complexType>
</xsd:element>
<xsd:element name="GetContactListNamesResponse">
    <xsd:complexType>
        <xsd:sequence>
            <xsd:element name="ListNames" type="xsd:string" minOccurs="0" maxOccurs="unbounded"></xsd:element>
        </xsd:sequence>
    </xsd:complexType>
</xsd:element>
<xsd:element name="GetContactListNamesFaultInfo">
    <xsd:complexType>
        <xsd:sequence>
            <xsd:element name="FaultMsg" type="xsd:string">
                </xsd:element>
            <xsd:element name="RetCode" type="xsd:int"></xsd:element>
        </xsd:sequence>
    </xsd:complexType>
</xsd:element>
</xsd:schema>
</wsdl:types>
<wsdl:message name="ResumePausedJobRequest">
    <wsdl:part name="parameters" element="tns:ResumePausedJob">
    </wsdl:part>
</wsdl:message>
<wsdl:message name="StopJobResponse">
    <wsdl:part name="parameters" element="tns:StopJobResponse">
    </wsdl:part>
</wsdl:message>
<wsdl:message name="GetActiveJobsResponse">
    <wsdl:part name="parameters" element="tns:GetActiveJobsResponse">
    </wsdl:part>
</wsdl:message>
<wsdl:message name="SetMaxAttemptsCountFault">
    <wsdl:part name="parameters" element="tns:SetMaxAttemptsCountFaultInfo">
    </wsdl:part>
</wsdl:message>
<wsdl:message name="GetActiveJobsRequest">
    <wsdl:part name="parameters" element="tns:GetActiveJobs">
    </wsdl:part>

```



```

</wsdl:message>
<wsdl:message name="GetActiveJobsFault">
  <wsdl:part name="parameters" element="tns:GetActiveJobsFaultInfo">
  </wsdl:part>
</wsdl:message>
<wsdl:message name="ResumePausedJobFault">
  <wsdl:part name="parameters" element="tns:ResumePausedJobFaultInfo">
  </wsdl:part>
</wsdl:message>
<wsdl:message name="GetCampaignJobsRequest">
  <wsdl:part name="parameters" element="tns:GetCampaignJobs">
  </wsdl:part>
</wsdl:message>
<wsdl:message name="PauseActiveJobFault">
  <wsdl:part name="parameters" element="tns:PauseActiveJobFaultInfo">
  </wsdl:part>
</wsdl:message>
<wsdl:message name="SetMaxAttemptsCountResponse">
  <wsdl:part name="parameters" element="tns:SetMaxAttemptsCountResponse">
  </wsdl:part>
</wsdl:message>
<wsdl:message name="RunCampaignResponse">
  <wsdl:part name="parameters" element="tns:RunCampaignResponse">
  </wsdl:part>
</wsdl:message>
<wsdl:message name="GetCampaignJobsResponse">
  <wsdl:part name="parameters" element="tns:GetCampaignJobsResponse">
  </wsdl:part>
</wsdl:message>
<wsdl:message name="StopJobRequest">
  <wsdl:part name="parameters" element="tns:StopJob">
  </wsdl:part>
</wsdl:message>
<wsdl:message name="RunCampaignRequest">
  <wsdl:part name="parameters" element="tns:RunCampaign">
  </wsdl:part>
</wsdl:message>
<wsdl:message name="PauseActiveJobResponse">
  <wsdl:part name="parameters" element="tns:PauseActiveJobResponse">
  </wsdl:part>
</wsdl:message>
<wsdl:message name="PauseActiveJobRequest">
  <wsdl:part name="parameters" element="tns:PauseActiveJob">
  </wsdl:part>
</wsdl:message>
<wsdl:message name="StopJobFault">
  <wsdl:part name="parameters" element="tns:StopJobFaultInfo">

```

