GENESYS™

API Reference

List of Operations

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Contents

List of Operations

	Purpose: Entry point of the API Reference.

Contents of the API Reference

Each operation category includes a subcategory which contain the related resources.

Operations

- Interaction Operations
    - GET /customers/${customer id}/interactions
    - GET /services/${service id}/interactions
    - GET /interactions/${interaction id}
- Profile Operations
    - POST /profiles
    - GET /profiles
    - POST /profiles/${customer id}/extensions
    - GET /profiles/${customer id}
    - PUT /profiles/${customer id}
    - Since 8.0.200.00:
        - PUT /profiles/${customer id}/extensions/${ext name}/by/unique
        - PUT /profiles/${customer id}/extensions/${ext name}/delete/by/unique
- Service Operations
    - Since: 8.0.100.00
        - POST /services/start
        - POST /customers/${customer id}/services/${service id}
        - POST /services/${service id}/end
        - GET /services/${service id}
        - GET /services/anonymous/${contact key}/active
        - GET /services/anonymous/${contact key}/completed
        - GET /services/anonymous/${contact key}

- GET /customers/${customer id}/services/active
- GET /customers/${customer id}/services/completed
- GET /customers/${customer id}/services
- Since: 8.0.200.00
  - PUT /services/${service id}/extensions/${ext name}
  - PUT /services/${service id}/extensions/${ext name}/by/unique
  - PUT /services/${service id}/extensions/${ext name}/delete/by/unique
- State Operations
  - Since: 8.0.100.00
    - POST /services/${service id}/states/${state id}/end
    - POST /services/${service id}/states/transition
    - GET /services/${service id}/states
    - GET /services/${service id}/states/${state id}
    - POST /services/${service id}/states/start
  - Since: 8.0.200.00
    - PUT /services/${service id}/states/${state id}/extensions/${ext name}
    - PUT /services/${service id}/state/${state id}extensions/${ext name}/by/unique
    - PUT /services/${service id}/states/${state id}/extensions/${ext name}/delete/by/unique
- Task Operations
  - Since: 8.0.100.00
    - POST /services/${service id}/tasks/${task id}/end
    - GET /services/${service id}/tasks
    - GET /services/${service id}/tasks/${task id}
    - POST /services/${service id}/tasks/start
  - Since: 8.0.200.00
    - PUT /services/${service id}/tasks/${task id}/extensions/${extension name}
    - PUT /services/${service id}/task/${task id}extensions/${ext name}/by/unique
    - PUT /services/${service id}/task/${task id}/extensions/${ext name}/delete/by/unique
- Server Operations
  - GET /server/status
  - POST /server/mode
- Schema Operations
  - GET /metadata/profiles/
  - POST /metadata/profiles/extensions

- GET /metadata/profiles/extensions

- GET /metadata/identification-keys

- POST /metadata/identification-keys

- Since 8.0.2:

    - POST /metadata/services/extensions

    - GET /metadata/services/extensions

    - POST /metadata/states/extensions

    - GET /metadata/states/extensions

    - POST /metadata/tasks/extensions

    - GET /metadata/tasks/extensions

Resources

- Interaction Resources

    - Chat Interaction

    - Callback Interaction

    - E-mail Interactions

    - Phone Call Interaction

- Profile Resources

    - Customer Profile

    - Extension

    - Identification Key

- Service Resources

    - End Event List

    - Extension

    - Start Event List

    - State Transition Event

    - Service

    - State

    - Task

- Schema Resources

    - Attribute Schema

    - Extension Schema