Overview of /acs/response Endpoint

Purpose:
The /acs/response API facilitates communication between the middleware and Azure Communication Services (ACS), relaying relevant responses based on IVR and keypad user interactions.

Request Format:
The middleware sends data to this endpoint as JSON objects, including session and user input information.

API Request Example

```text
POST /acs/response
Content-Type: application/json

{
  "sessionId": "abc123",
  "userInput": "1",
  "channel": "voice"
}
```

Successful Response Example

```text
HTTP/1.1 200 OK
Content-Type: application/json

{
  "status": "success",
  "message": "Command processed successfully",
  "nextAction": "playAudio",
  "audioFile": "welcome.wav"
}
```

Error Handling Approach

- Use standard HTTP status codes:
    - 400 – Bad Request
    - 401 – Unauthorized
    - 404 – Not Found
    - 429 – Rate Limit
    - 500 – Server Error

- Maintain a consistent JSON error structure:
  Include a machine-readable error code, a human-friendly message, and optional troubleshooting/documentation links.

Example Error Responses

Status	JSON Example	Description
400	`json { "error": { "code": "INVALID_INPUT", "message": "User input must be a digit 0-9.", "details": "Received: @ instead." } }`	
401	`json { "error": { "code": "AUTH_FAILED", "message": "Invalid API key.", "details": "Ensure you have included the correct credentials." } }`	
404	`json { "error": { "code": "NOT_FOUND", "message": "Session not found.", "details": "No active IVR session for sessionId abc123." } }`	
429	`json { "error": { "code": "RATE_LIMIT", "message": "Too many requests.", "details": "Try again after 60 seconds." } }`	
500	`json { "error": { "code": "SERVER_ERROR", "message": "An unexpected server error occurred.", "details": "Contact support with error code X123." } }`	

Error Handling Best Practices

- Document all expected status codes per endpoint and describe their use cases.

- Add sample JSON for each error scenario. Use clear, actionable error messages.

- Avoid exposing sensitive internal details in error responses.

- Link to relevant troubleshooting resources wherever appropriate.