```

</wsdl:part>
</wsdl:message>
<wsdl:message name="SetMaxAttemptsCountRequest">
  <wsdl:part name="parameters" element="tns:SetMaxAttemptsCount">
    </wsdl:part>
  </wsdl:message>
<wsdl:message name="GetCampaignJobsFault">
  <wsdl:part name="parameters" element="tns:GetCampaignJobsFaultInfo">
    </wsdl:part>
  </wsdl:message>
<wsdl:message name="ResumePausedJobResponse">
  <wsdl:part name="parameters" element="tns:ResumePausedJobResponse">
    </wsdl:part>
  </wsdl:message>
<wsdl:message name="RunCampaignFault">
  <wsdl:part name="parameters" element="tns:RunCampaignFaultInfo">
    </wsdl:part>
  </wsdl:message>
<wsdl:message name="GetActiveJobTaskIdsRequest">
  <wsdl:part name="parameters" element="tns:GetActiveJobTaskIds"></wsdl:part>
</wsdl:message>
<wsdl:message name="GetActiveJobTaskIdsResponse">
  <wsdl:part name="parameters"
    element="tns:GetActiveJobTaskIdsResponse">
    </wsdl:part>
</wsdl:message>
<wsdl:message name="GetActiveJobTaskIdsFault">
  <wsdl:part name="parameters"
    element="tns:GetActiveJobTaskIdsFaultInfo">
    </wsdl:part>
</wsdl:message>
<wsdl:message name="SetMaxAttemptsCountForTaskRequest">
  <wsdl:part name="parameters" element="tns:SetMaxAttemptsCountForTask"></wsdl:part>
</wsdl:message>
<wsdl:message name="SetMaxAttemptsCountForTaskResponse">
  <wsdl:part name="parameters" element="tns:SetMaxAttemptsCountForTaskResponse"></wsdl:part>
</wsdl:message>
<wsdl:message name="SetMaxAttemptsCountForTaskFault">
  <wsdl:part name="parameters"
    element="tns:SetMaxAttemptsCountForTaskFaultInfo">
    </wsdl:part>
</wsdl:message>
<wsdl:message name="GetActiveJobTaskIdForTaskRequest">
  <wsdl:part name="parameters" element="tns:GetActiveJobTaskIdForTask"></wsdl:part>
</wsdl:message>
<wsdl:message name="GetActiveJobTaskIdForTaskResponse">
  <wsdl:part name="parameters" element="tns:GetActiveJobTaskIdForTaskResponse"></wsdl:part>

```

```

</wsdl:message>
<wsdl:message name="GetActiveJobTaskIdForTaskFault">
  <wsdl:part name="parameters"
    element="tns:GetActiveJobTaskIdForTaskFaultInfo">
  </wsdl:part>
</wsdl:message>
<wsdl:message name="GetCampaignDetailsRequest">
  <wsdl:part name="parameters" element="tns:GetCampaignDetails"></wsdl:part>
</wsdl:message>
<wsdl:message name="GetCampaignDetailsResponse">
  <wsdl:part name="parameters" element="tns:GetCampaignDetailsResponse"></wsdl:part>
</wsdl:message>
<wsdl:message name="GetCampaignDetailsFault">
  <wsdl:part name="parameters" element="tns:GetCampaignDetailsFaultInfo"></wsdl:part>
</wsdl:message>
<wsdl:message name="ScheduleCampaignRequest">
  <wsdl:part name="parameters" element="tns:ScheduleCampaign"></wsdl:part>
</wsdl:message>
<wsdl:message name="ScheduleCampaignResponse">
  <wsdl:part name="parameters" element="tns:ScheduleCampaignResponse"></wsdl:part>
</wsdl:message>
<wsdl:message name="ScheduleCampaignFault">
  <wsdl:part name="parameters" element="tns:ScheduleCampaignFaultInfo"></wsdl:part>
</wsdl:message>
<wsdl:message name="ScheduleRecurringCampaignRequest">
  <wsdl:part name="parameters" element="tns:ScheduleRecurringCampaign"></wsdl:part>
</wsdl:message>
<wsdl:message name="ScheduleRecurringCampaignResponse">
  <wsdl:part name="parameters" element="tns:ScheduleRecurringCampaignResponse"></wsdl:part>
</wsdl:message>
<wsdl:message name="ScheduleRecurringCampaignFault">
  <wsdl:part name="parameters" element="tns:ScheduleRecurringCampaignFaultInfo"></wsdl:part>
</wsdl:message>
<wsdl:message name="ScheduleDataSourceRequest">
  <wsdl:part name="parameters" element="tns:ScheduleDataSource"></wsdl:part>
</wsdl:message>
<wsdl:message name="ScheduleDataSourceResponse">
  <wsdl:part name="parameters" element="tns:ScheduleDataSourceResponse"></wsdl:part>
</wsdl:message>
<wsdl:message name="ScheduleDataSourceFault">
  <wsdl:part name="parameters" element="tns:ScheduleDataSourceFaultInfo"></wsdl:part>
</wsdl:message>
<wsdl:message name="ScheduleRecurringDataSourceRequest">
  <wsdl:part name="parameters" element="tns:ScheduleRecurringDataSource"></wsdl:part>
</wsdl:message>
<wsdl:message name="ScheduleRecurringDataSourceResponse">
  <wsdl:part name="parameters" element="tns:ScheduleRecurringDataSourceResponse"></wsdl:part>

```

