GENESYS™

API Reference

Update Service Extension

12/12/2025

Update Service Extension

	PUT /services/${service_id}/extensions/${ext_name}

Contents

Description

This operation replaces the extension value with a new extension value. The former value of the extension is lost. This operation supports the update of multi-valued extensions.

Operation

Updates a service's extension value

ID	CV.WS.SRV.4
Method	PUT
URL	/services/**${service_id}**/extensions/**${ext_name}**

Name	Type	Mandatory	Description
URI Parameters			
${service_id}	integer	yes	The ID of the service.
${ext_name}	string	yes	The name of the extension
Body			
<attribute n> or <attribute n>[]	value	yes	Attributes for single-valued extensions, or array of attributes for multi-valued extensions (previously defined through the Create Service Extension Schema operation).

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 HTTP Response Codes and Errors for further details on the possible codes that this operation can return.

Response

HTTP code	200
HTTP message	OK

Example

Operation
The following operation updates the single-valued extension "score".

```
PUT /services/8389/extensions/score
{
    "score": 85,
    "agentID": 2025
}
```

Operation
The following operation updates the multi-valued extension "relatedOffers".

```
PUT /services/8389/extensions/relatedOffers
[
    {
      "offer_name":"VIP credit card black ed.",
      "type":9,
      "comments":"proposed to all client"
    },
    {
      "offer_name":"3 times payment GOLD",
      "type":4,
      "comments":"limited offer"
    }
    ,{
      "offer_name":"life insurance",
      "type":3,
      "comments":"health check to be done before approval"
    }
]
```

Result

```
200 OK
```