GENESYS™

Genesys Interaction Recording API

Client Login API

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Client Login API

Contents

Overview

Allows an Agent Desktop application to pass the agent's credentials. These credentials are used to start and end a Screen Recording Service session with Interaction Recording Web Services (or Web Services if you're using version 8.5.210.02 or earlier).

If an error is sent in response, Interaction Recording Web Services (Web Services) attempts to log the agent in before abandoning the operation.

The Screen Recording Service supports:

- CORS requests and appends a correct set of CORS headers if it receives requests with the expected Origin header. If you're using Interaction Recording Web Services, see Cross-Origin Resource Sharing in this guide. If you're using Web Services, see Cross-Origin Resource Sharing in the Web Services API Reference.

- CSRF protection using X-Support-CSRFP and X-CSRF-Token headers.

Important

- The third party client application must communicate with the SR Service (SRS) through the local machine (127.0.0.1:<SRS port>), and not through the Interaction Recording Web Services (RWS) machine when making API calls. The third party application should only inform SRS that a user is logging in and provide the username and password. SRS will interact with RWS to know when to start/stop a screen recording associated with this specific user.

- Single Sign-on integration is not supported. Consequently, even if a user has previously authenticated to an identity provider, the user will have to supply credentials to the SR Service again for validation through RWS with the Configuration Server.

Pre-flight Request

Request URL	/api/v2/me
HTTP Method	OPTIONS
Mandatory Header	Origin: server-url

Response

200 OK

Example

Request

```
OPTIONS api/v2/me/
```

Response

```
200 OK
```

Login Request

Request URL	/api/v2/me
HTTP Method	GET
Mandatory Header	Authorization: Basic xxxxx= Origin: server-url
Optional Header	X-Support-CSRFP: True

Response

200 OK

Example

Request

```
GET /api/v2/me
```

Response

```
200 OK
```

Login Request with Configuration

> **Important**
> The SR Service supports Hot Seating. Please refer to the appropriate documentation to determine if the client / agent desktop being used provides support for Hot Seating integration with the SR Service.

Request URL	/api/v2/me
HTTP Method	POST
Mandatory Header	Authorization: Basic xxxxx= Origin: server-url
Optional Header	X-Support-CSRFP: True

Response

200 OK

Example

Request

```
POST /api/v2/me
```

Response

```
200 OK
```

Request Payload

```
[
  {
    "name": "server",
    "value": "https://rws.dc1.example.com"
  },
  {
    "name":"peer_server",
    "value":"https://rws.dc2.example.com"
  },
  {
    "name": "place",
    "value": "Place"
  },
  {
    "name": "devices",
    "value": [
```

```
    {
        "dn": "DN1",
        "switch": "Switch"
    },
    {
        "dn": "DN2",
        "switch": "Switch"
    }
  ]
  }
]
```

Name	Description	Example
"server"	The Interaction Recording Web Services server address and port.	{"name":"server","value":"https://web.services.s
"peer_server"	The Interaction Recording Web Services server address and port in the backup data center. **Note:** This parameter is not applicable for single data center deployments.	{"name":"peer_server","value":"https://dc2.web.
"place"	The place used by the agent.	{"name":"place","value":"Place"}
"devices"	The list of devices and switches used by the agent.	{"name":"devices", "value":[{ "dn": "DN1", "switch": "Switch" },{ "dn": "DN2", "switch": "Switch" }]}

Important
All of the parameters are optional.

Version Information

Request URL	/version
HTTP Method	GET

Response

200 OK

Example

Request

```
GET /version
```

Response

```
200 OK
{"version": "8.5.zyy.xx"}
```

Logout Request

Request URL	/api/v2/me
HTTP Method	POST
Mandatory Header	Authorization: Basic xxxxx= Origin: server-url Content-Type: application/json
Optional Header	Cookie: <session cookie> The Cookie Header can replace the mandatory Authorization header.
Optional Header	X-CSRF-Token: <token> This is mandatory if "X-Support-CSRFP" was used to establish the session.

Response

200 OK
403 Forbidden

Example

Request

```
POST api/v2/me/
```

Response

```
200 OK
```

Request payload

```
{"operationName": "EndContactCenterSession"}
```