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API Reference

Query Tasks

Query Tasks

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

Contents

- [1 Query Tasks](#)
 - [1.1 Description](#)
 - [1.2 Operation](#)
 - [1.3 Response](#)
 - [1.4 Example](#)

Description

This operation queries the tasks for a given service. By default, all the tasks are returned, but your application can filter the results to retrieve only active or completed tasks, based on the specified URI. Your application can also filter the returned tasks with additional URI parameters to select one or more task type and a given state.

Operation

| | | | |
|-----------------------|---|------------------|--|
| ID | CV.WS.SRV.13 | | |
| Method | GET | | |
| URL | <ol style="list-style-type: none">1. All (default): /genesys/1/cs/services/\${service_id}/tasks2. Active Tasks: /genesys/1/cs/services/\${service_id}/tasks/active3. Completed Tasks: /genesys/1/cs/services/\${service_id}/tasks/completed | | |
| Field Names | Type | Mandatory | Description |
| URI Parameters | | | |
| \${service_id} | string | yes | The service ID generated from the service creation . |
| state_id | integer | no | Used to filter tasks by state ID. To filter both on the state id and the task_type, your application can also use this field identically to task_type. For example: /genesys/1/cs/services/\${service_id}/tasks/completed?task_types=1,3&state_id=700 |
| task_types | long or string | no | Filters specific service task types separated by commas. |
| extensions | string | no | Names, separated by commas, of the task extension keys to return with the matching task resources. By default, no extension is returned. |

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 | <code>Task[]</code> . |

Example

Retrieve completed tasks

Operation Retrieve completed tasks for service 6001:

```
GET /genesys/1/cs/services/15/tasks/completed?task_types=STT-DefineCustomerNeed%2CSTT-FillCustomerInfo&state_id=5&extensions=Survey
```

Result

```
[ {
  "service_id" : 1,
  "state_id" : 2,
  "task_id" : 0,
  "task_type" : 55,
  "est_duration" : 55,
  "started" : {
    "timestamp" : "2010-05-20T15:41:52.380Z",
    "interaction_id" : "65"
  },
  "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"
    }
  ]
}, {
  "service_id" : 1,
```

```
"state_id" : 1,
"task_id" : 1,
"task_type" : 12,
"est_duration" : 900,
"started" : {
  "timestamp" : "2010-05-20T15:42:57.207Z",
  "interaction_id" : "954"
},
} ]
```

Retrieve active tasks

Operation Retrieve active tasks for service 6001:

```
GET /genesys/1/cs/services/6001/tasks/active
```

Result

```
[ {
  "service_id" : 6001,
  "task_id" : 15001,
  "task_type" : 1433,
  "started" : {
    "timestamp" : "2010-04-25T16:07:12.133Z",
    "application_type" : 1426,
    "media_type" : 1010,
    "resource_type" : 1423
  }
} ]
```

Operation Retrieve all tasks for service 6001:

```
GET /genesys/1/cs/services/6001/tasks
```

Result

```
[ {
  "service_id" : 6001,
  "duration" : 0,
  "task_id" : 15000,
  "task_type" : 1433,
  "started" : {
    "timestamp" : "2010-04-25T16:07:12.133Z",
    "application_type" : 1426,
    "media_type" : 1010,
    "resource_type" : 1423
  },
  "completed" : {
    "timestamp" : "2010-04-25T16:07:12.133Z",
    "application_type" : 1426,
    "media_type" : 1010,
    "resource_type" : 1423
  }
}, {
  "service_id" : 6001,
  "task_id" : 15001,
  "task_type" : 1433,
  "started" : {
    "timestamp" : "2010-04-25T16:07:12.133Z",
    "application_type" : 1426,

```

```
    "media_type" : 1010,  
    "resource_type" : 1423  
  }  
} ]
```