

Amazon Connect Streams	Cyara LiveVQ	Payload
Context: Browser	Context: Browser	Context: AWS
EVENT BUS https://github.com/amazon-connect/amazon-connect-streams/blob/master/Documentation.md#event-subscription		
connect.agent() This callback is provided with an Agent API object		
connect.contact() This callback is provided with a Contact API object for this contact		
connect.core.getEventBus() used by the high-level subscription APIs to manage subscriptions and is available to users		
AgentEvents.INIT <i>agent.getConfiguration()</i> https://github.com/amazon-connect/amazon-connect-streams/blob/master/Documentation.md#agentgetconfiguration	<pre>Cyara.LiveVq.Api.Hey({ type: 'cyara-agent-event', what: 'agent-loggedin', who: agentConfig.username, agent: agentConfig });</pre>	<pre>{ "type": "cyara-agent-event", "what": "agent-loggedin", "who": "tobydux", "agent": { "name": "Toby", "username": "tobydux", "softphoneEnabled": true, "softphoneAutoAccept": false, "extension": "", "routingProfile": { "name": "Dev", "routingProfileARN": "arn:aws:connect:us-east-1:359670509492:instance/227c5107- cee0-4044-9ec1-27e9c9a1bdb0/routing-profile/d40ea3d9-030e- 4e6d-ac82-0dfb6ec353c0", "defaultOutboundQueue": { "queueARN": "arn:aws:connect:us-east-1:359670509492:instance/227c5107- cee0-4044-9ec1-27e9c9a1bdb0/queue/8d7fc2e9-cfc5-40d8-aa6b- bf27453cb931", "name": "Dev", "queueId": "arn:aws:connect:us-east-1:359670509492:instance/227c5107- cee0-4044-9ec1-27e9c9a1bdb0/queue/8d7fc2e9-cfc5-40d8-aa6b- bf27453cb931" } } } }</pre>

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    },
    "channelConcurrencyMap": {
      "VOICE": 1
    },
    "queues": [
      {
        "queueARN":
"arn:aws:connect:us-east-1:359670509492:instance/227c5107-
cee0-4044-9ec1-27e9c9a1bdb0/queue/agent/fdee871d-51f8-41b2
-92e5-bc7e9285e134",
        "name": null,
        "queueId":
"arn:aws:connect:us-east-1:359670509492:instance/227c5107-
cee0-4044-9ec1-27e9c9a1bdb0/queue/agent/fdee871d-51f8-41b2
-92e5-bc7e9285e134"
      },
      {
        "queueARN":
"arn:aws:connect:us-east-1:359670509492:instance/227c5107-
cee0-4044-9ec1-27e9c9a1bdb0/queue/8d7fc2e9-cfc5-40d8-aa6b-
bf27453cb931",
        "name": "Dev",
        "queueId":
"arn:aws:connect:us-east-1:359670509492:instance/227c5107-
cee0-4044-9ec1-27e9c9a1bdb0/queue/8d7fc2e9-cfc5-40d8-aa6b-
bf27453cb931"
      }
    ],
    "routingProfileId":
"arn:aws:connect:us-east-1:359670509492:instance/227c5107-
cee0-4044-9ec1-27e9c9a1bdb0/routing-profile/d40ea3d9-030e-
4e6d-ac82-0dfb6ec353c0"
  },
  "agentPreferences": {},
  "dialableCountries": [
    "de",
    "jp",
    "gb",
    "pr",
    "il",
    "us",
    "au",
    "hk",
    "ca",
    "cn",
    "sg",
    "se",
    "mx"
  ],
  "permissions": [
    "outboundCall"
  ],
  "agentStates": [
    {
      "agentStateARN":
"arn:aws:connect:us-east-1:359670509492:instance/227c5107-
cee0-4044-9ec1-27e9c9a1bdb0/agent-state/bf541b72-ab3f-4708
-ae4e-07808636ab41",
```

		<pre> "type": "routable", "name": "Available", "startTimestamp": null }, { "agentStateARN": "arn:aws:connect:us-east-1:359670509492:instance/227c5107- cee0-4044-9ec1-27e9c9a1bdb0/agent-state/7141256e-7dbe-4953- 8c4e-831ed82198cf", "type": "offline", "name": "Offline", "startTimestamp": null }] }, "by": "hey-cyara", "source": "api", "publickey": "942cce9d-63a9-4908-aae5-54dd744c657c" } </pre>
