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API Reference

Complete Service

Complete Service



POST /services/\${service_id}/end

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Description

Terminates the given service. Your application can update service information in the body of this operation. In 8.0.2, your application can specify values for extensions (single-valued and multi-valued). If your application already recorded a value or a set of values for a given extension, the previous record is replaced with the new one.

Operation

Complete a Service

ID	CV.WS.SRV.3		
Method	POST		
URL	/services/\${service_id}/end		
Field Name	Type	Mandatory	Description
URI Parameter			
\${service_id}	integer	yes	In the request URI, the unique ID of the service.
Body: Service End Event<ref>The body of this operation corresponds to the Service End Event resource.</ref>			
session_id	string	no	The ID of the related session (for instance, the orchestration session or any other business session). Limited to 32 characters.
interaction_id	string	no	The ID of the interaction at the service event's creation. Limited to 50 characters.
application_type	long or string	no	The unique ID associated with the type or class<ref name="business"> Refer to Configuration Options for more details on <i>Business Attribute</i> mapping.</ref> of application which issued the service event. May be used to group related applications, potentially across resource types.
application_id	integer	no	The Genesys DB ID for the application which issues the service

ID	CV.WS.SRV.3		
			event, such as a GVP VoiceXML application, Orchestration SCXML application, etc.
resource_type	long or string	no	The unique ID associated with the type or class<ref name="business"/> of resource providing the service (e.g. GVP, Agent Desktop, Orchestration).
resource_id	integer	no	The unique DB ID for the specific resource which provides the service. For instance: <ul style="list-style-type: none"> The Genesys DB ID of a specific GVP or orchestration platform The DB ID of a given agent, according to the context.
media_type	long or string	no	The media type<ref name="business"/> applicable to the given service, such as e-mail, voice, chat, etc.
disposition	long or string	no	The unique ID for the business disposition<ref name="business"/> assigned to the given service. For instance, this can be the DB ID of a Business Attribute used to enumerate a given organization's business dispositions.
disposition_desc	string	no	The text description which provides additional context on the business disposition. Limited to 64 characters.
timestamp	date/time	no	The UTC time at which the service event was raised, with a precision of milliseconds, using the ISO 8601<ref name="iso8601">See http://en.wikipedia.org/

ID	CV.WS.SRV.3		
			wiki/ISO_8601 </ref> representation : [YYYY] - [MM] - [DD]T[HH]:[mm]:[ss].[SSS]Z. 💡 If the application does not specify this timestamp, the server adds it when the service event is processed.
<extension n> Supported since 8.0.2	Extension (single-valued) or Extension[] (multi-valued)	no	Service extensions, where <extension n> corresponds to the unique name of the service extension. Your application can specify as many extensions as needed as long as you defined their schemas with the CreateServiceExtensionSchema operation.

<references />

Response

The Context Management Service API answers with HTTP codes for every request. The following table shows the correct response for a successful request. See [HTTPResponseCodesandErrors](#) for further details on the possible codes that this operation can return.

Response	
HTTP code	204
HTTP Title	No Content

Example

Operation

```
POST /services/36981723/end
{
  "timestamp": "2009-05-12T12:05:12.145Z",
  "interaction_id": "123ABCAADFJ1259ACF",
  "media_type": 1,
  "resource_id": 5005,
  "resource_type": 2,
  "disposition": 10,
  "disposition_desc": "SUCCESS"
  "Feedback":
```

```
{
  "FeedbackType": "survey",
  "rating": 7,
  "notes": "warm welcome at frontend, thanks for the nice trip"
},
"Satisfaction": [
  {
    "rating": 2,
    "pertinence": 8,
    "usefull": true,
    "place": "Terranova mexico resort"
  },
  {
    "rating": 8,
    "pertinence": 4,
    "usefull": false,
    "place": "Fancy resort Paris"
  }
]
}
```

Result

204 No Content