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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

|                       |  |                  |  |
|-----------------------|--|------------------|--|
| <b>ID</b>             | CV.WS.SRV.12   |                  |  |
| <b>Method</b>         | GET  |                  |  |
| <b>URL</b>            | <ol style="list-style-type: none"><li>1. All (default): /genesys/1/cs/services/\${service_id}/states</li><li>2. Active States: /genesys/1/cs/services/\${service_id}/states/active</li><li>3. Completed States: /genesys/1/cs/services/\${service_id}/states/completed</li></ol> |                  |  |
| <b>Field Name</b>     | <b>Type</b>  | <b>Mandatory</b> | <b>Description</b>   |
| <b>URI Parameters</b> |  |                  |  |
| \${service_id}        | string   | yes              | The service ID generated from the <a href="#">Start Service</a> operation.   |
| state_types           | integer  | no               | Filters specific service state types. The possible enumerated values are available in the <a href="#">filter field of the State resources</a> . You can specify several state_type values separated by commas. |
| active_tasks          | bool   | no               | <ul style="list-style-type: none"><li>• <i>true</i> to include information the service's active tasks in the results.</li><li>• <i>false</i> (default)</li></ul>   |
| completed_tasks       | bool   | no               | <ul style="list-style-type: none"><li>• <i>true</i> to include information on the service's completed tasks in the results.</li><li>• <i>false</i> (default)</li></ul>   |

| 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"
  }
}
]
```