



アクションモジュール

Desktop.actions モジュールは、Agent Desktop側にあるクライアント側データストアからリアルタイムデータを取得します。



(注) データプロバイダーを使用して、同じ情報をプロパティを通じてウィジェットに渡すこともできます。詳細については、「[データプロバイダー：ウィジェットのプロパティと属性](#)」を参照してください。

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メソッド

getToken()

SSO 認証に使用される認証トークンを取得します。

例

```
const accessToken = await Desktop.actions.getToken()  
// => Get current accessToken from Desktop store
```

戻り値

{String} ユーザーアクセストークン。

getIdleCodes()

現在のアイドルコードを取得します。例：Idle、Coffee break、Meeting、Tea。

例

```
const idleCodes = await Desktop.actions.getIdleCodes()  
// => Get current idleCodes from Desktop store
```

戻り値

{Array} オブジェクトの配列。

応答の例

```
{
  id: "1643",
  isDefault: false,
  isSystem: true,
  name: "RONA"
} {
  id: "1644",
  isDefault: true,
  isSystem: false,
  name: "Meeting"
}
```

getWrapUpCodes()

ラップアップコードを取得します。例：クレジットカードの問題、医療に関する問い合わせ、営業担当による説明。

例

```
const wrapUpCodes = await Desktop.actions.getWrapUpCodes()
// => Get current wrapUpCodes from Desktop store
Retrieves wrap up codes such as Ex. "Credit Card Issue", "Medical Query", "Sales Explained"
as per its configured
```

戻り値

{Array} オブジェクトの配列。

応答の例

```
{
  id: "2063",
  isDefault: false,
  isSystem: false,
  name: "Account Information Explained"
} {
  id: "2061",
  isDefault: false,
  isSystem: false,
  name: "Credit Card Issue"
}
```

getMediaTypeQueue(telephony, social, email, chat)

現在利用可能なメディアタイプのリストを取得します。



(注) 管理者がエージェントのメディアタイプを構成します。

例

```
const queue = await Desktop.actions.getMediaTypeQueue("telephony" | "social" | "email"
| "chat") // => Get current media queue from Agent Desktop store
```

パラメータ

名前	タイプ	説明	必須
telephony	文字列	音声コールのメディアチャンネルタイプ。	はい
social	文字列	メッセージングの会話でのメディアチャンネルタイプ。 サポートされるソーシャルメッセージングの会話は次のとおりです。 <ul style="list-style-type: none"> • Messenger (Facebook Messenger) • SMS (ショートメッセージサービス) 	はい
email	文字列	電子メールのメディアチャンネルタイプ。	はい
chat	文字列	チャットのメディアチャンネルタイプ。	はい

戻り値

{Object} 取得されたデータを持つオブジェクト。

応答の例

```
{
  "key": "c9897fa7-6188-11eb-a6e4-f93bdeada4e5",
  "value": {
    "agentId": "7c867aa9-ec768-341a-b767-e5hd6ae7g701",
    "consultMediaResourceId": null,
    "eventType": "RoutingMessage",
    "interaction": {
      "callAssociatedData": {
        "accountId": {
          "agentEditable": false,
          "displayName": "accountId",
          "name": "accountId",
          "type": "STRING",
          "value": "e9e2c7a0-5c64-11ea-9e59-6fbf992ffc23"
        },
        "ani": {
          "agentEditable": false,
          "displayName": "ani",
          "name": "ani",
          "type": "STRING",
          "value": "janedoe@gmail.com"
        },
        "bccAddress": {
          "agentEditable": false,
          "displayName": "bccAddress",
          "name": "bccAddress",
          "type": "STRING",
          "value": ""
        },
        "ccAddress": {
          "agentEditable": false,
          "displayName": "ccAddress",

