GENESYS™

API Reference

List of Operations

5/9/2025

List of Operations

	Purpose: Entry point of the API Reference.

Contents of the API Reference

As explained in the Migration page, all the service resources are now part of GMS and all the information related to contact information stays in UCS. As a result, the CS API is divided between UCS and GMS.

Operations

Services

Services API Reference

Service Operations

- Maintenance Operations
    - GET /genesys/1/cs/maintenance/services/stream
    - POST /genesys/1/cs/maintenance/services/files
    - POST /genesys/1/cs/maintenance/purge
- Service Operations
    - POST /genesys/1/cs/services/start
    - POST /genesys/1/cs/genesys/1/cs/customers/${customer id}/services/${service id}
    - POST /genesys/1/cs/services/${service id}/end
    - POST /genesys/1/cs/services_composite/start
    - GET /genesys/1/cs/services/${service id}
    - DELETE /genesys/1/cs/services/${service id}
    - GET /genesys/1/cs/services/anonymous/${contact key}/active

- GET /genesys/1/cs/services/anonymous/${contact key}/completed

- GET /genesys/1/cs/services/anonymous/${contact key}

- GET /genesys/1/cs/customers/${customer id}/services/active

- GET /genesys/1/cs/customers/${customer id}/services/completed

- GET /genesys/1/cs/customers/${customer id}/services

- PUT /genesys/1/cs/services/{service_id} (TTL, Expiration Time)

- PUT /genesys/1/cs/services/${service id}/extensions/${ext name}

- State Operations

  - POST /genesys/1/cs/services/${service id}/states/${state id}/end

  - POST /genesys/1/cs/services/${service id}/states/transition

  - GET /genesys/1/cs/services/${service id}/states

  - GET /genesys/1/cs/services/${service id}/states/${state id}

  - POST /genesys/1/cs/services/${service id}/states/start

  - PUT /genesys/1/cs/services/${service id}/states/${state id}/extensions/${ext name}

- Task Operations

  - POST /genesys/1/cs/services/${service id}/tasks/${task id}/end

  - GET /genesys/1/cs/services/${service id}/tasks

  - GET /genesys/1/cs/services/${service id}/tasks/${task id}

  - POST /genesys/1/cs/services/${service id}/tasks/start

  - PUT /genesys/1/cs/services/${service id}/tasks/${task id}/extensions/${extension name}

Service Resources

- End Event List: List of the end events that your application can receive if a service, state, or task is terminated.

- Extension: JSON extension for the service API.

- State Transition Event: Your application can receive this event if a service performs a transition between two states.

- Service: The service resource, which is a container for nested states and tasks.

- State: The state resource.

- Start Event List: List of the start events that your application can receive if a service, state, or task is started.

- Task: The task resource.

> **Important**
>
> Because the extensions are now handled as JSON data, all the queries related to service, state, and task extensions are now deprecated.

Customer Profile

Customer Profile API Reference

> **Important**
>
> **Prerequisites:** You need to enable profiles in UCS.

- Profile Operations
    - POST /profiles
    - GET /profiles
    - POST /profiles/${customer id}/extensions
    - GET /profiles/${customer id}
    - PUT /profiles/${customer id}
        - PUT /profiles/${customer id}/extensions/${ext name}/by/unique
        - PUT /profiles/${customer id}/extensions/${ext name}/delete/by/unique
        - PUT profiles/${customer_id}/merge/${src_id}/
- Schema and Identification Key Operations
    - GET /metadata/profiles/
    - POST /metadata/profiles/extensions
    - GET /metadata/profiles/extensions
    - GET /metadata/identification-keys
    - POST /metadata/identification-keys
    - GET ${content-type} /metadata
    - DELETE /metadata/profiles/extensions/${extension-name}
    - DELETE /metadata/identification-keys/${id_key-name}

- Interaction Operations
    - GET /customers/${customer id}/interactions
    - GET /services/${service id}/interactions
    - GET /interactions/${interaction id}