# API Reference

Composite Start of Service, State, Task

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# Contents

# Composite Start of Service, State, Task

**Added in: 8.5.110**

**POST /genesys/1/cs/services_composite/start**

## Description

Provides a single API call to update or create all Service, State, and Task objects in a single REST call. You can use this request to submit the JSON structures for three objects: Service, State, and Task events. If the Service object's `customer_id`, `service_type`, and `contact_key` do not match an active Service, the system will create one using this data, including State and Task data. Else, within the found service, it will search for the active State and Task respectively matching the `state_type` and the `task_type` specified in the request and it will create them if they are not found.

As a result, Context Services will reply with the IDs of the found and/or created Service, State, and Task resources, and a flag indicating whether they were created or not.

## Operation

| POST /genesys/1/cs/services_composite/start | | | |
|---|---|---|---|
| **Field Name** | **Type** | Mandatory | Description |
| **Body Parameters** | | | |
| services | JSON array | yes | JSON array of Composite Start Events. |

### Composite Start Event

| **Field** | **Type** | **Mandatory** | **Description** |
|---|---|---|---|
| service | JSON structure | yes | Service Start Event. |
| state | JSON structure | yes | State Start Event. |
| task | JSON structure | no | Task Start Event. |
| associate_state_task | boolean | no | `true` to associate the Task with the given State; `false` by default.<br><br>If you set this parameter to `true`, it is equivalent to providing the State ID in a request to start a Task. |

## Response

The Context Management Service API answers every request with HTTP codes. 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 | |
|---|---|
| **200 OK** | |
| **Header** | Location:<br>${base_uri}/services/${service_id}/tasks/${task_id}<br><br>or<br>${base_uri}/services/${service_id}/states/${state_id}<br>(if the task field was not provided in the request) where:<br><br>• ${base_uri} is the URI of the created Task.<br>• ${task_id} is the Task ID.<br>• ${state_id} is the State ID. |
| **Body** | ```{```<br>```   service: { "service_id": ${service_id}, "created": "true/false" }```<br>```   state: { "state_id": ${state_id}, "created": "true/false" }```<br>```   task: { "task_id": ${task_id}, "created": "true/false" }```<br>```}``` |

## Example

### Operation

```
POST /genesys/1/cs/services_composite/start

{
  "services" : [
      {
          "service": {
              "interaction_id": "123ABCAADFJ1259ACF",
              "application_type": "App_type_1",
              "application_id": 40,
              "est_duration": 60,
              "customer_id":"${customer_id}",
              "service_type": "MyService1",
              "media_type": "voice",
              "resource_id": 1183,
              "resource_type": "ResType1",
              "RelatedOffersService": [
                  {
                      "offer_name": "VIP credit card black ed.",
                      "type": 9,
```

```
                    "comments": "proposed to all client"
                },
                {
                    "offer_name": "3 times payment GOLD",
                    "type": 4,
                    "comments": "limited offer"
                },
                {
                    "offer_name": "life insurance",
                    "type": 3,
                    "comments": "healt check to be done before approval"
                }
            ]
        },
        "state": {
            "interaction_id": "123ABCAADFJ1259ACF",
            "application_type": "App_type_1",
            "application_id": 40,
            "resource_type": "ResType1",
            "resource_id": 1183,
            "media_type": "voice",
            "est_duration": 60,
            "state_type": "MyState1",
            "FeedbackState": {
                "FeedbackType": "survey",
                "rating": 7,
                "notes": "warm welcome at frontdesk, thanks for the nice trip"
            },
            "SatisfactionState": [
                {
                    "rating": 2,
                    "pertinence": 8,
                    "usefull": true,
                    "place": "Terranova mexico resort"
                },
                {
                    "rating": 8,
                    "pertinence": 4,
                    "usefull": false,
                    "place": "Fancy resort Paris"
                }
            ]
        },
        "task": {
            "interaction_id": "123ABCAADFJ1259ACF",
            "application_type": "App_type_1",
            "application_id": 40,
            "resource_type": "ResType1",
            "resource_id": 1183,
            "media_type": "voice",
            "est_duration": 60,
            "task_type": "MyTask1",
            "FeedbackTask": {
                "FeedbackType": "survey",
                "rating": 7,
                "notes": "warm welcome at frontdesk, thanks for the nice trip"
            },
            "SatisfactionTask": [
                {
                    "rating": 2,
                    "pertinence": 8,
                    "usefull": true,
                    "place": "Terranova mexico resort"
```

```
                },
                {
                    "rating": 8,
                    "pertinence": 4,
                    "usefull": false,
                    "place": "Fancy resort Paris"
                }
            ]
        },
        "associate_state_task": "true"
        }
    ]
}
```

**Result**

```
HTTP 200 OK
location: /genesys/1/cs/services/111222/tasks/555666
{
    services: [
        {
            service: {
                "service_id": 111222,
                "created": "false"
            },
            state: {
                "state_id": 333444,
                "created": "true"
            },
            task: {
                "task_id": 555666,
                "created": "true"
            }
        }
    ]
}
```