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Genesys Mobile Services API Reference

Service API

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Service API

Overview

This API is used by customer facing applications to manage different type of contact center related services (for example the app-to-connect-basic service provides the necessary contact center access information so the end user and associated application can initiate an interaction with the contact center).

API

Create

This API creates and initiates a service. It will support the creation and initiation of an service that is configured in Genesys Mobile Services.

Operation

Method	POST		
URL	/genesys/1/service/{service}		
Parameter	Type	Mandatory	Description
URI Parameters			
{service}	string	yes	The name of the service that is to be created and initiated.
Body: The body can be either a MultiPart form or x-www-form-urlencoded form consisting of different items representing the key/value pairs associated with the given service type. In the case of MultiPart, the values can be strings or files but with urlencoded the values can be only strings.			

Response

HTTP code	200
HTTP message	OK
Body	<p>A JSON object with the following: {"id": "\${service_id}, {service_specific_data}'"}</p> <p>where:</p> <ul style="list-style-type: none">• \${service_id} is the identifier assigned to the created service instance.

HTTP code	200
	<ul style="list-style-type: none"> <code>\${service_specific_data}</code> is service specific data that can be returned when the service is created.

If a matching services does not find a match, it will return the following status code.

HTTP code	404
HTTP message	Not Found

Example

The following example starts a request-interaction service:

- with the end user's phone number and application data: current user's location, preferred language, and end user's picture.

Operation

```
Request URL:http://localhost:8080/genesys/1/service/request-interaction
Request Method:POST
Status Code:200 OK
Request Headersview source
Accept:*/*
Accept-Charset:ISO-8859-1,utf-8;q=0.7,*;q=0.3
Accept-Encoding:gzip,deflate,sdch
Accept-Language:en-US,en;q=0.8
Connection:keep-alive
Content-Length:13028
Content-Type:multipart/form-data; boundary=---WebKitFormBoundaryy16qocbN6tmPORZL
Host:localhost:8080
Origin:http://localhost:8080
Referer:http://localhost:8080/GMS-web/resources/servicetest.html
User-Agent:Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/535.7 (KHTML, like Gecko) Chrome/16.0.912.77 Safari/535.7
Request Payload
-----WebKitFormBoundaryy16qocbN6tmPORZL
Content-Disposition: form-data; name="_phone_number"
6504669999
-----WebKitFormBoundaryy16qocbN6tmPORZL
Content-Disposition: form-data; name="_provide_code"
true
-----WebKitFormBoundaryy16qocbN6tmPORZL
Content-Disposition: form-data; name="language"
french
-----WebKitFormBoundaryy16qocbN6tmPORZL
Content-Disposition: form-data; name="current_location_latitude"
48.8583
-----WebKitFormBoundaryy16qocbN6tmPORZL
Content-Disposition: form-data; name="current_location_longitude"
2.2944
-----WebKitFormBoundaryy16qocbN6tmPORZL
Content-Disposition: form-data; name="FileKey"; filename="MyPic.png"
Content-Type: image/png
-----WebKitFormBoundaryy16qocbN6tmPORZL--
```

Result

The above service will be started with an id of 39a98e24-b03b-4191-b756-1efe8f3b16b8.

```
HTTP 200 OK
{ "_id": "39a98e24-b03b-4191-b756-1efe8f3b16b8", "_access_number": "8003449999",
  _access_code="7684" }
```

Service Specific Request

This API allows the application to perform a specific request against given service.

Important: This is only to be used for services which support such request, otherwise it will be rejected.

Operation

Method	POST		
URL	/genesys/1/service/{service_id}/{request}		
Parameter	Type	Mandatory	Description
URI Parameters			
{service_id}	string	yes	The id of the service that is to be requested.
{request}	string	yes	This is the name of the request that is to be performed.
Body: The body can be either a MultiPart form or x-www-form-urlencoded form consisting of different items representing the key/value pairs associated with the given service request. In the case of MultiPart, the values can be strings or files but with urlencoded the values can be only strings.			

Response

HTTP code	200
HTTP message	OK
Body	This will contain the appropriate output data (JSON data) that is defined by the given service request definition.

Example

See the [Chat Interaction APIs](#) for an example.

Notes

Parameters that begin with an underscore (_) are passed to ORS. Anything else is considered as user data, and is saved in storage. The stored data can be retrieved using the _data_id parameter passed in scxml.