GENESYS™

Genesys Interaction Recording API

API Responses

5/2/2025

API Responses

Contents

Successful Results

A successful response to a request is marked by HTTP Status Code 200 (OK). In that case, your application may get additional information in the header and the body of the response. Refer to the Response section of your operation's page to get the detailed list of returned information. Questions about the returned content can be submitted as comments in this wiki. The following table lists the standard HTTP codes used for a successful response.

Code	Title	Description	Mandatory Headers
200	OK	Success!	Access-Control-Allow-Headers: Authorization,Origin Access-Control-Allow-Origins: server-url Access-Control-Allow-Methods: GET, POST, OPTIONS Access-Control-Allow-Credentials: true

Errors

For responses with HTTP status code 40x or 50x, the response body contains an application-specific description of the error instead of a representation of the requested resource. Errors consist of an application-specific error code and description, and are formatted in JSON as follows:

```
error = {
 "http_method" : "POST",
"title" : "bad parameter",
"description" : "bad parameter 'server mode' reason : server mode has not a correct value
'something'",
"code" : 4020,
"uri" : "http://localhost:8080/server/mode"
}
```

The following table lists the specific errors that can be returned. This list is not restrictive; additional error codes could be returned due to external web servers and layers involved:

Code	Title	Description
400	Bad Request	General error which can be one of the following reasons: • Missing required parameter. • Parameter value of unexpected type. • Invalid object syntax.

Code	Title	Description
		• Missing required attribute.
401	Unauthorized	Credentials are missing or incorrect, or the given user is not allowed to execute a given service (such as an administrative service method that changes the profile schema).
403	Forbidden	The operation is forbidden and the reason is specified in the error message.
404	Not Found	The specified URI is invalid, or the requested resource does not exist.
405	Method Not Allowed	Returned when an unsupported operation is requested. For instance, if a resource supports only PUT and GET operations, a POST request on this resource returns this error.
500	Internal Server Error	An unexpected error occurred (for instance, a runtime exception).
502	Bad Gateway	Returned when one or more of the backend systems required to fulfill the response are either unavailable or returned an error.
503	Service Unavailable	The application is unable to process the given request.