```

```

        "name": "ccAddress",
        "type": "STRING",
        "value": ""
    },
    "contentType": {
        "agentEditable": false,
        "displayName": "contentType",
        "name": "contentType",
        "type": "STRING",
        "value": "multipart/alternative"
    },
    "customerName": {
        "agentEditable": false,
        "displayName": "customerName",
        "name": "customerName",
        "type": "STRING",
        "value": "Jane Doe"
    },
    "date": {
        "agentEditable": false,
        "displayName": "date",
        "name": "date",
        "type": "STRING",
        "value": "Wed, 20 Jan 2021 06:09:06 +0000"
    },
    "dn": {
        "agentEditable": false,
        "displayName": "dn",
        "name": "dn",
        "type": "STRING",
        "value": "agent2021@gmail.com"
    },
    "entryPointId": {
        "agentEditable": false,
        "displayName": "entryPointId",
        "name": "entryPointId",
        "type": "STRING",
        "value": "AXCZuH9MXrf9I0XFBIFL"
    },
    "from": {
        "agentEditable": false,
        "displayName": "from",
        "name": "from",
        "type": "STRING",
        "value": "Jane Doe"
    },
    "fromAddress": {
        "agentEditable": false,
        "displayName": "fromAddress",
        "name": "fromAddress",
        "type": "STRING",
        "value": "janedoe@gmail.com"
    },
    "inReplyTo": {
        "agentEditable": false,
        "displayName": "inReplyTo",
        "name": "inReplyTo",
        "type": "STRING",
        "value": ""
    },
    "messageId": {
        "agentEditable": false,
        "displayName": "messageId",
        "name": "messageId",

```

```
    "type": "STRING",
    "value": "289DBEAD-0715-4878-A0B9-365555C18E72@cisco.com"
  },
  "queueType": {
    "agentEditable": false,
    "displayName": "queueType",
    "name": "queueType",
    "type": "STRING",
    "value": "tam"
  },
  "reasonCode": {
    "agentEditable": false,
    "displayName": "reasonCode",
    "name": "reasonCode",
    "type": "STRING",
    "value": "Email_Queue"
  },
  "references": {
    "agentEditable": false,
    "displayName": "references",
    "name": "references",
    "type": "STRING",
    "value": ""
  },
  "replyToAddress": {
    "agentEditable": false,
    "displayName": "replyToAddress",
    "name": "replyToAddress",
    "type": "STRING",
    "value": "janedoe@gmail.com"
  },
  "ronaTimeout": {
    "agentEditable": false,
    "displayName": "ronaTimeout",
    "name": "ronaTimeout",
    "type": "STRING",
    "value": "30"
  },
  "subject": {
    "agentEditable": false,
    "displayName": "subject",
    "name": "subject",
    "type": "STRING",
    "value": "sales"
  },
  "threadId": {
    "agentEditable": false,
    "displayName": "threadId",
    "name": "threadId",
    "type": "STRING",
    "value": "289DBEAD-0715-4878-A0B9-365555C18E72@cisco.com"
  },
  "toAddress": {
    "agentEditable": false,
    "displayName": "toAddress",
    "name": "toAddress",
    "type": "STRING",
    "value": "agent2021@gmail.com"
  },
  "virtualTeamName": {
    "agentEditable": false,
    "displayName": "virtualTeamName",
    "name": "virtualTeamName",
    "type": "STRING",
```

```

        "value": "Email_Queue"
    }
},
"callAssociatedDetails": {
    "accountId": "e9e2c7a0-5c64-11ea-9e59-6fbf992ffc23",
    "ani": "janedoe@gmail.com",
    "bccAddress": "",
    "ccAddress": "",
    "contentType": "multipart/alternative",
    "customerName": "Jane Doe",
    "date": "Wed, 20 Jan 2021 06:09:06 +0000",
    "dn": "agent2021@gmail.com",
    "entryPointId": "AXCZuH9MXrf9IOXFBIfL",
    "from": "Jane Doe",
    "fromAddress": "janedoe@gmail.com",
    "inReplyTo": "",
    "messageId": "289DBEAD-0715-4878-A0B9-365555C18E72@cisco.com",
    "queueType": "tam",
    "reasonCode": "Email_Queue",
    "references": "",
    "replyToAddress": "janedoe@gmail.com",
    "ronaTimeout": "30",
    "subject": "sales",
    "threadId": "289DBEAD-0715-4878-A0B9-365555C18E72@cisco.com",
    "toAddress": "agent2021@gmail.com",
    "virtualTeamName": "Email_Queue"
},
"callFlowParams": {
    "Automation_Email_Queue": {
        "description": "",
        "name": "Automation_Email_Queue",
        "qualifier": "vteam",
        "value": "3281",
        "valueDataType": "string"
    },
    "Dont_Use_Email": {
        "description": "",
        "name": "Dont_Use_Email",
        "qualifier": "vteam",
        "value": "3276",
        "valueDataType": "string"
    },
    "Email_Queue": {
        "description": "",
        "name": "Email_Queue",
        "qualifier": "vteam",
        "value": "3266",
        "valueDataType": "string"
    },
    "Mail_Automation_Queue": {
        "description": "",
        "name": "Mail_Automation_Queue",
        "qualifier": "vteam",
        "value": "3432",
        "valueDataType": "string"
    }
},
"callProcessingDetails": {
    "QMgrName": "aqm",
    "QueueId": "3266",
    "accountId": "e9e2c7a0-5c64-11ea-9e59-6fbf992ffc23",
    "ani": "janedoe@gmail.com",
    "bccAddress": "",
    "ccAddress": "",

