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API Reference

Query Service by ID

Query Service by ID

```
GET /services/${service_id}
```

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Description

Enables your application to query a service if its ID is known. By default, no tasks or states are returned. The example below shows how your application can use optional parameters to customize its request to specify which nested tasks and states of the service should be part of the response.

Operation

ID	CV.WS.SRV.14		
Method	GET		
URL	/genesys/1/cs/services/\${service_id}		
Field Name	Type	Mandatory	Description
URI Parameters			
\${service_id}	integer	yes	The service ID.
active_states	bool	no	<ul style="list-style-type: none">• "true" to include information on this service's active states in the results• "false" (default)
completed_states	bool	no	<ul style="list-style-type: none">• "true" to include information on this service's completed states in the results• "false" (default)
active_tasks	bool	no	<ul style="list-style-type: none">• "true" to include information on this service's active tasks in the results• "false" (default)
completed_tasks	bool	no	<ul style="list-style-type: none">• "true" to include information on this service's completed tasks in the results• "false" (default)

ID	CV.WS.SRV.14		
extensions	string	no	<p>List of extension names separated with commas, which will be returned with the service. For example:</p> <p>such as http://localhost:8010/genesys/1/cs/services/383-f9a62aec-e6f2-45cb-aa01-0d9404f905bd?active_states=true</p> <p>.</p> <p>You can also prefix the extension name with the a "State" or "Task" entity name followed by dot and extension name. For example:</p> <p>http://localhost:8010/genesys/1/cs/services/383-f9a62aec-e6f2-45cb-aa01-0d9404f905bd?active_states=true</p> <p>Alternatively, all extensions can be returned with specifying extensions=*, or simply entity extensions with specifying for example extensions=State.</p>

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 message	OK		
Field Name	Type	Mandatory	Description
Body: Service. This response includes the representation of the Service associated with the service ID.			
service_type	long or string	yes	The unique ID associated with the service type, typically the DB ID of a value in the Service Type Business Attribute.

HTTP code	200		
			Refer to Configuration Options for more details about <i>Business Attribute</i> mapping.
service_id	integer	yes	The service's unique ID. Only top-level objects include this field. For instance, if your application retrieves a service which includes nested states and tasks, only the top-level service object contains this ID.
started	Service Start Event	yes	Start event (see Start Service). This event does not include the "est_duration" field, if "est_duration" is specified at the service level of the response.
completed	Service End Event	no	The related end event if the service is completed (see Complete Service). This event does not include the "disposition" and "disposition_desc" fields if they are specified at the service level of the response.
customer_id	string	no	The customer's unique ID. If the service has no customer ID, the service is Anonymous Service . Only top-level objects include this field. For instance, if your application retrieves a service which includes nested states and tasks, only the top-level service object contains this ID.
est_duration	integer	no	The estimated time for completing the service, in seconds.
duration	integer	no	The total duration in milliseconds. <div>Important Only relevant for completed services.</div>

HTTP code	200		
disposition	integer	no	ID of the Business disposition ID. Important Only relevant for completed services.
disposition_desc	string	no	The reason for assigning the business disposition with the service element. Limited to 256 characters.
active_states	State[]	no	The array of the started states which are not completed. The field is returned if the corresponding option was set to true in the request.
completed_states	State[]	no	The array of completed states through which the service has made transitions. The field is returned if the corresponding option was set to true in the request.
active_tasks	Task[]	no	The array of the started tasks which are not completed. The field is returned if the corresponding option was set to true in the request.
completed_tasks	Task[]	no	The array of the tasks which are completed as part of the service delivery. The field is returned if the corresponding option was set to true in the request.
interactions	Interaction[]	no	The array of the interactions which are associated with this service. The field is returned if the corresponding option was set to true in the request.
<extension key>	Any JSON type	no	Service attached data as key-value pairs. You can add as many key-

HTTP code	200	value pairs as needed.	

Example

Operation The following operation retrieves the given service (ID=2000) with its active states and tasks to resume the activity.

```
GET http://localhost:8080/genesys/1/cs/services/  
3005?active_states=trueCleted_states=true~tive_tasks=trueCleted_tasks=true&extensions=ClientInfo,relatedOffers
```

Result

```
{  
  "completed_tasks" : [ {  
    "service_id" : 3005,  
    "duration" : 82937,  
    "disposition_desc" : "normal ending",  
    "task_id" : 2001,  
    "task_type" : 55,  
    "est_duration" : 540,  
    "started" : {  
      "timestamp" : "2010-06-03T08:49:53.053Z",  
      "interaction_id" : "587"  
    },  
    "disposition" : 5,  
    "completed" : {  
      "timestamp" : "2010-06-03T08:51:15.990Z",  
      "interaction_id" : "587"  
    }  
  } ],  
  "service_id" : 3005,  
  "active_states" : [ {  
    "service_id" : 3005,  
    "state_id" : 4000,  
    "state_type" : 100,  
    "est_duration" : 60,  
    "started" : {  
      "timestamp" : "2010-06-03T08:48:18.257Z",  
      "application_type" : 400,  
      "resource_id" : 20,  
      "media_type" : 2,  
      "resource_type" : 200,  
      "application_id" : 40,  
      "interaction_id" : "51"  
    }  
  } ],  
  "ClientInfo" : {  
    "userAgent" : "Mozilla/5.0 (Windows; U; Windows NT 5.1; fr; rv:1.9.2) Gecko/20100115  
Firefox/3.6 (.NET CLR 3.5.30729)",  
    "clientId" : "192.168.1.1",  
    "contentType" : "Content-Type : application/json;charset=UTF-8"  
  },  
  "active_tasks" : [ {  
    "service_id" : 3005,  
    "state_id" : 4001,  
    "task_id" : 2000,
```

```
    "task_type" : 55,
    "est_duration" : 540,
    "started" : {
      "timestamp" : "2010-06-03T08:49:45.943Z",
      "interaction_id" : "587"
    }
  },
  "service_type" : 100,
  "est_duration" : 300,
  "started" : {
    "timestamp" : "2010-09-07T07:58:16.313Z",
    "application_type" : 400,
    "resource_id" : 10,
    "media_type" : 2,
    "resource_type" : 200,
    "application_id" : 40,
    "interaction_id" : "56"
  },
  "completed_states" : [ {
    "service_id" : 3005,
    "state_id" : 4001,
    "duration" : 182907,
    "disposition_desc" : "normal ending",
    "state_type" : 200,
    "est_duration" : 300,
    "started" : {
      "timestamp" : "2010-06-03T08:48:51.473Z",
      "application_type" : 400,
      "resource_id" : 6000,
      "media_type" : 3,
      "resource_type" : 100,
      "application_id" : 40,
      "interaction_id" : "8001"
    },
    "disposition" : 5,
    "completed" : {
      "timestamp" : "2010-06-03T08:51:54.380Z",
      "interaction_id" : "1587"
    }
  } ],
  "relatedOffers" : [ {
    "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"
  } ],
  "contact_key" : "bob"
}
```

Additional comments:

- The service=2000 does not contain completed values. It is an active service.
- There was no active states for this service.

- There is a single active task.