<p>EventType.TERMINATED</p>	<pre> Cyara.LiveVq.Api.Hey({ type: 'cyara-agent-event', what: 'agent-loggedout' }); </pre>	<pre> { "type": "cyara-agent-event", "what": "agent-loggedout", "by": "hey-cyara", "source": "api", "publickey": "942cce9d-63a9-4908-aae5-54dd744c657c" } </pre>
<p>ContactEvents.ENDED</p> <p><i>contact.getAttributes()</i> <i>contact.getContactId()</i></p>	<pre> Cyara.LiveVq.Api.Hey({ type: 'cyara-agent-event', what: 'contact-ended', attributes: contact.getAttributes(), contactid: contact.getContactId(), raw: contact }); </pre>	<pre> { "type": "cyara-agent-event", "what": "contact-ended", "attributes": { "CustomerNumber": "3330", "CustomerTier": "Gold", "Selection": "Load" }, "contactid": "7494d00a-fb14-4f3f-af29-e0fa1046f592", "raw": { "contactId": "7494d00a-fb14-4f3f-af29-e0fa1046f592" }, "by": "hey-cyara", "source": "api", "publickey": "942cce9d-63a9-4908-aae5-54dd744c657c" } </pre>

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CONTACT API https://github.com/aws/amazon-connect-streams/blob/master/Documentation.md#contact-api		
contact.onIncoming() https://github.com/aws/amazon-connect-streams/blob/master/Documentation.md#contactonincoming <i>contact.getAttributes()</i> <i>contact.getContactId()</i> <i>contact.getInitialConnection().getEndpoint()</i>	<pre>Cyara.LiveVq.Api.Hey({ type: 'cyara-agent-event', what: 'contact-incoming', queue: contact.getQueue(), attributes: contact.getAttributes(), contactid: contact.getContactId(), caller: contact.getInitialConnection().getEndpoint(), raw: contact });</pre>	<pre>{ "type": "cyara-agent-event", "what": "contact-incoming", "queue": { "queueARN": "arn:aws:connect:us-east-1:359670509492:instance/227c5107- cee0-4044-9ec1-27e9c9a1bdb0/queue/8d7fc2e9-cfc5-40d8-aa6b- bf27453cb931", "name": "Dev", "queueId": "arn:aws:connect:us-east-1:359670509492:instance/227c5107- cee0-4044-9ec1-27e9c9a1bdb0/queue/8d7fc2e9-cfc5-40d8-aa6b- bf27453cb931" }, "attributes": { "CustomerNumber": "3330", "CustomerTier": "Gold", "Selection": "Load" }, "contactid": "7494d00a-fb14-4f3f-af29-e0fa1046f592", "caller": { "endpointARN": null, "endpointId": null, "type": "phone_number", "name": null, "phoneNumber": "Restricted", "agentLogin": null, "queue": null }, "raw": { "contactId": "7494d00a-fb14-4f3f-af29-e0fa1046f592" }, "by": "hey-cyara", "source": "api", "publickey": "942cce9d-63a9-4908-aae5-54dd744c657c" }</pre>
contact.onConnecting <i>contact.getAttributes()</i> <i>contact.getContactId()</i> <i>contact.getInitialConnection().getEndpoint()</i>	<pre>Cyara.LiveVq.Api.Hey({ type: 'cyara-agent-event', what: 'contact-incoming', queue: contact.getQueue(), attributes: contact.getAttributes(), contactid: contact.getContactId(), caller:</pre>	<pre>{ "type": "cyara-agent-event", "what": "contact-incoming", "queue": { "queueARN": "arn:aws:connect:us-east-1:359670509492:instance/227c5107- cee0-4044-9ec1-27e9c9a1bdb0/queue/8d7fc2e9-cfc5-40d8-aa6b- bf27453cb931",</pre>