```

```
"contentType": "multipart/alternative",
"customerName": "Jane Doe",
"date": "Wed, 20 Jan 2021 06:09:06 +0000",
"dnis": "agent2021@gmail.com",
"entryPointId": "AXCZuH9MXrf9I0XFBIfL",
"from": "Jane Doe",
"fromAddress": "janedoe@gmail.com",
"inReplyTo": "",
"messageId": "289DBEAD-0715-4878-A0B9-365555C18E72@cisco.com",
"pauseDuration": "10",
"pauseResumeEnabled": "true",
"queueType": "tam",
"reasonCode": "Email_Queue",
"references": "",
"replyToAddress": "janedoe@gmail.com",
"ronaTimeout": "30",
"subject": "sales",
"taskToBeSelfServiced": "false",
"tenantId": "133",
"threadId": "289DBEAD-0715-4878-A0B9-365555C18E72@cisco.com",
"toAddress": "agent2021@gmail.com",
"virtualTeamName": "Email_Queue",
"vtteamId": "AXCZuH9MXrf9I0XFBIfL"
},
"contactDirection": {
  "type": "INBOUND"
},
},
"currentVTeam": "3266",
"interactionId": "c9897fa7-6188-11eb-a6e4-f93bdeada4e5",
"isFcManaged": false,
"isTerminated": false,
"media": {
  "289DBEAD-0715-4878-A0B9-365555C18E72@cisco.com": {
    "holdTimestamp": null,
    "isHold": false,
    "mType": "mainCall",
    "mediaMgr": "emm",
    "mediaResourceId": "289DBEAD-0715-4878-A0B9-365555C18E72@cisco.com",

    "mediaType": "email",
    "participants": [
      "janedoe@gmail.com",
      "7c867aa9-ec768-341a-b767-e5hd6ae7g701"
    ]
  }
}
},
"mediaChannel": "email",
"mediaType": "email",
"orgId": "f111e3af-1a45-42ef-9erf-4562354b8a25",
"outboundType": null,
"owner": "7c867aa9-ec768-341a-b767-e5hd6ae7g701",
"participants": {
  "7c867aa9-ec768-341a-b767-e5hd6ae7g701": {
    "channelId": "a72a75f8-fd30-44f9-85f1-39d633055475",
    "consultState": null,
    "consultTimestamp": null,
    "dn": "8895579172",
    "hasJoined": true,
    "id": "7c867aa9-ec768-341a-b767-e5hd6ae7g701",
    "isConsulted": false,
    "isWrapUp": false,
    "joinTimestamp": 1612248681335,
    "lastUpdated": 1612248681336,
    "name": "John Doe",
```

```

        "pType": "Agent",
        "queueId": "3266",
        "queueMgrId": "aqm",
        "sessionId": "3d017488-527a-4e89-9313-5d4eb353c789",
        "siteId": "472",
        "teamId": "960",
        "teamName": "Email_Team",
        "type": "Agent",
        "wrapUpTimestamp": null
    },
    "janedoe@gmail.com": {
        "id": "janedoe@gmail.com",
        "pType": "Customer",
        "type": "Customer"
    }
},
"previousVTeams": [],
"state": "connected",
"workflowManager": null
},
"interactionId": "c9897fa7-6188-11eb-a6e4-f93bdeada4e5",
"isConsulted": false,
"mediaResourceId": "289DBEAD-0715-4878-A0B9-365555C18E72@cisco.com",
"orgId": "f111e3af-1a45-42ef-9erf-4562354b8a25",
"queueMgr": "aqm",
"trackingId": "2e30a830-6611-11eb-bbe4-81e078594d7a",
"type": "AgentContact"
}
}
}

