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API Reference

Export Services to File by Date

12/12/2025

Export Services to File by Date

POST /maintenance/services/files

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Description

Your application can use this operation to export service data to the JSON or CSV file format for a given time range. You can filter the list of returned services according to their date, inner state, or events. The query creates a file per type of data exported (service, states, tasks), for instance:

- "C:/export20140813_160508_183_services.csv"
- "C:/export20140813_160508_183_states.csv"
- "C:/export20140813_160508_183_tasks.csv"

Important

This operation includes the service data for each resources returned.

See also [the export features page](#) for further details about the state and event filters.

Operation

Export services to files

Method	POST		
URL	/genesys/1/cs/maintenance/services/files		
Name	Type	Mandatory	Description
URI Parameters			
time_from	date/time[1]	yes	Filters the service IDs which match the event and/or state filters starting from the given date/time. Example : 2014-09-02T08:00:00.000Z
time_to	date/time[1]	no	Filters the service IDs which match the event and/or state filters ending to the given date/time. By default, current time is taken as end range. Example : 2014-09-02T08:00:00.000Z
filter_events	any, started, completed	no	Filters on either types of

Method	POST		
			<p>service event occurrence.</p> <ul style="list-style-type: none">• any (default): The response includes the services for which an event occurred in the given time range.• started: The response includes services for which a start event occurred during the given time range.• completed: The response includes services for which an end event occurred during the given time range.
filter_state	any, active, inactive	no	<ul style="list-style-type: none">• any (default): The response includes the conversation (or service information) if some event (specified by the filter_events parameter) occurred during the specified time range.• active: The response includes the conversation (or service information) if some event (specified by the filter_events parameter) occurred during the specified time range AND if the service is still active.• inactive: The response includes the conversation (or service information) if some event (specified by the filter_events

Method	POST		
			parameter) occurred during the specified time range AND if the service is completed.
file_prefix	String	yes	<p>Specifies the file destination path and prefix. For example, if you set file_prefix to 'C:/export', the server generates the following one or three files:</p> <ul style="list-style-type: none">• "C:/export20140813_160508_183_se"• "C:/export20140813_160508_183_st"• "C:/export20140813_160508_183_ta"
compression	String	no	<p>Values:</p> <ul style="list-style-type: none">• uncompressed (default)• zip• gzip <p>If the compression is enabled, the server generates the export file with the accurate file extension.</p>
separator	String	no	<p>Specifies the separator used in the exported CSV file to separate the column data in a CSV file line.</p> <ul style="list-style-type: none">• Default: ","
format	json or csv	no	<p>Specifies the format of the exported file. Default value is: csv.</p>

<references />

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	200
HTTP Title	OK
Body	String[]

Example

Operation

The following code sample associates the customer with a service, and specifies attached data as json arrays for "Feedback" and "Satisfaction".

```
POST http://localhost:8080/genesys/1/cs/maintenance/services/
file?time_from=2014-07-22T12:00:00.000Z&time_to=2014-07-22T18:00:00.000Z&file_prefix=C:/export&format=csv
```

Response

202 Accepted

C:/export_20140902_125024_170_services.CSV file

```
377-fffa514f-75b4-45b8-a417-550337719328,9,111861477473,,true,692,3,7PH0C3M0MF,4,5VFB3U7F9F,3,689,5,0R7H63Q24D9
mexico resort,4,false,8,Fancy resort Paris,2015-03-17
377-aa4abd74-db0e-4026-9adc-01feal8978b6,3,111639426401,,true,928,6,0F80DRNFV0,7,PUCPBS2MCP,2,481,9,UY05AV5G2KF
mexico resort,4,false,8,Fancy resort Paris,2015-03-17
377-ee9920b1-32a6-4900-b8be-
b3f7ed328a6d,1,112956879726,,true,713,1,KER4FX089X,10,GNAYQTYRJA,2,256,7,Y61ED4QHTDK6AQ80,1,2014-09-02T12:29:58
mexico resort,4,false,8,Fancy resort Paris,2015-03-17
service_id,service_type,contact_key,customer_id,started_anonymous,est_duration,disposition,disposition_desc,sta
```

