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API Reference

[End Event List](#)

End Event List

	Purpose: Lists the End Event resources used to describe the end of a service, state, or task.
	Available since: 8.0.100.00

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Service End Event

Field	Type	Mandatory	Description
service_id	integer	yes	The unique 64-bit ID of the given service.
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">fckLRRefer 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 event, such as a GVP VoiceXML application, Orchestration SCXML application, and so on.
resource_type	long or string	no	The unique ID associated with the type or class<ref name="business" /> of resource providing the service (for example, GVP, Agent Desktop, Orchestration).
resource_id	integer	no	The unique DB ID for the specific resource which provides the service. For instance:

Field	Type	Mandatory	Description
			<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, and so on.
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	A text description that provides additional information about the business disposition. Limited to 64 characters.
timestamp	date/time	no	<p>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/wiki/ISO_8601</ref> representation : [YYYY] - [MM] - [DD]T[HH]:[mm]:[ss].[SSS]Z.</p> <p> If the application does not specify this timestamp, the server adds it when the service event is processed.</p>
<extension name> Supported since 8.0.2	Extension (single-valued) or Extension[] (multi-valued)	no	Service extension. Your application can add as many service extensions as needed, as long as you have created a corresponding

End Event List

Field	Type	Mandatory	Description
			Extension Schema for each one by using the Create Service Extension Schema operation.

<references />


Related Operations

- [Complete Service](#)

State End Event

Field	Type	Mandatory	Description
service_id	integer	yes	The unique 64-bit ID of the given service.
state_id	integer	yes	The 32-bit ID of the given state.
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">fckLRRefer to Configuration Options for more details on <i>Business Attribute</i> mapping.</ref> of application which issued the state 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 state event, such as a GVP VoiceXML application,

Field	Type	Mandatory	Description
			Orchestration SCXML application, and so on.
resource_type	long or string	no	The unique ID associated with the type or class<ref name="business" /> of resource providing the related service (for example, GVP, Agent Desktop, Orchestration).
resource_id	integer	no	The unique DB ID for the specific resource which provides the related 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 state, such as e-mail, voice, chat, and so on.
disposition	long or string	no	The unique ID for the business disposition<ref name="business" /> assigned to the given state. 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	A text description that provides additional information about 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/


Field	Type	Mandatory	Description
			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 name> Supported since 8.0.2	Extension (single-valued) or Extension[] (multi-valued)	no	State extension. Your application can add as many state extensions as needed, as long as you have created a corresponding Extension Schema for each one by using the Create State Extension Schema operation.

<references />

Related Operations

- **Complete State**

Task End Event

Field	Type	Mandatory	Description
service_id	integer	yes	The unique 64-bit ID of the given service.
state_id	integer	no	The ID of the related state.  If the task is optional, you have no obligation to associate it with a state. For instance, you can associate this task with a higher service level.
task_id	integer	yes	The ID of the given task.
session_id	string	no	The ID of the related session (for instance, the orchestration session or any other business session). Limited to 32 characters.

Field	Type	Mandatory	Description
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">fckLRRefer 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 event, such as a GVP VoiceXML application, Orchestration SCXML application, and so on.
resource_type	long or string	no	The unique ID associated with the type or class<ref name="business" /> of resource providing the service (for example, 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 task, such as e-mail, voice, chat, and so on.
disposition	long or string	no	The unique ID for the business disposition<ref

Field	Type	Mandatory	Description
			name="business" /> assigned to the given task. 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	A text description that provides additional information about 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/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 name> Supported since 8.0.2	Extension (single-valued) or Extension[] (multi-valued)	no	Task extension. Your application can add as many Task extensions as needed, as long as you have created a corresponding Extension Schema for each one by using the Create Task Extension Schema operation.

<references />

Related Operations

- **Complete Task**