GENESYS™

Web API Developer Guide

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The eServices Web API Server enables you to write client applications that support chat and e-mail interactions.

These operations are performed by using REST API calls with a Web Application Server—such as Tomcat, Jetty, WebSphere, or WebLogic.

Architecture

Although built using the Genesys Platform SDK version 8.1.4, you do not need to use our SDKs to build a working client.

Genesys now provides developers with the capability to build applications that can interact with the Genesys Web API Server through a simple REST API, rather than requiring the use of a complicated software framework.

What is REST?

REST stands for Representational State Transfer, and is stateless, and Genesys uses a Hypertext Transfer Protocol (HTTP) REST API.

REST uses a client-server model, with cacheable communications protocol.

REST uses **resources** and **actions** instead of **methods** and **data types**. Resources are URLs that reference the object where you want to perform an action.

The Web API Server enables you to access a RESTful API to perform common functions such as conducting a chat session or sending an e-mail message.

You can learn more about REST at Wikipedia and other sites.

What is in this guide?

- About the Chat Service—This section describes the chat portion of the Genesys Web API Server REST API and provides guidance for developers building chat-related client applications.
- About the Email Service—This section describes the e-mail portion of the Genesys Web API Server REST API and provides guidance for developers building e-mail-related client applications.