```

fireGeneralSilentNotification(raw)

サイレント通知をトリガーします。サイレント通知はデスクトップには表示されませんが、通知センターに表示されます。[通知センター (Notification Center)]アイコンは、未読メッセージ数の増加を示します。

例

```

import {
    Desktop
} from "@wxcc-desktop/sdk";
import {
    Notifications
} from "@uuiplatform/unified-ui-platform-sdk";

...

const raw: Notifications.ItemMeta.Raw = {
    data: {
        type: Notifications.ItemMeta.Type.Info,
        mode: Notifications.ItemMeta.Mode.Silent, // Change type here based on the method.

        title: "Info - Silent",
        data: "Lorem Ipsum Dolor",
    },
};

// Agent Desktop General Notifications:
Desktop.actions.fireGeneralSilentNotification(raw)
// => Fires silent notification in Agent Desktop.
// Silent notification will not have any appearance on desktop but a notification icon
will have one count increased.

```


パラメータ

名前	タイプ	説明	必須
raw	オブジェクト	ユーザーに送信される通知のタイプに関する情報が含まれます。	はい
-->data	オブジェクト	特定の通知のオプション。	はい
--> type	列挙体	Agent Desktopに表示される通知のタイプ。 <ul style="list-style-type: none"> • 情報 (Info) • 警告 (Warn) • エラー (Error) • 成功 (Success) • チャット (Chat) • デフォルト (Default) 	はい
-->mode	列挙体	メソッドに基づく通知で使用可能なモード。 <ul style="list-style-type: none"> • サイレント (Silent) • 自動的に無視 (AutoDismiss) • 確認応答あり (Acknowledge) 	はい
->title	文字列	通知のタイトル。	はい
-->data	オブジェクト	通知の内容。	はい

fireGeneralAutoDismissNotification(raw)

自動却下通知をトリガーします。通知の解決済みステータス、理由、モードを返します。



(注) Agent Desktopの通知をユーザーが無効にしている場合は、サイレント通知に変換されて mode に反映されます。

例

```
import {
  Desktop
} from "@wxcc-desktop/sdk";
import {
  Notifications
```

```

} from "@uui/unified-ui-platform-sdk";

...

const raw: Notifications.ItemMeta.Raw = {
  data: {
    type: Notifications.ItemMeta.Type.Info,
    mode: Notifications.ItemMeta.Mode.AutoDismiss, // Change type here based on the
    method.
    title: "Info - AutoDismiss",
    data: "Lorem Ipsum Dolor",
  },
};

// Unlike silent notification, auto-dismiss and acknowledge can have controlled responses,
// that may reflect in the notification status, e.g.:

// => Fires auto-dismiss notification in Agent Desktop. Returns notification resolved
// status, reason, mode.
NOTE: if Agent Desktop notifications are disabled by the user - it will be converted
into silent notification and reflected in "mode"
const [ status, reason, mode ]: [
Notifications.ItemMeta.Status, Notifications.ItemMeta.StatusChangeEventReason,
Notifications.ItemMeta.Mode ] = await
Desktop.actions.fireGeneralAutoDismissNotification(raw)

```

パラメータ

名前	タイプ	説明	必須
raw	オブジェクト	ユーザーに送信される通知のタイプに関する情報が含まれます。 詳細については、 fireGeneralSilentNotification(raw) メソッドのパラメータ表を参照してください。	はい

fireGeneralAcknowledgeNotification(raw)

