

GENESYS

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API Reference

Update Service Extension

Update Service Extension

PUT /services/\${service_id}/extensions/\${ext_name}

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Description

This operation replaces the extension value with a new extension value. The former value of the extension is lost.

Important

In 8.5, extensions are JSON key-value pairs. This ensures backward compatibility and simplifies the management of extensions.

This operation supports the update of multi-valued extensions.

Operation

Updates a service's extension value

ID	CV.WS.SRV.4		
Method	PUT		
URL	/services/\${service_id}/extensions/\${ext_name}		
Name	Туре	Mandatory	Description
URI Parameters			
\${service_id}	integer	yes	The ID of the service.
\${ext_name}	string	yes	The name of the extension
Body			
<extension> or <extension>[]</extension></extension>	Any JSON type	yes	Attached data as key- value pairs or array of key-value pairs.

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

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Example

Operation

The following operation updates the single-valued extension "score".

```
PUT /services/8389/extensions/score
{
    "score": 85,
    "agentID": 2025
}
```

Operation

The following operation updates the multi-valued extension "relatedOffers".

Result

200 OK

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