GENESYS™

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Genesys Mobile Services contains multiple APIs, each dedicated to performing certain tasks as described below. Select the API name for a more detailed examination of the operations and responses they use.

- Storage API — Storage is a general-purpose API that allows users to temporarily store arbitrary data. Data may consist of key/value pairs of strings or binary objects.

- Node API — This is a base ping API implementation which will be used by load balancers to determine the health of a given GMS node to determine if it can use this GMS node when it loads balancing API requests across the set of GMS nodes.

- Notification API — This set of event-driven APIs is used to manage notifications between applications and Genesys systems. Users subscribe to an event and provide an indication of how the notification should be delivered, then events are published to the system.
  Note: This API is only intended to be used with Orchestration Server-based Services, not from external mobile applications.

- Chat API — This API is used by customer-facing applications to create and manage a chat session associated with a contact center related services. A single service is associated with a single chat.

- Service API — This API is used by customer-facing applications to manage different types of contact center related services.

- Callback Services API — This API handles call back services, such as initiating, canceling, rescheduling, and queries.

Additional Information:

- Push Notification Service — Contains useful information about the Push Notification service.

- Localization File — The localization file enables you to customize the way you send a message to subscribers.

> ## Important
> Scenarios have been moved to the Service Admin UI Help.