	<pre>contact.getInitialConnection().getEndpoint(), raw: contact });</pre>	<pre>"name": "Dev", "queueId": "arn:aws:connect:us-east-1:359670509492:instance/227c5107- cee0-4044-9ec1-27e9c9a1bdb0/queue/8d7fc2e9-cfc5-40d8-aa6b- bf27453cb931" }, "attributes": { "CustomerNumber": "3330", "CustomerTier": "Gold", "Selection": "Load" }, "contactid": "7494d00a-fb14-4f3f-af29-e0fa1046f592", "caller": { "endpointARN": null, "endpointId": null, "type": "phone_number", "name": null, "phoneNumber": "Restricted", "agentLogin": null, "queue": null }, "raw": { "contactId": "7494d00a-fb14-4f3f-af29-e0fa1046f592" }, "by": "hey-cyara", "source": "api", "publickey": "942cce9d-63a9-4908-aae5-54dd744c657c" }</pre>
<p>contact.onConnected</p> <pre>contact.getAttributes() contact.getContactId() contact.getInitialConnection().getEndpoint()</pre>	<pre>Cyara.LiveVq.Api.Hey({ type: 'cyara-agent-event', what: 'contact-connected', attributes: contact.getAttributes(), contactid: contact.getContactId(), raw: contact });</pre>	<pre>{ "type": "cyara-agent-event", "what": "contact-connected", "attributes": { "CustomerNumber": "3330", "CustomerTier": "Gold", "Selection": "Load" }, "contactid": "7494d00a-fb14-4f3f-af29-e0fa1046f592", "raw": { "contactId": "7494d00a-fb14-4f3f-af29-e0fa1046f592" }, "by": "hey-cyara", "source": "api", "publickey": "942cce9d-63a9-4908-aae5-54dd744c657c" }</pre>

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AGENT API https://github.com/amazon-connect/amazon-connect-streams/blob/master/Documentation.md#agent-api		
agent.onStateChange	<pre>Cyara.LiveVq.Api.Hey({ type: 'cyara-agent-event', what: 'agent-state-changed', agent: agentStateChange.agent.getName(), from: agentStateChange.oldState, to: agentStateChange.newState });</pre>	<pre>{ "type": "cyara-agent-event", "what": "agent-state-changed", "agent": "Toby", "from": "Offline", "to": "Available", "by": "hey-cyara", "source": "api", "publickey": "942cce9d-63a9-4908-aae5-54dd744c657c" }</pre>
agent.onRoutable	<pre>Cyara.LiveVq.Api.Hey({ type: 'cyara-agent-event', what: 'agent-routable', agent: agent.getName(), status: agent.getStatus().name, raw: agent });</pre>	<pre>{ "type": "cyara-agent-event", "what": "agent-routable", "agent": "Toby", "status": "Available", "raw": {}, "by": "hey-cyara", "source": "api", "publickey": "942cce9d-63a9-4908-aae5-54dd744c657c" }</pre>
agent.onNotRoutable	<pre>Cyara.LiveVq.Api.Hey({ type: 'cyara-agent-event', what: 'agent-notroutable', agent: agent.getName(), status: agent.getStatus().name, raw: agent });</pre>	
agent.onAfterCallWork	<pre>Cyara.LiveVq.Api.Hey({ type: 'cyara-agent-event', what: 'agent-acw', agent: agent.getName(), status: agent.getStatus().name, raw: agent });</pre>	<pre>{ "type": "cyara-agent-event", "what": "agent-acw", "agent": "Toby", "status": "AfterCallWork", "raw": {}, "by": "hey-cyara", "source": "api", "publickey": "942cce9d-63a9-4908-aae5-54dd744c657c" }</pre>
agent.onOffline	<pre>Cyara.LiveVq.Api.Hey({ type: 'cyara-agent-event',</pre>	<pre>{ "type": "cyara-agent-event", "what": "agent-offline",</pre>

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what: 'agent-offline',
agent: agent.getName(),
status: agent.getStatus().name,
raw: agent
});
```

```
"agent": "Toby",
"status": "Offline",
"raw": {},
"by": "hey-cyara",
"source": "api",
"publickey": "942cce9d-63a9-4908-aae5-54dd744c657c"
}
```