C:/export_20140902_125024_170_states.CSV file

```
377-ee9920b1-32a6-4900-b8be-
b3f7ed328a6d,377-c47423ca-4aed-458b-8fde-49b8435e7953,6,,25,5,K0GQKRSYGG,9,1845768615,1,256,9,112956879726,3,20
is the weather?,http://survey.genesys.com
377-ee9920b1-32a6-4900-b8be-b3f7ed328a6d,377-3b58e66c-
f499-4765-a1ff-860e8b2d12e2,2,,6,9,7YHBF2VX0G,9,1845768615,5,256,4,112956879726,3,2014-09-02T12:29:58.551Z,1845
is the weather?,http://survey.genesys.com
377-ee9920b1-32a6-4900-b8be-b3f7ed328a6d,377-c7ec4edf-
f4d6-4b76-8d99-aae94b9e92fd,7,,54,10,FPW0YDY8HW,6,1845768615,2,256,3,112956879726,3,2014-09-02T12:29:58.863Z,18
is the weather?,http://survey.genesys.com
377-ee9920b1-32a6-4900-b8be-
b3f7ed328a6d,377-fd30f203-3b62-465a-90e6-d2f6c7332c78,1,,55,3,XPJH03AV37,7,1845768615,5,256,5,112956879726,4,20
is the weather?,http://survey.genesys.com
377-ee9920b1-32a6-4900-b8be-b3f7ed328a6d,377-c8503d05-784d-4037-aadc-
e70874a5c053,10,,35,5,C6K8NTU2UC,9,1845768615,3,256,8,112956879726,4,2014-09-02T12:29:59.178Z,1845768615,2014-0
is the weather?,http://survey.genesys.com
service_id,state_id,state_type,previous_state_id,est_duration,disposition,disposition_desc,start_resource_type,
```

C:/export_20140902_125024_170_tasks.CSV file

```
377-ee9920b1-32a6-4900-b8be-b3f7ed328a6d,,377-e438be2b-c3a8-4c2d-
aa2b-018cc860df88,3,65,9,KC8TNWEQK8,5,1845768615,3,256,10,112956879726,5,2014-09-02T12:29:59.850Z,1845768615,20
377-ee9920b1-32a6-4900-b8be-
```

b3f7ed328a6d,,377-931a6f65-2f76-4675-b892-492c24680a7d,5,16,10,Y15M9U1SVB,8,1845768615,3,256,8,112956879726,10,2
377-ee9920b1-32a6-4900-b8be-
b3f7ed328a6d,,377-ebff6032-1306-461b-9234-99315d836eed,9,57,7,VXF9BW8YJ9,2,1845768615,4,256,9,112956879726,7,20
377-ee9920b1-32a6-4900-b8be-
b3f7ed328a6d,,377-bfbabd29-3384-4926-b275-43e0f538c454,2,97,8,SPYF4CB6PT,9,1845768615,5,256,7,112956879726,10,2
377-ee9920b1-32a6-4900-b8be-
b3f7ed328a6d,,377-378ae588-d76b-4567-8557-e976032e2d0c,2,46,10,058GAT2KSY,6,1845768615,4,256,6,112956879726,1,2
377-ee9920b1-32a6-4900-b8be-b3f7ed328a6d,,377-f63d0dc7-4ac2-4135-ad4c-
d0b23aae7395,3,47,2,9C1QDWKQDF,7,1845768615,4,256,5,112956879726,5,2014-09-02T12:29:59.947Z,1845768615,2014-09-02
377-ee9920b1-32a6-4900-b8be-
b3f7ed328a6d,,377-9f83dbf4-e9cc-4a47-9531-f6d9dcba9595,7,48,3,B7N0C0Q8US,5,1845768615,5,256,7,112956879726,10,2
377-ee9920b1-32a6-4900-b8be-
b3f7ed328a6d,,377-67ce4f33-16db-47c1-adb9-3eb61b25e795,7,55,1,MNX8V1U2KT,3,1845768615,2,256,9,112956879726,4,20
service_id,state_id,task_id,task_type,est_duration,disposition,disposition_desc,start_resource_type,start_session_id