API Reference

Export Services to File by Date

5/10/2025

Export Services to File by Date

POST /maintenance/services/files

Contents

Description

Your application can use this operation to export service data to the JSON or CSV file format for a given time range. You can filter the list of returned services according to their date, inner state, or events. The query creates a file per type of data exported (service, states, tasks), for instance:

- "C:/export20140813_160508_183_services.csv"
- "C:/export20140813_160508_183_states.csv"
- "C:/export20140813_160508_183_tasks.csv"

> ### Important
> This operation includes the service data for each resources returned.

See also the export features page for further details about the state and event filters.

Operation

Export services to files

Method	POST		
URL	/genesys/1/cs/maintenance/services/files		
Name	**Type**	**Mandatory**	**Description**
URI Parameters			
time_from	date/time[1]	yes	Filters the service IDs which match the event and/or state filters starting from the given date/time. Example : 2014-09-02T08:00:00.000Z
time_to	date/time[1]	no	Filters the service IDs which match the event and/or state filters ending to the given date/time. By default, current time is taken as end range. Example : 2014-09-02T08:00:00.000Z
filter_events	any, started, completed	no	Filters on either types of

Method	POST		
			service event occurrence. • any (default): The response includes the services for which an event occurred in the given time range. • started: The response includes services for which a start event occurred during the given time range. • completed: The response includes services for which an end event occurred during the given time range.
filter_state	any, active, inactive	no	• any (default): The response includes the conversation (or service information) if some event (specified by the `filter_events` parameter) occurred during the specified time range. • active: The response includes the conversation (or service information) if some event (specified by the `filter_events` parameter) occurred during the specified time range AND if the service is still active. • inactive: The response includes the conversation (or service information) if some event (specified by the `filter_events`

Method	POST		
			parameter) occurred during the specified time range AND if the service is completed.
file_prefix	String	yes	Specifies the file destination path and prefix. For example, if you set file_prefix to 'C:/export', the server generates the following one or three files: • "C:/export20140813_160508_183_se • "C:/export20140813_160508_183_st • "C:/export20140813_160508_183_ta
compression	String	no	Values: • `uncompressed` (default) • `zip` • `gzip` If the compression is enabled, the server generates the export file with the accurate file extension.
separator	String	no	Specifies the separator used in the exported CSV file to separate the column data in a CSV file line. • Default: ","
format	json or csv	no	Specifies the format of the exported file. Default value is: `csv`.

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 Title	OK
Body	String[]

Example

Operation
The following code sample associates the customer with a service, and specifies attached data as json arrays for "Feedback" and "Satisfaction".

```
POST http://localhost:8080/genesys/1/cs/maintenance/services/
file?time_from=2014-07-22T12:00:00.000Z&time_to=2014-07-22T18:00:00.000Z&file_prefix=C:/export&format=csv
```

Response

```
202 Accepted
```

C:/export_20140902_125024_170_services.CSV file

```
377-fffa514f-75b4-45b8-a417-550337719328,9,111861477473,,true,692,3,7PH0C3M0MF,4,5VFB3U7F9F,3,689,5,OR7H63Q24D9
mexico resort,4,false,8,Fancy resort Paris,2015-03-17
377-aa4abd74-db0e-4026-9adc-01fea18978b6,3,111639426401,,true,928,6,0F80DRNFVO,7,PUCPBS2MCP,2,481,9,UY05AV5G2KF
mexico resort,4,false,8,Fancy resort Paris,2015-03-17
377-ee9920b1-32a6-4900-b8be-
b3f7ed328a6d,1,112956879726,,true,713,1,KER4FXO89X,10,GNAYQTYRJA,2,256,7,Y61ED4QHTDK6AQ80,1,2014-09-02T12:29:58
mexico resort,4,false,8,Fancy resort Paris,2015-03-17
service_id,service_type,contact_key,customer_id,started_anonymous,est_duration,disposition,disposition_desc,sta
```

