

1 Status Query Data Contract

1.1 Overview

This section provides information on the flow of data between the Status Query product and the web service. The purpose of this web service is to allow a back-end system to request retrieve information for a specific customer account.

The Status Query data contract is the fundamental approach to back-end integration that all other product data contracts are built upon. In its simplest form, it calls a backend URL (using HTTP or HTTPS), passing along all variables that SpeechStorm has available within the call. The backend system carries out its request and then responds with an XML message containing a status (e.g. success, error, agent etc.) and optional variables (e.g. current balance, contract end date, account status, installed services etc).

1.2 Request

Requests are made using HTTP POST requests, which pass the required caller details to the web service. The Status Query product will pass all variables contained within the SpeechStorm call. These usually consist of a unique customer identifier (e.g. MSISDN, account number).

For Status Query, a typical URL might look like this:

```
http://localhost:8080/fish-services/test/GetDetails.jsp
```

And a typical HTTP POST body might look like this:

```
&dnis=7896&CALL_ID=V56TOK1ESH6T&CLI=016360028&MSISDN=0871234567&CustomerType=Pre&CustomerSegment=Platinum
```

1.3 Response

The XML response specifies the overall status of the task, i.e. "success", or some other return code such as "agent", and provides a mechanism to set arbitrary variables in the call session.

When specifying variables in the response, you can cause some or all key-value pairs to be attached to the call via the CTI (where the platform supports it) by including an optional "attach" attribute with a value of "true" or to set them as the CLI data by including an optional "remember" attribute with a value of "true".

A typical XML response which just returns a successful status looks like this:

```
<statusQueryResults>
  <status>success</status>
</statusQueryResults>
```

A typical XML response which returns a successful status and variables which will be available to SpeechStorm looks like this:

```
<statusQueryResults>
  <status>success</status>
  <variables>
    <variable name="REPEATCALLER" value="YES"/>
    <variable name="CURRENTBALANCE" value="GBP1256.34" attach="true"/>
    <variable name="ACCOUNTTYPE" value="POSTPAY"/>
    <variable name="CUSTOMERVALUE" value="GOLD" attach="true"/>
    <variable name="CONTRACTENDDATE" value="2014-01-30"/>
    <variable name="NUMBEROFCONNECTIONS" value="62"/>
  </variables>
</statusQueryResults>
```

A status query attempt where an error occurs might look like this:

```
<statusQueryResults>
  <status>error</status>
</statusQueryResults>
```



HTTP response codes other than "200" will be treated as an error.

1.3.1 Statuses

The <status> element is the only mandatory element. The following statuses can be returned:

- “success” – indicates that the query was successful

- 'error' – the application's error handling path will be followed in the callflow
- any other status – causes the Module to return with that status.