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Web API API Guide

Genesys Engage Digital (eServices) 8.5.0

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Web API Server API Reference

Important

All APIs within Web API, including the existing Chat and Email APIs, are being consolidated under Genesys Mobile Services (GMS).

Please refer to Genesys Mobile Services documentation for more information:

- [Chat API Version 2](#)
- [Email API](#)

Genesys Mobile Services also contains the load balancing Chat Server N+1 feature of Web API Server.

Genesys recommends that all new installations of Genesys Chat or Email APIs use the Chat API Version 2 and Email API provided through Genesys Mobile Services.

For existing Web API Server customers, continue reading this page.

Overview

Welcome to the *Genesys Web API Server API Reference*.

This reference can be used to write agent applications that provide a variety of contact center-related features that use the Genesys Web API Server Representational state transfer (REST) Application Programming Interface (API).

This reference also explains the resources and methods available to developers.

Each category presents information about relevant operations, related resources, request parameters, and return values.

API References

Chat Chat operations of the Genesys Web Server API.

Email Email operations of the Genesys Web Server API.

Related Documentation

[Web API Server Deployment Guide](#) API Guide for the Genesys Web Server API.

[Web API Server Developer Guide](#) Developer Guide for the Genesys Web Server API.

Chat

The following operations are available for chat interactions.

Chats

- Request Chat
- Send Message
- Send Start Typing Notification
- Send Stop Typing Notification
- Update Nickname

Chats (continued)

- Send Url
- Update User Data
- Chat Complete
- Get Chat
- Get Messages

Request Chat

Overview

This operation is used to request a chat interaction.

Request URL	/api/v2/chats
HTTP Method	POST
HTTP Header	Content-Type
Value	application/json

Parameters

Parameter Name	Sample Value	Description	Required/Optional
nickname	"JohnDoe"	customer's nickname	Required
firstName	"John"	first name of the customer	Required
lastName	"Doe"	last name of the customer	Required
tenantName	"Environment"	tenant name	Required
emailAddress	"jdoe@gmail.com"	email address of the customer	Optional
subject	"Help with account"	subject as entered by the customer	Optional
endpoint	"customEndpoint"	endpoint describing the queue	Optional
userData	[{"key": "value", "key": "value"}]	any attached data that client wants to add to chat	Optional

Example

Request

```
{  
  "tenantName": "Environment",  
}
```

```
{
  "nickname": "nickname",
  "emailAddress": "email@address",
  "subject": "subject to",
  "userData": {
    "key1": "value1",
    "key2": "value2"
  }
}
```

Response

```
{
  "chatId": "00019a9SXTQW001N",
  "path": "/api/v2/chats/00019a9SXTQW001N",
  "userId": "007553ADB4D9001A",
  "secureKey": "e1a17b94f802c330",
  "alias": "117",
  "tenantName": "Environment",
  "messages": [
    {
      "from": {
        "nickname": "nickname",
        "participantId": 1,
        "type": "Client"
      },
      "index": 1,
      "type": "ParticipantJoined",
      "utcTime": 1404162425010
    }
  ],
  "statusCode": 0
}
```

Send Message

Overview

This operation is used to send a chat interaction.

Request URL	/api/v2/chats/{chatId}
HTTP Method	POST
HTTP Header	Content-Type
Value	application/json

Parameters

Parameter Name	Sample Value	Description	Required/Optional
operationName	"SendMessage"	to identify operation to be performed at this URL	Required
text	"I need help with my account"	text message to send	Required
userId	"007553863DC30029"	user ID	Required
secureKey	"8b31761b2154884c"	secure key	Required
alias	"117"	host alias	Required
tenantName	"Environment"	tenant name	Required
messageType	text	type of the message	Optional

Example

Request

```
{
  "operationName" : "SendMessage",
  "alias" : "117",
  "secureKey" : "8b31761b2154884c",
  "userId" : "007553863DC30029",
  "text" : "I need help with account",
  "tenantName": "Environment"
}
```

Response

```
{
  "statusCode":0,
  "alias":"117",
  "secureKey":"cf8f2f9e1ea85eba",
  "userId":"0075539F6B140000",
  "tenantName": "Environment"
}
```

Send Start Typing Notification

Overview

This operation is used to request a Send Start Typing Notification.

This operation is performed to send notifications to other chat participants that the agent has started typing (for example: agent typing).

