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Genesys Interaction Recording API

Client Polling API

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Client Polling API

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Overview

Allows the Agent Desktop to determine if the Screen Recording Service is available.

If an error is sent in response, the Agent Desktop attempts to poll the client before abandoning the operation.

The Screen Recording Service supports Cross-Origin Resource Sharing 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 for more information. If you're using Web Services, see [Cross-Origin Resource Sharing](#) in the Web Services API Reference for more information.

Every /ping request starts a timer in the Screen Recording Service. If the next /ping request is not received within the default 60 second timeout, the client disconnects from Interaction Recording Web Services (or Web Services if you're using version 8.5.210.02 or earlier) and no longer accepts a Start/Stop Screen Recording request from the Web Service. If another /ping request is received after the timeout occurs, the client responds with a **401** triggering a login request from Interaction Recording Web Services (Web Services) to the client. When a new valid login request is received, SRS will establish a connection with the Web Service.

Pre-flight Request

Request URL	/ping
HTTP Method	OPTIONS
Mandatory Header	Origin: server-url

Response

200 OK

Example

Request

```
OPTIONS /ping
```

Response

```
200 OK
```

Ping Request

Request URL	/ping
HTTP Method	GET
Mandatory Headers	Authorization: Basic xxxxx= Origin: server-url
Optional Header	Cookie: <session cookie> The Cookie Header can replace the mandatory Authorization header.

Response

200 OK
401 Unauthorized

Example

Request

GET /ping

Response

200 OK