確認通知をトリガーします。通知の解決済みステータス、理由、モードを返します。



(注) Agent Desktopの通知をユーザーが無効にしている場合は、サイレント通知に変換されて mode に反映されます。

例

```

import {
  Desktop
} from "@wxcc-desktop/sdk";
import {
  Notifications
} from "@uui/unified-ui-platform-sdk";

...

const raw: Notifications.ItemMeta.Raw = {
  data: {

```

```

        type: Notifications.ItemMeta.Type.Info,
        mode: Notifications.ItemMeta.Mode.Acknowledge, // Change type here based on the
method.
        title: "Info - Acknowledge",
        data: "Lorem Ipsum Dolor",
    },
};

```

```

// => Fires acknowledge notification in Agent Desktop. Returns notification resolved
status, reason, mode.
NOTE: if Agent Desktop notifications are disabled by the user - it will be converted
into silent notification and reflected in "mode"
const [ status, reason, mode ]: [ Notifications.ItemMeta.Status,
Notifications.ItemMeta.StatusChangeEventReason, Notifications.ItemMeta.Mode ] = await
Desktop.actions.fireGeneralAcknowledgeNotification(raw)

```

パラメータ

名前	タイプ	説明	必須
raw	オブジェクト	ユーザーに送信される通知のタイプに関する情報が含まれます。 詳細については、 fireGeneralSilentNotification(raw) メソッドのパラメータ表を参照してください。	はい

addCustomTask()

ウィジェット内に新しいカスタムタスクを追加します。このタスクはAgent Desktopのタスクリストに表示されます。



- (注) ウィジェット内のタスクのリストを最新の状態に保つためには、イベントリスナーを追加して非同期イベントをサブスクライブする必要があります。これらのイベントは、新しいタスクがエージェントに割り当てられることを意味します。詳細については、「[非同期イベント](#)」を参照してください。

例

```

Desktop.actions.addCustomTask({
  export const contactPayload = {
    mediaResourceId: "49bcf26b-ec75-4351-89fa-55d54682c20c",
    eventType: "RoutingMessage",
    agentId: "16839506-7c48-4a71-ba1b-d585e5d37607",
    trackingId: "354deae-c98a-4a8c-9e04-e56e129fdb9f",
    interaction: {
      isFcManaged: false,
      isTerminated: false,
      mediaType: "telephony",
      previousVTeams: ["AXCZ0YCAXrf9I0XFBI7b"],
      state: "connected",
      currentVTeam: "3268",
      participants: {
        "+19997770096": {
          id: "+19997770096",

```

```

        pType: "Customer",
        type: "Customer"
    },
    "aad323de-32d8-48c9-af6b-b68dfbabfe20": {
        name: "uui-agent2",
        pType: "Agent",
        teamName: "Team X",
        lastUpdated: 1597681728863,
        teamId: "962",
        joinTimestamp: 1597681728863,
        isConsulted: false,
        hasJoined: true,
        consultTimestamp: null,
        dn: "9997770194",
        queueId: "3268",
        id: "16839506-7c48-4a71-balb-d585e5d37607",
        sessionId: "319d8e83-2a75-4ef3-9cb8-1c845edb15a0",
        consultState: null,
        queueMgrId: "aqm",
        siteId: "473",
        type: "Agent",
        channelId: "ab8b3603-84a7-4f61-b987-9044b4d69cf2",
        wrapUpTimestamp: null,
        isWrapUp: false
    }
},
interactionId: "49bcf26b-ec75-4351-89fa-55d54682c20c",
orgId: "f111e3af-1a45-42ef-9erf-4562354b8a25",
callAssociatedData: {
    customerName: {
        value: "test",
        name: "x",
        agentEditable: false,
        type: "s",
        displayName: "d"
    }
},
callAssociatedDetails: {
    virtualTeamName: "Queue - Telephony",
    ani: "+19997770096",
    ronaTimeout: "30",
    dn: "+12147659000",
    pathId: " StartCall PlayDone out out out",
    IvrPath: " EOI",
    subject: "",
    toAddress: "",
    inReplyTo: "",
    customerName: "",
    ccAddress: "",
    entryPointId: "",
    accountId: "",
    reasonCode: "",
    reason: "",
    references: "",
    contentType: "",
    date: "",
    replyToAddress: "",
    fromAddress: "",
    messageId: "",
    from: "",
    threadId: "",
    bccAddress: "",
    queueType: "",
    dnis: "",

