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API Reference

Complete Service

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Complete Service

POST /genesys/1/cs/services/\${service_id}/end

Description

Terminates the given service. Your application can update service information in the body of this operation. In 8.5.0, your application can attach data to the service by adding key-value pairs in JSON format. If your application already recorded attach data, the previous attached data are replaced with the new ones.

Operation

Complete a Service

ID	CV.WS.SRV.3		
Method	POST		
URL	/genesys/1/cs/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. The body of this operation corresponds to the Service End Event resource.			
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 of application which issued the service event. May be used to group related applications, potentially across resource types. Refer to Configuration

ID	CV.WS.SRV.3		
			Options for more details on <i>Business Attribute</i> mapping.
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, etc.
resource_type	long or string	no	The unique ID associated with the type or class of resource providing the service (such as GVP, Agent Desktop, Orchestration). Refer to Configuration Options for more details on <i>Business Attribute</i> mapping.
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 applicable to the given service, such as email, voice, chat, etc. Refer to Configuration Options for more details on <i>Business Attribute</i> mapping.
disposition	long or string	no	The unique ID for the business disposition 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

ID	CV.WS.SRV.3		
			additional context on the business disposition.
timestamp	date/time	no	<p>The UTC time at which the service event was raised, with a precision of milliseconds, using the ISO 8601 representation : [YYYY] - [MM] - [DD]T[HH]:[mm]:[ss].[SSS]Z.</p> <div> <p>Important</p> <p>If the application does not specify this timestamp, the server adds it when the service event is processed.</p> </div>
<extension key>	Any JSON type	no	Service attached data as key-value pairs. You can add as many key-value pairs as needed.

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 http://localhost:8080/genesys/1/cs/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