GENESYS™

API Reference

Start State

5/5/2025

Start State

	POST /services/${service_id}/states/start
	Available since: 8.0.100.00

Contents

Description

Starts a service state of a given type for a given service. UCS assigns auto-incrementing identifiers to the states, just like to services and tasks. States and tasks are assigned 32-bit identifiers.

Operation

ID	CV.WS.SRV.5		
Method	POST		
URL	/services/**${service_id}**/states/start		
Name	**Type**	**Mandatory**	**Description**
URI Parameters			
${service_id}	integer	yes	The service ID is specified in the request URI.
Body: State Start Event<ref>This body contains fields from the State Start Event resource.</ref>			
state_type	long or string	yes	The unique ID associated with the state type. Typically, the DB ID of a value in the Service Type Business Attribute<ref name="business"> Refer to Configuration Options for more details on Business Attribute mapping.</ref>. Enumerated values could be one of the following: 1. Customer identification 2. Service identification 3. Assign service agent 4. Waiting for service agent 5. Offering another service while waiting for agent 6. Offering callback 7. Callback pending 8. Delivering service

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			9. Waiting for customer input 10. Offering another service while delivering service
previous_state_id	integer	no	The ID of the previous state.
session_id	string	no	The ID of the related session; for instance, the orchestration session or any other business session.
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	The unique ID associated with the type or class<ref name="business"/> of application issuing the service event. May be used to group related applications, potentially across resource types.
application_id	integer	no	The unique ID (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 (such as GVP, Agent Desktop, or Orchestration).
resource_id	integer	no	The unique DB ID for the specific resource which provides the service. For instance:

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			• 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; for instance, e-mail, voice, or chat.
est_duration	integer	no	The estimated state 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">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 does it when the 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 created corresponding Extension Schema with the Create State 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	201
HTTP message	Created
Header	Location: **${base_uri}**/service/**${service_id}**/states/**${state_id}** where: • ${base_uri} is the URI of the created service. • ${service_id} is the service ID. • ${state_id} is the ID of the created state.
Body	{"state_id": **${state_id}**} where: • ${state_id} is the stateID.

Example

Operation

```
POST /services/12345/states/start
{
 "interaction_id":"51",
 "application_type":400,
 "application_id":40,
 "resource_type":200,
 "resource_id":20,
 "media_type":2,
 "est_duration":60,
 "state_type":100,
 "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

```
{"state_id": 1258276}
```