```

```
        category: "",
        sourceNumber: "",
        sourcePage: "",
        appUser: "",
        customerNumber: ""
    },
    callProcessingDetails: {
        QMgrName: "aqm",
        pauseResumeEnabled: "true",
        taskToBeSelfServiced: "false",
        ani: "+19997770096",
        recordInProgress: "true",
        pauseDuration: "10",
        dnis: "+12147659000",
        tenantId: "133",
        QueueId: "3268",
        vteamId: "3268",
        jsriptId: "AXCZ4c3mjkwgAuS7vSIU",
        customerName: "",
        virtualTeamName: "Queue - Telephony",
        ronaTimeout: "30",
        category: "",
        reason: "",
        sourceNumber: "",
        sourcePage: "",
        appUser: "",
        customerNumber: "",
        reasonCode: "",
        IvPath: "EOI",
        pathId: " StartCall PlayDone out out out",
        fromAddress: ""
    },
    media: {
        "49bcf26b-ec75-4351-89fa-55d54682c20c": {
            mediaResourceId: "49bcf26b-ec75-4351-89fa-55d54682c20c",
            mediaType: "telephony",
            mediaMgr: "vmm",
            participants: ["+19997770096", "16839506-7c48-4a71-ba1b-d585e5d37607"],

            mType: "mainCall",
            isHold: false,
            holdTimestamp: null
        }
    },
    owner: "16839506-7c48-4a71-ba1b-d585e5d37607",
    mediaChannel: "broadcloud",
    contactDirection: {
        type: "INBOUND"
    },
    callFlowParams: {
        Play2: {
            name: "Play2",
            qualifier: "",
            description: "(A valid text.)",
            valueDataType: "string",
            value: "Welcome to Agent Team Space"
        },
        Queue3: {
            name: "Queue3",
            qualifier: "vteam",
            description: "(vteam, A valid VTeam.)",
            valueDataType: "string",
            value: "3268"
        }
    }
}
```

```

    }
  },
  interactionId: "49bcf26b-ec75-4351-89fa-55d54682c20c",
  orgId: "f111e3af-1a45-42ef-9erf-4562354b8a25",
  queueMgr: "aqm",
  type: "AgentContactAssigned",
  destAgentId: "16839506-7c48-4a71-ba1b-d585e5d37607",
  consultMediaResourceId: "",
  owner: "",
  isConferencing: false
});
})
// => Add custom task object in Desktop store

```

getTaskMap()

特定の時点でエージェントに割り当てられているタスクの全リストを取得します。

例

```

const currentTaskMap = await Desktop.actions.getTaskMap()
// => Get current task map from Desktop store

```

戻り値

{Map} 結果のリスト。

応答の例

```

Desktop Store TaskMap:
  Map(1) {
    "851a8e81-6150-11eb-9a47-f1ca3756d4bd" => {
      ..., "eed4b53a-614f-11eb-9a47-8be6439707ee" => {
        ...}
    }
  }
  [
    [Entries]
  ] {
    "851a8e81-6150-11eb-9a47-f1ca3756d4bd" => Object
  }
  key: "851a8e81-6150-11eb-9a47-f1ca3756d4bd"
  value:
    agentId: "7c867aa9-ec768-341a-b767-e5hd6ae7g701"
    eventType: "RoutingMessage"
    interaction: {
      callAssociatedData: {
        ...},
      callAssociatedDetails: {
        ...},
      callFlowParams: {
        ...},
      callProcessingDetails: {
        ...},
      contactDirection: {
        ...},
      ...
    }
    interactionId: "851a8e81-6150-11eb-9a47-f1ca3756d4bd"
    mediaResourceId: "4D44FF32-A585-4DD8-8422-4920FC97066A@cisco.com"
    orgId: "f111e3af-1a45-42ef-9erf-4562354b8a25"
    queueMgr: "aqm"

```

```
trackingId: "69773a10-6163-11eb-9fb9-8dadf7aee433"  
type: "AgentContactAssigned"
```

