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Web API Server

Welcome

5/8/2025

Welcome

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* Documentation.

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

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

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