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API Reference

Query Task by ID

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Query Task by ID

```
GET /genesys/1/cs/services/${service_id}/tasks/${task_id}
```

Description

Queries a task by its ID for the given service.

Operation

ID	CV.WS.SRV.16		
Method	GET		
URL	/genesys/1/cs/services/\${service_id}/tasks/\${task_id}		
Name	Type	Mandatory	Description
URI Parameters			
\${service_id}	integer	yes	The service ID.
\${task_id}	integer	yes	The task ID.
<extension key>	Any JSON type	no	Task 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		
Field Name	Type	Mandatory	Description
Body: Task<ref>This response includes the Task representation associated with the task ID.</ref>			
state_id	integer	no	The 32-bit integer ID for the state service associated with the task.

HTTP code	200		
task_id	integer	yes	The 32-bit integer ID of the task, assigned by the UCS when the task is started.
task_type	long or string	yes	The unique ID associated with the type of service<ref name="business">Refer to Configuration Options for more details on <i>Business Attribute</i> mapping.</ref>. For instance, this ID can be the DB ID of a value in the Service Type Business Attribute.
service_id	integer	yes if not specified in top-level resources<ref name="toplevel">Only top-level representations include this field. For instance, if your application retrieves a service which includes nested states and tasks, only the top-level service representations contains this ID.</ref>	The service's unique ID if the task is not part of a top-level state or service resource which includes a service ID.
started	Task Start Event	yes	Related start event. This start event does not contain the "est_duration" field, if this field is already specified at the task level.
completed	Task End Event	no	The related end event if this task is completed. This end event does not include the "disposition" and "disposition_desc" fields if they are already specified at the task level.
customer_id	string	no	The customer's unique ID<ref name="toplevel"/>.
est_duration	integer	no	The estimated time for completing the item, in seconds.
duration	integer	no	The total duration in milliseconds.

HTTP code	200		
			Only relevant for completed tasks.
disposition	long or string	no	ID of the Business Disposition ID<ref name="business"/>. Only relevant for completed tasks.
disposition_desc	string	no	The reason for assigning the business disposition with the service element. Limited to 256 characters.
<extension key>	Any JSON type	no	Task attached data as key-value pairs. You can add as many key-value pairs as needed.

<references />

Example

Operation

```
GET /genesys/1/cs/services/942/tasks/12?extensions=Survey,Proposal
```

Result

```
{
  "interaction_id":42,
  "est_duration":460,
  "state_id":24,
  "task_type":55,
  "Survey":
  {
    "url":"http://ourServer/storage/userAnswers",
    "question1":7,
    "question2":true,
    "question3":"will be better with cable tv and on-demand video"
  },
  "Proposal": [
    {
      "car type":"cabriolet",
      "price":25 000,
      "seats":2,
      "comments":"200 cv, hardtop"
    },
    {
      "car type":"S.U.V.",
      "price":70 000,
      "seats":8,
      "comments":"4wd, leather seats"
    }
  ]
}
```

}