

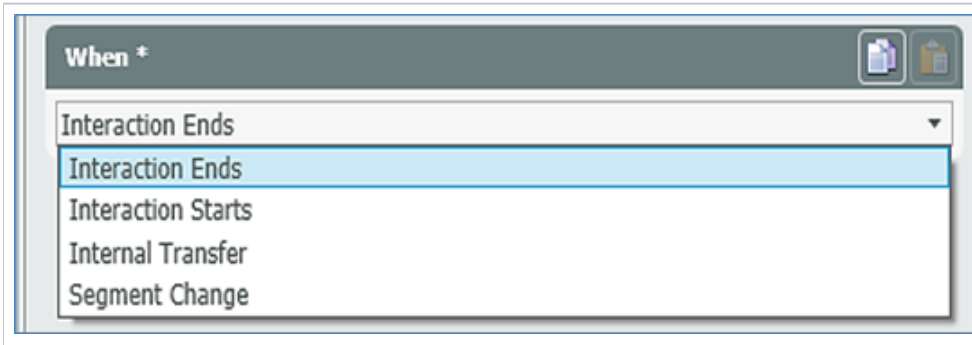
ECS Setup: Implementation - API Trigger

Rest API Trigger Data

The API trigger allows you to automatically execute your REST API during specific points of interaction. The configuration of API trigger allows you to specify When and what REST API Data to trigger. Before proceeding through this document - refer to the documentation on [REST API](#) which contains details on which data elements can be passed.

The “When” allows for control of the timing for an API call/push to occur. This is related to an event in the ECS interaction flow or lifecycle.

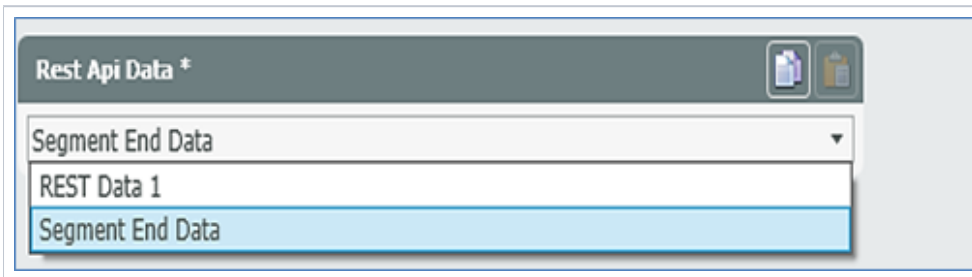
When:



The screenshot shows a configuration window with a header bar labeled "When *". Below the header is a dropdown menu. The menu is currently open, showing a list of options: "Interaction Ends", "Interaction Starts", "Internal Transfer", and "Segment Change". The "Interaction Ends" option is highlighted with a blue background.

- **Interaction Starts:** Selected API calls will trigger at the start of an interaction.
 - *If the selected API call is a POST, please be aware certain values may not yet be available. (I.E. Disposition Code).*
- **Interaction Ends:** Selected API calls will trigger at the end of an interaction.
- **Internal Transfer:** Selected API calls will trigger on each internal transfer from an agent or supervisor.
- **Segment Change:** Selected API call will trigger on each segment change, example list below.
 - Interaction Starts (Channel)
 - Interaction Starts (Business Process)
 - Interaction Starts (Agent)
 - Offered (Channel)
 - Offered (Business Process)
 - Offered (Agent)
 - Agent Selecting (In Queue)
 - Consulting
 - In Conference
 - Handling (Channel)
 - Handling (Business Process)
 - Handling (Agent)
 - Wrap Up
 - Dialing
 - Rejected
 - Overflow
 - Missed
 - Preview
 - Interaction Ends (Channel)
 - Interaction Ends (Business Process)
 - Interaction Ends (Agent)

Rest API Data: A drop-down listing of your configured REST API calls.



The screenshot shows a configuration window with a header bar labeled "Rest Api Data *". Below the header is a dropdown menu. The menu is currently open, showing a list of options: "Segment End Data", "REST Data 1", and "Segment End Data". The "Segment End Data" option at the bottom is highlighted with a blue background.