API Reference

Complete Service

5/8/2025

Complete Service

	POST **/services/${service_id}/end**

Contents

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 *Business Attribute* 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: • 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 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	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 frontdesk, 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