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API Reference

Query States

Query States

```
GET /genesys/1/cs/genesys/1/cs/services/${service_id}/states
```

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Description

This operation queries the states for a given service. By default, all the states are returned, but your application can filter the results to retrieve only active or completed states, based on the specified URI. Additional URI parameters enable to include task information in the response.

Operation

Query states

ID	CV.WS.SRV.12		
Method	GET		
URL	1. All (default): /genesys/1/cs/services/\${service_id}/states 2. Active States: /genesys/1/cs/services/\${service_id}/states/active 3. Completed States: /genesys/1/cs/services/\${service_id}/states/completed		
Field Name	Type	Mandatory	Description
URI Parameters			
\${service_id}	string	yes	The service ID generated from the Start Service operation.
state_types	integer	no	Filters specific service state types. The possible enumerated values are available in the filter field of the State resources . You can specify several state_type values separated by commas.
active_tasks	bool	no	• <i>true</i> to include information the service's active tasks in the results. • <i>false</i> (default)
completed_tasks	bool	no	• <i>true</i> to include information on the service's completed tasks in the results. • <i>false</i> (default)

ID	CV.WS.SRV.12		
<extension>	Any JSON type	no	State 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	200
HTTP message	OK
Body	State[]

Example

Operation

```
GET /genesys/1/cs/services/ABC1235XZY/states/  
active~tive_tasks=trueCleted_tasks=true&extensions=Feedback
```

Result The following output shows a possible response for the previous request:

```
200 OK  
[ // array of one or more state object  
  {  
    "service_id" : 1,  
    "state_id" : 0,  
    "state_type" : 100,  
    "est_duration" : 60,  
    "started" : {  
      "timestamp" : "2010-05-18T15:23:34.447Z",  
      "application_type" : 400,  
      "resource_id" : 20,  
      "media_type" : 2,  
      "resource_type" : 200,  
      "application_id" : 40,  
      "interaction_id" : "51"  
    },  
    "Feedback":  
      { "FeedbackType":"survey",  
        "rating":7,  
        "notes":"warm welcome at frontend, thanks for the nice trip"}  
  },  
  
  "active_tasks": [  
    // included given specification of "results" attribute  
    { // array of one or more Task objects
```

```
    "task_id": 25080,
    "task_type": 5, // application-defined task type
    "est_duration": 300,
    "started": {
      "timestamp": "2009-05-07T12:08:53.298",
    }
  }
]
"completed_tasks": [
  { "task_id": 24027,
    "task_type": 2, // such as task for processing quote
    "disposition": 10, // such as quote completed
    "disposition_desc": "<text describing quote result>",
    "started": {
      "timestamp": "2009-05-07T12:02:23.715",
      "interaction_id": "123ABC908ABFFD8080"
    },
    "completed": {
      "timestamp": "2009-05-07T12:06:23.715",
      "interaction_id": "157C9A208AFD523D01"
    }
  }
]
},
{
  "service_id" : 1,
  "state_id" : 1,
  "state_type" : 100,
  "est_duration" : 60,
  "started" : {
    "timestamp" : "2010-05-18T15:23:41.977Z",
    "application_type" : 400,
    "resource_id" : 20,
    "media_type" : 2,
    "resource_type" : 200,
    "application_id" : 40,
    "interaction_id" : "51"
  }
}
]
```