Request URL	/api/v2/chats/{chatId}
HTTP Method	POST
HTTP Header	Content-Type
Value	application/json

Parameters

Parameter Name	Sample Value	Description	Required/Optional
operationName	"SendStartTypingNotification"	to identify operation to be performed at this URL	Required
userId	"007553863DC30029"	user ID	Required
secureKey	"8b31761b2154884c"	secure key	Required
alias	"117"	host alias	Required
tenantName	"Environment"	tenant name	Required
text	"text...."	Text, if any	Optional

Example

Request

```
{
  "operationName" : "SendStartTypingNotification",
  "alias" : "117",
  "secureKey" : "8b31761b2154884c",
  "userId" : "007553863DC30029",
  "tenantName": "Environment"
}
```

Response

```
{
  "statusCode": 0,
  "alias": "117",
  "secureKey": "cf8f2f9e1ea85eba",
  "userId": "0075539F6B140000",
  "tenantName": "Environment"
}
```

Send Stop Typing Notification

Overview

This request will send notification to all agents who are in a conference or consultation.

Customers will not see this communication.

Request URL	/api/v2/chats/{chatId}
HTTP Method	POST
HTTP Header	Content-Type
Value	application/json

Parameters

Parameter Name	Sample Value	Description	Required/Optional
operationName	"SendStopTypingNotification"	to identify operation to be performed at this URL	Required
userId	"007553863DC30029"	user ID	Required
secureKey	"8b31761b2154884c"	secure key	Required
alias	"117"	host alias	Required
tenantName	"Environment"	tenant name	Required
text	"text...."	Text, if any	Optional

Example

Request

```
{
  "operationName" : "SendStopTypingNotification",
  "alias" : "117",
  "secureKey" : "8b31761b2154884c",
  "userId" : "007553863DC30029",
  "tenantName": "Environment"
```

```
}
```

Response

```
{  
  "statusCode":0,  
  "alias":"117",  
  "secureKey":"cf8f2f9e1ea85eba",  
  "userId":"0075539F6B140000",  
  "tenantName": "Environment"  
}
```

Update Nickname

Overview

This request is used to update the nickname of a participant in a chat interaction.

Request URL	/api/v2/chats/{chatId}
HTTP Method	POST
HTTP Header	Content-Type
Value	application/json

Parameters

Parameter Name	Sample Value	Description	Required/Optional
operationName	"UpdateUserNickname"	To identify the operation to be performed at this URL	Required
userId	"007553863DC30029"	user ID	Required
secureKey	"8b31761b2154884c"	secure key	Required
alias	"117"	host alias	Required
tenantName	"Environment"	tenant name	Required
nickname	"New Nickname"	New nickname for the user	Required

Example

Request

```
{
  "operationName" : "UpdateUserNickname",
  "alias" : "117",
  "secureKey" : "8b31761b2154884c",
  "userId" : "007553863DC30029",
  "tenantName": "Environment",
  "nickname" : "New Nickname"
```

```
}
```

Response

```
{  
  "statusCode":0,  
  "alias":"117",  
  "secureKey":"cf8f2f9e1ea85eba",  
  "userId":"0075539F6B140000",  
  "tenantName": "Environment"  
}
```

Send Url

Overview

This operation is used to send a URL in a chat interaction.

Request URL	/api/v2/chats/{chatId}
HTTP Method	POST
HTTP Header	Content-Type
Value	application/json

Parameters

Parameter Name	Sample Value	Description	Required/Optional
operationName	"SendUrl"	To identify the operation to be performed at this URL	Required
userId	"007553863DC30029"	user ID	Required
secureKey	"8b31761b2154884c"	secure key	Required
alias	"117"	host alias	Required
tenantName	"Environment"	tenant name	Required
pushUrl	" http://url "	URL	Required

Example

Request

```
{
  "operationName" : "SendUrl",
  "alias" : "117",
  "secureKey" : "8b31761b2154884c",
  "userId" : "007553863DC30029",
  "tenantName" : "Environment",
  "pushUrl" : "http://url",
}
```

Response

```
{
  "statusCode":0,
  "alias":"117",
  "secureKey":"cf8f2f9e1ea85eba",
  "userId":"0075539F6B140000",
  "tenantName": "Environment"
}
```

Update User Data

Overview

This operation is used to send a chat interaction.

This operation overwrites the specified UserData with new, specified values.

Request URL	/api/v2/chats/{chatId}
HTTP Method	POST
HTTP Header	Content-Type
Value	application/json

Parameters

Parameter Name	Sample Value	Description	Required/Optional
operationName	"UpdateUserData"	To identify the operation to be performed at this URL	Required
userId	"007553863DC30029"	User ID	Required
secureKey	"8b31761b2154884c"	Secure key	Required
alias	"117"	Host alias	Required
tenantName	"Environment"	Tenant name	Required
userData	["key":"value","key":"value"]	User data to be updated. Values are formatted as "key:value" pairs, with each pair separated by a colon (:) inside the JSON array, as shown in the Sample Value.	Required
text	"text..."	Text, if any	Optional

Example

Request

```
{
  "operationName" : "UpdateUserData",
  "alias" : "117",
  "secureKey" : "8b31761b2154884c",
  "userId" : "007553863DC30029",
  "tenantName": "Environment",
  "userData":{
    "key1":"value1",
    "key2":"value2"
  }
}
```

Response

```
{
  "statusCode":0,
  "alias":"117",
  "secureKey":"8b31761b2154884c",
  "userId":"007553863DC30029",
  "tenantName": "Environment"
}
```

Complete

Overview

This request marks a chat interaction as complete and ends the chat session for the customer if it hasn't been ended already.

