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API Reference

Service Operations

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Service Operations

Purpose: Groups the operations that your application can create for both services, states, tasks, and interaction resources.

- 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.