```

</wsdl:message>
<wsdl:message name="ScheduleRecurringDataSourceFault">
  <wsdl:part name="parameters" element="tns:ScheduleRecurringDataSourceFaultInfo"></wsdl:part>
</wsdl:message>
<wsdl:message name="GetImportJobStatusRequest">
  <wsdl:part name="parameters" element="tns:GetImportJobStatus"></wsdl:part>
</wsdl:message>
<wsdl:message name="GetImportJobStatusResponse">
  <wsdl:part name="parameters" element="tns:GetImportJobStatusResponse"></wsdl:part>
</wsdl:message>
<wsdl:message name="GetImportJobStatusFault">
  <wsdl:part name="parameters"
    element="tns:GetImportJobStatusFaultInfo">
  </wsdl:part>
</wsdl:message>
<wsdl:message name="GetContactListNamesRequest">
  <wsdl:part name="parameters" element="tns:GetContactListNames"></wsdl:part>
</wsdl:message>
<wsdl:message name="GetContactListNamesResponse">
  <wsdl:part name="parameters" element="tns:GetContactListNamesResponse"></wsdl:part>
</wsdl:message>
<wsdl:message name="GetContactListNamesFault">
  <wsdl:part name="parameters" element="tns:GetContactListNamesFaultInfo"></wsdl:part>
</wsdl:message>
<wsdl:portType name="VP_POMCmpMgmtService">
  <wsdl:operation name="GetActiveJobs">
    <wsdl:input message="tns:GetActiveJobsRequest">
    </wsdl:input>
    <wsdl:output message="tns:GetActiveJobsResponse">
    </wsdl:output>
    <wsdl:fault name="fault" message="tns:GetActiveJobsFault">
    </wsdl:fault>
  </wsdl:operation>
  <wsdl:operation name="SetMaxAttemptsCount">
    <wsdl:input message="tns:SetMaxAttemptsCountRequest">
    </wsdl:input>
    <wsdl:output message="tns:SetMaxAttemptsCountResponse">
    </wsdl:output>
    <wsdl:fault name="fault" message="tns:SetMaxAttemptsCountFault">
    </wsdl:fault>
  </wsdl:operation>
  <wsdl:operation name="PauseActiveJob">
    <wsdl:input message="tns:PauseActiveJobRequest">
    </wsdl:input>
    <wsdl:output message="tns:PauseActiveJobResponse">
    </wsdl:output>
    <wsdl:fault name="fault" message="tns:PauseActiveJobFault">

```

