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## API Reference

Service API

# Service API

All the queries related to data managed on the GMS side. These queries cover service management.

## 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.

## 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}

### Important

Because extensions are replaced with flexible JSON data on the GMS side, all resources and requests specific to extensions are deprecated for services, states, and tasks.