GENESYS™

API Reference

History REST API

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History REST API

> **Important**
>
> The History REST API is deprecated in 9.0.0 and will be discontinued in a future release.

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>
> Starting in 9.0.005.15, Cassandra support is deprecated in Genesys Co-browse and Redis is the default database for new customers. Support for Cassandra will be discontinued in a later release.

Contents

Information about every past Co-browse session is available through the REST API, sitting on top of the Cassandra database. The REST API (REST resources) is hosted by the Co-browse Server.

Each session history record (one per session) is identified by a session ID (UUID), which is unique across the Co-browse cluster within any given period of time. This ID must not be confused with the session token (a random 9-digit sequence) that is used to connect the Co-browse session.

The session history ID is attached to the primary interaction, voice or chat, with the "CoBrowseSessionId" key. For development purposes, it can also be found in the logs with the logging level info: "Session created. Token: {} Id: {}". Full session history is available after a session is deactivated. You can set how long session history is kept in the database and available through the REST API with the retention policy configuration options.

In this initial release of Genesys Co-browse, the REST API is simple but it will be extended in future releases.

Get session history

Request

HTTP method: GET
Resource: /history/sessions/{sessionHistoryId}
Parameters:

  • sessionHistoryId - session history identifer (UUID)

Example request: http://192.168.73.77:8700/cobrowse/rest/history/sessions/83d03970-c959-11e2-857d-082e5f12b9a1

Response

Headers

```
HTTP/1.1 200 OK
Date: Thu, 19 Sep 2013 12:21:19 GMT
Content-Type: application/json;charset=UTF-8
Transfer-Encoding: chunked
Server: Jetty(8.1.8.v20121106)
```

Body

```
{
   "id":"83d03970-c959-11e2-857d-082e5f12b9a1",
   "sessionToken":"519333886",
   "creationTime":1369939707527,
   "activationTime":1369939712516,
   "deactivationTime":1369939743522,
   "pages":[
      {
         "url":"http://www.genesyslab.com/general-pages/about-us.aspx",
         "enteredTimestamp":1369939712594,
```

```
          "duration":11
      },
      {
          "url":"http://www.genesyslab.com/news-and-events/index.aspx",
          "enteredTimestamp":1369939723764,
          "duration":7
      },
      {
          "url":"http://www.genesyslab.com/general-pages/genesys-history.aspx",
          "enteredTimestamp":1369939731685,
          "duration":11
      }
   ]
}
```

Timestamps are Unix timestamps in milliseconds.

Duration is in seconds. For the first page in a Co-browse session it starts counting when Co-browse session starts and for the last page it ends counting when the Co-browse session ends.