```

</wsdl:fault>
</wsdl:operation>
<wsdl:operation name="ResumePausedJob">
  <wsdl:input message="tns:ResumePausedJobRequest">
</wsdl:input>
  <wsdl:output message="tns:ResumePausedJobResponse">
</wsdl:output>
  <wsdl:fault name="fault" message="tns:ResumePausedJobFault">
</wsdl:fault>
</wsdl:operation>
<wsdl:operation name="StopJob">
  <wsdl:input message="tns:StopJobRequest">
</wsdl:input>
  <wsdl:output message="tns:StopJobResponse">
</wsdl:output>
  <wsdl:fault name="fault" message="tns:StopJobFault">
</wsdl:fault>
</wsdl:operation>
<wsdl:operation name="RunCampaign">
  <wsdl:input message="tns:RunCampaignRequest">
</wsdl:input>
  <wsdl:output message="tns:RunCampaignResponse">
</wsdl:output>
  <wsdl:fault name="fault" message="tns:RunCampaignFault">
</wsdl:fault>
</wsdl:operation>
<wsdl:operation name="GetCampaignJobs">
  <wsdl:input message="tns:GetCampaignJobsRequest">
</wsdl:input>
  <wsdl:output message="tns:GetCampaignJobsResponse">
</wsdl:output>
  <wsdl:fault name="fault" message="tns:GetCampaignJobsFault">
</wsdl:fault>
</wsdl:operation>
<wsdl:operation name="GetActiveJobTaskIds">
  <wsdl:input message="tns:GetActiveJobTaskIdsRequest"></wsdl:input>
  <wsdl:output message="tns:GetActiveJobTaskIdsResponse"></wsdl:output>
  <wsdl:fault name="fault" message="tns:GetActiveJobTaskIdsFault"></wsdl:fault>
</wsdl:operation>
<wsdl:operation name="SetMaxAttemptsCountForTask">
  <wsdl:input message="tns:SetMaxAttemptsCountForTaskRequest"></wsdl:input>
  <wsdl:output message="tns:SetMaxAttemptsCountForTaskResponse"></wsdl:output>
  <wsdl:fault name="fault" message="tns:SetMaxAttemptsCountForTaskFault"></wsdl:fault>
</wsdl:operation>
<wsdl:operation name="GetActiveJobTaskIdForTask">
  <wsdl:input message="tns:GetActiveJobTaskIdForTaskRequest"></wsdl:input>
  <wsdl:output message="tns:GetActiveJobTaskIdForTaskResponse"></wsdl:output>

```

```

    <wsdl:fault name="fault" message="tns:GetActiveJobTaskIdForTaskFault"/></wsdl:fault>
  </wsdl:operation>
<wsdl:operation name="GetCampaignDetails">
  <wsdl:input message="tns:GetCampaignDetailsRequest"/></wsdl:input>
  <wsdl:output message="tns:GetCampaignDetailsResponse"/></wsdl:output>
  <wsdl:fault name="fault" message="tns:GetCampaignDetailsFault"/></wsdl:fault>
</wsdl:operation>
<wsdl:operation name="ScheduleCampaign">
  <wsdl:input message="tns:ScheduleCampaignRequest"/></wsdl:input>
  <wsdl:output message="tns:ScheduleCampaignResponse"/></wsdl:output>
  <wsdl:fault name="fault" message="tns:ScheduleCampaignFault"/></wsdl:fault>
</wsdl:operation>
<wsdl:operation name="ScheduleRecurringCampaign">
  <wsdl:input message="tns:ScheduleRecurringCampaignRequest"/></wsdl:input>
  <wsdl:output message="tns:ScheduleRecurringCampaignResponse"/></wsdl:output>
  <wsdl:fault name="fault" message="tns:ScheduleRecurringCampaignFault"/></wsdl:fault>
</wsdl:operation>
<wsdl:operation name="ScheduleDataSource">
  <wsdl:input message="tns:ScheduleDataSourceRequest"/></wsdl:input>
  <wsdl:output message="tns:ScheduleDataSourceResponse"/></wsdl:output>
  <wsdl:fault name="fault" message="tns:ScheduleDataSourceFault"/></wsdl:fault>
</wsdl:operation>
<wsdl:operation name="ScheduleRecurringDataSource">
  <wsdl:input message="tns:ScheduleRecurringDataSourceRequest"/></wsdl:input>
  <wsdl:output message="tns:ScheduleRecurringDataSourceResponse"/></wsdl:output>
  <wsdl:fault name="fault" message="tns:ScheduleRecurringDataSourceFault"/></wsdl:fault>
</wsdl:operation>
<wsdl:operation name="GetImportJobStatus">
  <wsdl:input message="tns:GetImportJobStatusRequest"/></wsdl:input>
  <wsdl:output message="tns:GetImportJobStatusResponse"/></wsdl:output>
  <wsdl:fault name="fault" message="tns:GetImportJobStatusFault"/></wsdl:fault>
</wsdl:operation>
<wsdl:operation name="GetContactListNames">
  <wsdl:input message="tns:GetContactListNamesRequest"/></wsdl:input>
  <wsdl:output message="tns:GetContactListNamesResponse"/></wsdl:output>
  <wsdl:fault name="fault" message="tns:GetContactListNamesFault"/></wsdl:fault>
</wsdl:operation>
</wsdl:portType>
<wsdl:binding name="CmpMgmtSOAP" type="tns:VP_POMCmpMgmtService">