Request URL	/api/v2/chats/{chatId}
HTTP Method	POST
HTTP Header	Content-Type
Value	application/json

Parameters

Parameter Name	Sample Value	Description	Required/Optional
operationName	"Complete"	To identify the operation to be performed at this URL	Required
userId	"007553863DC30029"	User ID	Required
secureKey	"8b31761b2154884c"	Secure key	Required
alias	"117"	Host alias	Required
tenantName	"Environment"	Tenant name	Required

Example

Request

```
{
  "operationName" : "Complete",
  "alias" : "117",
  "secureKey" : "8b31761b2154884c",
  "userId" : "007553863DC30029",
  "tenantName": "Environment"
}
```

Response

```
{  
  "statusCode" : 0  
}
```

Get Chat

Overview

This request gets a specified chat interaction.

Request URL	/api/v2/chats/{chatId}
HTTP Method	POST

Parameters

Parameter Name	Sample Value	Description	Required/Optional
operationName	"GetChat"	To identify the operation to be performed at this URL	Required
userId	"007553863DC30029"	User ID	Required
secureKey	"8b31761b2154884c"	Secure key	Required
alias	"117"	Host alias	Required
tenantName	"Environment"	Tenant name	Required

Example

Request

```
{
  "operationName" : "GetChat",
  "alias" : "117",
  "secureKey" : "8b31761b2154884c",
  "userId" : "007553863DC30029",
  "tenantName": "Environment"
}
```

Response

```
{
```

```
"statusCode": 0,
"state": "Chatting",
"alias": "117",
"secureKey": "b89d1c2714b01389",
"userId": "007553D184850003",
"tenantName": "Environment",
"participants": [
  {
    "nickname": "nickname",
    "participantId": 1,
    "type": "Client"
  },
  {
    "nickname": "system",
    "participantId": 2,
    "type": "External"
  }
],
"chatEnded": false
}
```

Get Messages

Overview

This request gets all messages associated with a chat interaction, based on a specified position in the transcript.

Request URL	/api/v2/chats/{chatId}/messages
HTTP Method	POST

Parameters

Parameter Name	Sample Value	Description	Required/Optional
userId	"007553863DC30029"	User ID	Required
secureKey	"8b31761b2154884c"	Secure key	Required
alias	"117"	Host alias	Required
tenantName	"Environment"	Tenant name	Required
transcriptPosition	0 (no messages) 1 (all messages) 2 (all messages starting from 2nd message)	The index position in the transcript starting from which the messages should be retrieved	Optional (all messages are retrieved if no value is provided, which defaults to 1)

Example

Request

```
{
  "alias" : "117",
  "secureKey" : "8b31761b2154884c",
  "userId" : "007553863DC30029",
  "tenantName": "Environment",
  "transcriptPosition": 5
}
```

