

GENESYS

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API Reference

Customer Profile API

Customer Profile API

- · Profile Operations
 - POST /profiles
 - GET /profiles
 - POST /profiles/\${customer id}/extensions
 - GET /profiles/\${customer id}
 - PUT /profiles/\${customer id}
 - PUT /profiles/\${customer id}/extensions/\${ext name}/by/unique
 - PUT /profiles/\${customer id}/extensions/\${ext name}/delete/by/unique
 - PUT profiles/\${customer_id}/merge/\${src_id}/
- · Schema and Identification Key Operations
 - GET /metadata/profiles/
 - POST /metadata/profiles/extensions
 - GET /metadata/profiles/extensions
 - GET /metadata/identification-keys
 - POST /metadata/identification-keys
 - GET \${content-type} /metadata
 - DELETE /metadata/profiles/extensions/\${extension-name}
 - DELETE /metadata/identification-keys/\${id_key-name}
- · Server Operations
- GET /server/status
- POST /server/mode
- Interaction Resources
 - Chat Interaction
 - Callback Interaction
 - E-mail Interactions
 - Phone Call Interaction
- Profile Resources
 - Customer Profile
 - Profile Extension

API Reference 2

• Identification Key

API Reference 3