  <soap:binding style="document"
    transport="http://schemas.xmlsoap.org/soap/http" />
  <wsdl:operation name="GetActiveJobs">

    <soap:operation
      soapAction="http://services.pim.avaya.com/CmpMgmt/GetActiveJobs" />
    <wsdl:input>

```

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        <soap:body use="literal" />
    </wsdl:input>
    <wsdl:output>

        <soap:body use="literal" />
    </wsdl:output>
    <wsdl:fault name="fault">

        <soap:fault use="literal" name="fault" />
    </wsdl:fault>
</wsdl:operation>
<wsdl:operation name="SetMaxAttemptsCount">

    <soap:operation
        soapAction="http://services.pim.avaya.com/CmpMgmt/SetMaxAttemptsCount" />
    <wsdl:input>

        <soap:body use="literal" />
    </wsdl:input>
    <wsdl:output>

        <soap:body use="literal" />
    </wsdl:output>
    <wsdl:fault name="fault">

        <soap:fault use="literal" name="fault" />
    </wsdl:fault>
</wsdl:operation>
<wsdl:operation name="PauseActiveJob">

    <soap:operation
        soapAction="http://services.pim.avaya.com/CmpMgmt/PauseActiveJob" />
    <wsdl:input>

        <soap:body use="literal" />
    </wsdl:input>
    <wsdl:output>

        <soap:body use="literal" />
    </wsdl:output>
    <wsdl:fault name="fault">

        <soap:fault use="literal" name="fault" />
    </wsdl:fault>
</wsdl:operation>
<wsdl:operation name="ResumePausedJob">

```

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<soap:operation
  soapAction="http://services.pim.avaya.com/CmpMgmt/ResumePausedJob" />
<wsdl:input>

  <soap:body use="literal" />
</wsdl:input>
<wsdl:output>

  <soap:body use="literal" />
</wsdl:output>
<wsdl:fault name="fault">

  <soap:fault use="literal" name="fault" />
</wsdl:fault>
</wsdl:operation>
<wsdl:operation name="StopJob">

  <soap:operation
    soapAction="http://services.pim.avaya.com/CmpMgmt/StopJob" />
<wsdl:input>

  <soap:body use="literal" />
</wsdl:input>
<wsdl:output>

  <soap:body use="literal" />
</wsdl:output>
<wsdl:fault name="fault">

  <soap:fault use="literal" name="fault" />
</wsdl:fault>
</wsdl:operation>
<wsdl:operation name="RunCampaign">

  <soap:operation
    soapAction="http://services.pim.avaya.com/CmpMgmt/RunCampaign" />
<wsdl:input>

  <soap:body use="literal" />
</wsdl:input>
<wsdl:output>

  <soap:body use="literal" />
</wsdl:output>
<wsdl:fault name="fault">

```



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        <soap:fault use="literal" name="fault" />
    </wsdl:fault>
</wsdl:operation>
<wsdl:operation name="GetCampaignJobs">

    <soap:operation
        soapAction="http://services.pim.avaya.com/CmpMgmt/GetCampaignJobs" />
    <wsdl:input>

        <soap:body use="literal" />
    </wsdl:input>
    <wsdl:output>

        <soap:body use="literal" />
    </wsdl:output>
    <wsdl:fault name="fault">

        <soap:fault use="literal" name="fault" />
    </wsdl:fault>
</wsdl:operation>
<wsdl:operation name="GetActiveJobTaskIds">

    <soap:operation
        soapAction="http://services.pim.avaya.com/CmpMgmt/GetActiveJobTaskIds" />
    <wsdl:input>

        <soap:body use="literal" />
    </wsdl:input>
    <wsdl:output>

        <soap:body use="literal" />
    </wsdl:output>
    <wsdl:fault name="fault">

        <soap:fault use="literal" name="fault" />
    </wsdl:fault>
</wsdl:operation>
<wsdl:operation name="SetMaxAttemptsCountForTask">

    <soap:operation
        soapAction="http://services.pim.avaya.com/CmpMgmt/SetMaxAttemptsCountForTask" />
    <wsdl:input>

        <soap:body use="literal" />
    </wsdl:input>
    <wsdl:output>