C:/export_20140902_125024_170_states.CSV file

```
377-ee9920b1-32a6-4900-b8be-
b3f7ed328a6d,377-c47423ca-4aed-458b-8fde-49b8435e7953,6,,25,5,K0GQKRSYGG,9,1845768615,1,256,9,112956879726,3,20
is the weather?,http://survey.genesys.com
377-ee9920b1-32a6-4900-b8be-b3f7ed328a6d,377-3b58e66c-
f499-4765-a1ff-860e8b2d12e2,2,,6,9,7YHBF2VXOG,9,1845768615,5,256,4,112956879726,3,2014-09-02T12:29:58.551Z,1845
is the weather?,http://survey.genesys.com
377-ee9920b1-32a6-4900-b8be-b3f7ed328a6d,377-c7ec4edf-
f4d6-4b76-8d99-aae94b9e92fd,7,,54,10,FPWOYDY8HW,6,1845768615,2,256,3,112956879726,3,2014-09-02T12:29:58.863Z,18
is the weather?,http://survey.genesys.com
377-ee9920b1-32a6-4900-b8be-
b3f7ed328a6d,377-fd30f203-3b62-465a-90e6-d2f6c7332c78,1,,55,3,XPJH03AV37,7,1845768615,5,256,5,112956879726,4,20
is the weather?,http://survey.genesys.com
377-ee9920b1-32a6-4900-b8be-b3f7ed328a6d,377-c8503d05-784d-4037-aadc-
e70874a5c053,10,,35,5,C6K8NTU2UC,9,1845768615,3,256,8,112956879726,4,2014-09-02T12:29:59.178Z,1845768615,2014-0
is the weather?,http://survey.genesys.com
service_id,state_id,state_type,previous_state_id,est_duration,disposition,disposition_desc,start_resource_type,
```

C:/export_20140902_125024_170_tasks.CSV file

```
377-ee9920b1-32a6-4900-b8be-b3f7ed328a6d,,377-e438be2b-c3a8-4c2d-
aa2b-018cc860df88,3,65,9,KC8TNWEQK8,5,1845768615,3,256,10,112956879726,5,2014-09-02T12:29:59.850Z,1845768615,20
377-ee9920b1-32a6-4900-b8be-
```

b3f7ed328a6d,,377-931a6f65-2f76-4675-b892-492c24680a7d,5,16,10,Y15M9U1SVB,8,1845768615,3,256,8,112956879726,10,
377-ee9920b1-32a6-4900-b8be-
b3f7ed328a6d,,377-ebff6032-1306-461b-9234-99315d836eed,9,57,7,VXF9BW8YJ9,2,1845768615,4,256,9,112956879726,7,20
377-ee9920b1-32a6-4900-b8be-
b3f7ed328a6d,,377-bfbabd29-3384-4926-b275-43e0f538c454,2,97,8,SPYF4CB6PT,9,1845768615,5,256,7,112956879726,10,2
377-ee9920b1-32a6-4900-b8be-
b3f7ed328a6d,,377-378ae588-d76b-4567-8557-e976032e2d0c,2,46,10,058GAT2KSY,6,1845768615,4,256,6,112956879726,1,2
377-ee9920b1-32a6-4900-b8be-b3f7ed328a6d,,377-f63d0dc7-4ac2-4135-ad4c-
d0b23aae7395,3,47,2,9C1QDWKQDF,7,1845768615,4,256,5,112956879726,5,2014-09-02T12:29:59.947Z,1845768615,2014-09-
377-ee9920b1-32a6-4900-b8be-
b3f7ed328a6d,,377-9f83dbf4-e9cc-4a47-9531-f6d9dcba9595,7,48,3,B7N0COQ8US,5,1845768615,5,256,7,112956879726,10,2
377-ee9920b1-32a6-4900-b8be-
b3f7ed328a6d,,377-67ce4f33-16db-47c1-adb9-3eb61b25e795,7,55,1,MNX8V1U2KT,3,1845768615,2,256,9,112956879726,4,20
service_id,state_id,task_id,task_type,est_duration,disposition,disposition_desc,start_resource_type,start_sessi