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## API Reference

Associate Service

# Associate Service



**POST**  
`/customers/${customer_id}/services/${service_id}`

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## Description

Your application can use this operation after the service was created with the [Start Service](#) operation to associate an [Anonymous Service](#) with a customer, or to associate the service with a different customer. This operation overrides prior associations. For example:

1. Associate 'service 1' with 'customer 1'
2. Associate 'service 1' with 'customer 2'

Result: 'service 1' no longer appears in the active or completed service history of 'customer 1'. See [Query Services](#) for further information. This operation can also update some fields of the service resource in the body of the request. 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

**Prerequisites** The service is started, see [Start Service](#).

### Associate a service with a customer

<b>ID</b>	CV.WS.SRV.2		
<b>Method</b>	POST		
<b>URL</b>	/customers/\${customer_id}/services/\${service_id}		
<b>Name</b>	<b>Type</b>	<b>Mandatory</b>	<b>Description</b>
<b>URI Parameters</b>			
\${customer_id}	string	yes	The ID of the customer.
\${service_id}	integer	yes	The ID of the service.
<b>Optional Body:</b> Service Start Event<ref> This operation's body can include some fields of the <a href="#">Service Start Event</a> for update (for instance, the interaction ID or the resource ID).</ref>			
service_type	long or string	no	The unique ID associated with the type of service, typically the DB ID of a value in the Service Type Business Attribute.  Refer to <a href="#">Configuration Options</a> for more details on <i>Business Attribute</i> mapping.
session_id	string	no	The ID of the related session, for instance, the orchestration session, or any other business session.

ID	CV.WS.SRV.2		
interaction_id	string	no	The ID of the related Genesys interaction. This ID can be used by other Genesys reporting products such as Stat Server, URS, Composer, and GVP.
application_type	long or string	no	<p>The unique ID associated with the type or class&lt;ref name="business"&gt;</p> <p>Refer to <a href="#">Configuration Options</a> for more details on Business Attribute mapping.&lt;/ref&gt; of application issuing the service event. May be used to group related applications, potentially across resource types.</p>
application_id	integer	no	The unique ID (e.g. Genesys DB ID) for the application issuing the service event, such as a GVP VoiceXML application or an Orchestration SCXML application.
resource_type	long or string	no	The unique ID associated with the type or class<ref name="business"/> of resource which provides the service (e.g. GVP, Agent Desktop, Orchestration).
resource_id	integer	no	<p>The unique DB ID for the specific resource which provides the service. For instance:</p> <ul style="list-style-type: none"> <li>the Genesys DB ID of a specific GVP or orchestration platform.</li> <li>the DB ID of a given agent, according to the context.</li> </ul>
media_type	long or string	no	The media type<ref name="business"/> applicable to the given service/state/task, for instance, e-mail, voice,

ID	CV.WS.SRV.2		
			chat, etc.
est_duration	integer	no	The estimated service/state/task duration in seconds.
timestamp	date/time	no	The UTC time at which the event was raised, with a precision of milliseconds, using the ISO 8601<ref name="ISO 8601"> <a href="http://en.wikipedia.org/wiki/ISO_8601">http://en.wikipedia.org/wiki/ISO_8601</a> </ref> representation : [YYYY] - [MM] - [DD]T[HH]:[mm]:[ss].[SSS]Z. If the application does not specify this timestamp, the server does it when the 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 <a href="#">Create Service Extension Schema</a> 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 [HTTP Response Codes and Errors](#) for further details on the possible codes that this operation can return.

Response	
HTTP code	200
HTTP Title	OK

## Example

### Operation

The following code sample associates the customer with a service, and specifies records for the predefined "Feedback" single-valued extension, and for the "Satisfaction" multi-valued extension.

```
POST /customers/0004Va58A92T0018/services/1500
{
  "timestamp": "2009-05-12T12:05:12.145Z",
  "interaction_id": "123ABCAADFJ1259ACF",
  "media_type": 1,
  "resource_id": 5005,
  "resource_type": 2,
  "disposition": 10,
  "Feedback": {
    "FeedbackType": "survey",
    "rating": 7,
    "notes": "warm welcome at frontdesk, thanks for the nice trip"
  },
  "Satisfaction": [
    {
      "rating": 2,
      "pertinence": 8,
      "useful": true,
      "place": "Terranova mexico resort"
    },
    {
      "rating": 8,
      "pertinence": 4,
      "useful": false,
      "place": "Fancy resort Paris"
    }
  ]
}
```

### Result

200 OK