```

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        <soap:body use="literal" />
    </wsdl:output>
    <wsdl:fault name="fault">
        <soap:fault use="literal" name="fault" />
    </wsdl:fault>
</wsdl:operation>
<wsdl:operation name="GetActiveJobTaskIdForTask">
    <soap:operation
        soapAction="http://services.pim.avaya.com/CmpMgmt/GetActiveJobTaskIdForTask" />
    <wsdl:input>
        <soap:body use="literal" />
    </wsdl:input>
    <wsdl:output>
        <soap:body use="literal" />
    </wsdl:output>
    <wsdl:fault name="fault">
        <soap:fault use="literal" name="fault" />
    </wsdl:fault>
</wsdl:operation>
<wsdl:operation name="GetCampaignDetails">
    <soap:operation
        soapAction="http://services.pim.avaya.com/CmpMgmt/GetCampaignDetails" />
    <wsdl:input>
        <soap:body use="literal" />
    </wsdl:input>
    <wsdl:output>
        <soap:body use="literal" />
    </wsdl:output>
    <wsdl:fault name="fault">
        <soap:fault use="literal" name="fault" />
    </wsdl:fault>
</wsdl:operation>
<wsdl:operation name="ScheduleCampaign">
    <soap:operation
        soapAction="http://services.pim.avaya.com/CmpMgmt/ScheduleCampaign" />
    <wsdl:input>
        <soap:body use="literal" />
    </wsdl:input>
    <wsdl:output>
        <soap:body use="literal" />
    </wsdl:output>
    <wsdl:fault name="fault">

```

```

        <soap:fault use="literal" name="fault" />
    </wsdl:fault>
</wsdl:operation>
<wsdl:operation name="ScheduleRecurringCampaign">
    <soap:operation
        soapAction="http://services.pim.avaya.com/CmpMgmt/ScheduleRecurringCampaign" />
    <wsdl:input>
        <soap:body use="literal" />
    </wsdl:input>
    <wsdl:output>
        <soap:body use="literal" />
    </wsdl:output>
    <wsdl:fault name="fault">
        <soap:fault use="literal" name="fault" />
    </wsdl:fault>
</wsdl:operation>
<wsdl:operation name="ScheduleDataSource">
    <soap:operation
        soapAction="http://services.pim.avaya.com/CmpMgmt/ScheduleDataSource" />
    <wsdl:input>
        <soap:body use="literal" />
    </wsdl:input>
    <wsdl:output>
        <soap:body use="literal" />
    </wsdl:output>
    <wsdl:fault name="fault">
        <soap:fault use="literal" name="fault" />
    </wsdl:fault>
</wsdl:operation>
<wsdl:operation name="ScheduleRecurringDataSource">
    <soap:operation
        soapAction="http://services.pim.avaya.com/CmpMgmt/ScheduleRecurringDataSource" />
    <wsdl:input>
        <soap:body use="literal" />
    </wsdl:input>
    <wsdl:output>
        <soap:body use="literal" />
    </wsdl:output>
    <wsdl:fault name="fault">
        <soap:fault use="literal" name="fault" />
    </wsdl:fault>
</wsdl:operation>
<wsdl:operation name="GetImportJobStatus">
    <soap:operation
        soapAction="http://services.pim.avaya.com/CmpMgmt/GetImportJobStatus" />
    <wsdl:input>
        <soap:body use="literal" />

```

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        </wsdl:input>
        <wsdl:output>
            <soap:body use="literal" />
        </wsdl:output>
        <wsdl:fault name="fault">
            <soap:fault use="literal" name="fault" />
        </wsdl:fault>
    </wsdl:operation>
    <wsdl:operation name="GetContactListNames">
        <soap:operation
            soapAction="http://services.pim.avaya.com/CmpMgmt/GetContactListNames" />
        <wsdl:input>
            <soap:body use="literal" />
        </wsdl:input>
        <wsdl:output>
            <soap:body use="literal" />
        </wsdl:output>
        <wsdl:fault name="fault">
            <soap:fault use="literal" name="fault" />
        </wsdl:fault>
    </wsdl:operation>
</wsdl:binding>
<wsdl:service name="VP_POMCmpMgmtService">
    <wsdl:port name="CmpMgmtSOAP" binding="tns:CmpMgmtSOAP">
        <soap:address location="http://www.example.org"/>
    </wsdl:port>
</wsdl:service>
</wsdl:definitions>

```