Response

```
{
  "statusCode":0,
  "messages":[
    {
      "from":{
        "nickname":"nickname",
        "participantId":1,
        "type":"Client"
      },
      "index":1,
      "type":"ParticipantJoined",
      "utcTime":1406239877000
    },
    {
      "from":{
        "nickname":"system",
        "participantId":2,
        "type":"External"
      },
      "index":2,
      "type":"ParticipantJoined",
      "utcTime":1406239880000
    },
    {
      "from":{
        "nickname":"system",
        "participantId":2,
        "type":"External"
      },
      "index":3,
      "text":"agent will be with you shortly ...",
      "type":"Message",
      "utcTime":1406239880000
    },
    {
      "from":{
        "nickname":"system",
        "participantId":2,
        "type":"External"
      },
      "index":4,
      "text":"agent will be with you shortly ...",
      "type":"Message",
      "utcTime":1406239898000
    },
    {
      "from":{
        "nickname":"system",
        "participantId":2,
        "type":"External"
      },
      "index":5,
      "text":"agent will be with you shortly ...",
      "type":"Message",
      "utcTime":1406239916000
    },
    {
      "from":{
        "nickname":"nickname",
        "participantId":1,
```

```
"type": "Client",
},
{
  "index": 6,
  "text": "I need help with account",
  "type": "Message",
  "utcTime": 1406239925000
},
{
  "from": {
    "nickname": "system",
    "participantId": 2,
    "type": "External"
  },
  "index": 7,
  "text": "agent will be with you shortly ...",
  "type": "Message",
  "utcTime": 1406239934000
},
{
  "from": {
    "nickname": "nickname",
    "participantId": 1,
    "type": "Client"
  },
  "index": 8,
  "text": "I need help with account",
  "type": "TypingStarted",
  "utcTime": 1406239944000
},
{
  "from": {
    "nickname": "nickname",
    "participantId": 1,
    "type": "Client"
  },
  "index": 9,
  "text": "I need help with account",
  "type": "TypingStopped",
  "utcTime": 1406239951000
},
{
  "from": {
    "nickname": "system",
    "participantId": 2,
    "type": "External"
  },
  "index": 10,
  "text": "agent will be with you shortly ...",
  "type": "Message",
  "utcTime": 1406239952000
},
{
  "from": {
    "nickname": "nickname",
    "participantId": 1,
    "type": "Client"
  },
  "index": 11,
  "text": "text text",
  "type": "Message",
  "utcTime": 1406239965000
},
{
```

```
{
  "from": {
    "nickname": "system",
    "participantId": 2,
    "type": "External"
  },
  "index": 12,
  "text": "agent will be with you shortly ...",
  "type": "Message",
  "utcTime": 1406239971000
},
{
  "from": {
    "nickname": "system",
    "participantId": 2,
    "type": "External"
  },
  "index": 13,
  "text": "agent will be with you shortly ...",
  "type": "Message",
  "utcTime": 1406239989000
},
{
  "from": {
    "nickname": "nickname",
    "participantId": 1,
    "type": "Client"
  },
  "index": 14,
  "text": "nickname",
  "type": "Notice",
  "utcTime": 1407445236000
},
{
  "from": {
    "nickname": "nickname",
    "participantId": 1,
    "type": "Client"
  },
  "index": 15,
  "text": "http://push-url",
  "type": "Notice",
  "utcTime": 1407445262000
}
],
"alias": "117",
"secureKey": "b89d1c2714b01389",
"userId": "007553D184850003",
"tenantName": "Environment",
"chatEnded": false
}
```

Email

The following operations are available for e-mail interactions.

E-mails

Send E-mail

Send Email

Overview

This operation sends an e-mail interaction.

URI	HTTP Method	HTTP Header	Value
/api/v2/emails	POST	Content-Type	multipart/form-data

Parameters

Parameter Name	Sample Value	Description	Required/Optional
firstName	"John"	The first name of the customer.	Required
lastName	"Doe"	The last name of the customer.	Required
tenantName	"Environment"	The tenant name.	Required
fromAddress	"jdoe@gmail.com"	The e-mail address of the customer.	Required
subject	"Help with account"	The subject line of the e-mail interaction.	Required
text	"I need help with my account"	The body of the e-mail interaction.	Required
mailbox	support@company.com	The address to which the e-mail interaction is to be delivered. Important This value takes priority over any configured mailbox in WebAPI application on the Configuration Server	Optional
userData	key1=value1	user data—can be submitted multiple times	Optional
userData	key2=value2	user data—can be submitted multiple times	Optional
files		Any files to be attached to the e-mail interaction.	Optional

Constraints

Constraints	Default Value	Configuration Parameter	Comments
Max no. of files	10	Options / email / max_files	
Max size of content	10MB	Options / email / max_size	
File Types	• pdf • doc • txt • jpg • png • gif • bmp • zip	Options / email / file_types	If the parameter file_types is configured, it overrides the default value.

Other configurations

Configuration Parameter	Comments
Options / email / mailbox	The address to which the email is to be delivered. If no value is set in the incoming request and this value is set on the Configuration Server, the Configuration Server value will be set as the mailbox in the request to the EmailServer. If neither of these values are set, the EmailServer sets it using EmailServer defaults.

Example

Request

```
Content-Type: multipart/form-data; boundary="WebKitFormBoundaryE19zNvXGzXaLvS5C"
----WebKitFormBoundaryE19zNvXGzXaLvS5C
Content-Disposition: form-data; name="firstName"

Name
----WebKitFormBoundaryE19zNvXGzXaLvS5C
Content-Disposition: form-data; name="lastName"

LastName
```

```
-----WebKitFormBoundaryE19zNvXGzXaLvS5C
Content-Disposition: form-data; name="fromAddress"

john@doe.com
-----WebKitFormBoundaryE19zNvXGzXaLvS5C
Content-Disposition: form-data; name="subject"

Hi hello
-----WebKitFormBoundaryE19zNvXGzXaLvS5C
Content-Disposition: form-data; name="text"

This is the text
-----WebKitFormBoundaryE19zNvXGzXaLvS5C
Content-Disposition: form-data; name="tenantName"

Environment
-----WebKitFormBoundaryE19zNvXGzXaLvS5C
```

Response

```
HTTP 200 - success
{
  "interactionId": "0000KaA0C8XH003X"
}
```