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API Reference

Export Services to JSON Stream by Date

12/12/2025

Export Services to JSON Stream by Date

GET /maintenance/services/stream

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Description

Your application can use this operation to export service data to a JSON stream for a given time range. You can filter the list of returned services according to their date, inner state, or even events. The service information is returned in the response's body and can include service information in addition to service IDs.

See also [the export features page](#) for further details about filters and usage of this query.

Important

According to the amount of data to return, in particular, if you include service information, this query can take long to provide your application with a response. In this case, you should rather export a list of service IDs, then use the standard [Query Service by ID](#) to retrieve information.

Operation

Export services to a JSON stream

Method	GET		
URL	/genesys/1/cs/maintenance/services/stream		
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 service event

Method	GET		
			<p>occurrence.</p> <ul style="list-style-type: none">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 a complete event occurred during the given time range.
export_content	boolean	no	<ul style="list-style-type: none">"true" to include all service data in the JSON response."false" (default) to include service IDs only.
filter_state	any, active, inactive	no	<div>Important You can use this parameter only if the export_content parameter is set to true.</div> <ul style="list-style-type: none">any (default): The response includes the service information for all of the selection.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

Method	GET		
			<p>active at the time of the request.</p> <ul style="list-style-type: none">inactive: The response includes the conversation (or service information) if some event (specified by the <code>filter_events</code> parameter) occurred during the specified time range AND if the conversation is completed at the time of the request.

<references />

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".

```
GET http://localhost:8080/genesys/1/cs/maintenance/services/
stream?time_from=2014-07-22T12:00:00.000Z&time_to=2014-07-22T18:00:00.000Z&export_content=false
```

Result

```
200 OK
[
  "361-93ae6d6b-8ea6-476a-bc2f-235ddc029994",
  "361-b552fb93-4b10-4761-9d50-850890bcab02",
  "361-0aaa7023-2db6-4fd3-8cf6-8e32619a0df8",
```

```
"361-0b6b586f-1815-47b8-8a84-16d66162ff1c",  
"361-96d081b2-1918-46a5-b497-c235f882b33f",  
"361-9131cb94-2829-4fb0-9ae2-f9fd53639d1c",  
"361-5a4db9b7-8ee4-4848-97e7-7144cabe6790",  
"361-acf20476-d938-4583-b3cc-8b1568309247",  
"361-c1f24f0d-3e74-4194-90bb-5d330a9614c8",  
"361-cdd9bf74-4fb4-403a-aeb3-0d8875f963bb",  
"361-1ef7641d-6003-4210-b4d0-cc1cafa8411d",  
"361-lee58ee2-4b54-4d22-8cbc-d000363b2282",  
"361-3ab5e8bc-adc1-494a-a4c6-b925da319dcc",  
"361-6fee8b55-607b-4731-aba5-6681a992d184",  
"361-ddd8e44a-3fdc-4da8-91a7-c709ba654877",  
"361-b021209c-f86c-4ea5-b991-51d6b848d920",  
"361-66808d00-6328-4332-a4c7-936094babdb6",  
"361-fe54ea55-f7e9-44d1-aafd-0a213a9b1bd1",  
"361-604b6ad4-308d-4d60-8a2a-ba59cc3d84cd",  
"361-c4925764-cef0-4ce0-b4d7-4e96023d1c62",  
"361-7d8caf1f-0136-483e-bfef-bf2257e4a25c",  
"361-a222846a-67f5-47e5-b5c9-d5c88bd2775b",  
"361-779d75da-7d64-4ffd-808b-9ccd6cf39a66"
```

```
]
```