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Genesys Mobile Services API Reference

[Open Media API](#)

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Open Media API

GMS supports OpenMedia API starting with 8.5.110. This API enables you to manage an Open Media interaction: you can create, retrieve, update, or stop an Open Media interaction by submitting one of the REST queries detailed below.

- See the [API Responses](#) page for further details about the returned status code.
- See [Configuring Digital Channels](#) for open media configuration details
- See [Open Media Service Options](#) for the list of options available for your open media service(s).

Create an Open Media Interaction

Creates an Open Media interaction. In your service configuration, you can define the default Interaction Type, Subtype, and Media Type to assign to created interactions. You can overwrite these defaults in your REST queries if you enable the `allow_overwrite` option in your configuration. See [Open Media Service Options](#) for further details.

Operation

POST /genesys/2/openmedia/{serviceName}			
HTTP Header	Value		
Content-Type	application/x-www-form-urlencoded		
Parameter Name	Type	Mandatory	Description
URI Parameters			
serviceName	string	Yes	Service to use to create the Open Media interaction.
Body Parameters			
externalId	string	No	External ID to link to the new interaction; for example: "xy932". This ID is passed to Interaction Server in the UserData with the key "ExternalId".
interactionType	string	No	Interaction Type to assign to the new interaction, for example Inbound. The Interaction Type must match one of the values

POST /genesys/2/openmedia/{serviceName}			
			listed in the Business Attributes > Interaction Type section of your configuration. By default, the Interaction Type used to create the interaction is defined in the interaction_type option of your Open Media service configuration. The system considers the interactionType parameter only if the allow_overwrite option is set to true in your service configuration. See the options section for more information.
interactionSubType	string	No	Interaction Subtype to assign to the new interaction, for example InboundNew. The Interaction Subtype must match one of the values listed in the Business Attributes > Interaction Subtype section of your configuration. By default, the Interaction Subtype used to create the interaction is defined in the interaction_subtype option of your Open Media service configuration. The system considers the interactionSubtype parameter only if the allow_overwrite option is set to true in your service configuration. See the options section for more information.
mediaType	string	No	Media Type to assign to the new interaction, for example workitem. The Media Type must match one of the values listed in the Business Attributes > Media Type section of your configuration. By default, the Media Type used to create the interaction is defined in the media_type option of your Open Media service configuration. The system considers the

POST /genesys/2/openmedia/{serviceName}			
			mediaType parameter only if the allow_overwrite option is set to true in your service configuration. See the options section for more information.
userData[<key-name>]	string	No	User data to attach to the interaction. You can submit multiple user data. For example: userData[OrderNumber]=uABC1234567

Examples

The following request includes the following encoded parameters:

```
externalId=xy932&userData[OrderNumber]=ABC123456789&userData[TestKey2]=Test value&userData[KeyToDelete]=value to delete
```

```
POST /genesys/2/openmedia/customer-support
HTTP/1.1
Host: localhost:8080
Content-Type: application/x-www-form-urlencoded
Cache-Control: no-cache
```

```
externalId=xy932&userData%5BOrderNumber%5D=ABC123456789&userData%5BTestKey2%5D=Test+value&userData%5BKeyToDelete%5D=value to delete
```

Response

```
HTTP 200 - success
{
  "statusCode": 0,
  "interactionId": "01QG0Q2S5S50G000"
}
HTTP 200 - failure (server down, network failure, etc. Try again)
{
  "statusCode": 1
}
```

Get an Open Media Interaction

Retrieves an Open Media Interaction by its interactionId (default) or by its externalId.

Operation

POST /genesys/2/openmedia/{serviceName}/{id}/get	
HTTP Header	Value
Content-Type	application/x-www-form-urlencoded

POST /genesys/2/openmedia/{serviceName}/{id}/get			
Parameter Name	Type	Mandatory	Description
URI Parameters			
serviceName	string	Yes	Service to use to create the Open Media interaction.
id	string	Yes	ID to search. By default, the interactionId is used for search. For example: "xy932".
Body Parameters			
searchByExternalId	true, false	No	true to search by externalId. By default, if you omit this option's value, this option is false and an interaction ID is used for search.

Examples

Request

```
POST /genesys/2/openmedia/customer-support/01QG0Q2S5S50G000/get HTTP/1.1
Host: localhost:8080
Content-Type: application/x-www-form-urlencoded
Cache-Control: no-cache
```

Response

```
HTTP 200 - success
{
  "statusCode": 0,
  "interactionProperties": {
    "interactionType": "Inbound",
    "interactionId": "01QG0Q2S5S50G000",
    "interactionReceivedAt": "2017-05-31T04:43:52Z",
    "interactionIsHeld": false,
    "interactionSubmittedBy": "GMS-DC-API:gms1:1",
    "interactionMediatype": "promotion",
    "interactionTenantId": 1,
    "interactionQueue": "ATS Inbound Queue",
    "interactionSubmitSeq": "1049036",
    "interactionMovedToQueueAt": "2017-05-31T04:43:52Z",
    "interactionState": "Queued",
    "interactionSubmittedAt": "2017-05-31T04:43:52Z",
    "interactionPlacedInQueueAt": "2017-05-31T04:51:39Z",
    "interactionUserData": [
      {
        "key": "KeyToDelete",
        "type": "str",
        "value": "value to delete"
      },
      {
        "key": "OrderNumber",
        "type": "str",
        "value": "ABC123456789"
      }
    ]
  }
}
```

```
    },
    {
      "key": "TestKey2",
      "type": "str",
      "value": "Test value"
    },
    ...
  ],
  "interactionSubtype": "InboundNew",
  "interactionIsLocked": false,
  "interactionIsOnline": false,
  "interactionPlaceInQueueSeq": "1050198"
}
```

Response

HTTP 200 - Failure

```
{
  "statusCode": 2,
  "errors": [
    {
      "code": 248,
      "advice": "Specified interaction Id[01QG0Q2S5S50G000] was not found"
    }
  ]
}
```

Update an Open Media Interaction

Enables you to update values and/or delete key-value pairs. You need to provide at least one key to update or delete.

Operation

POST /genesys/2/openmedia/{serviceName}/{id}/update			
HTTP Header	Value		
Content-Type	application/x-www-form-urlencoded		
Parameter Name	Type	Mandatory	Description
URI Parameters			
serviceName	string	Yes	Service that manages the Open Media interaction.
id	string	Yes	ID of the updated interaction. By default, the interactionId is used. For example: "xy932".
Body Parameters			
change[<key-1>]	string	No	Adds or modifies the value for the given user

POST /genesys/2/openmedia/{serviceName}/{id}/update			
			data key. For example: change[OrderNumber]=uABC123456789 You must provide at least one key to change or delete.
change[<key-n>]	string	No	Adds or modifies the value for the given user data key. For example: change[TestKey]=myValue You must provide at least one key to change or delete.
delete[<key-1>]	empty	No	Key of the user data to delete. You do not need to provide a value; You can leave it empty. If you provide a value, it will be ignored.
delete[<key-n>]	empty	No	Key of the user data to delete. You do not need to provide a value; You can leave it empty. If you provide a value, it will be ignored.

Examples

In this example, the requested update to be encoded is:

change[OrderNumber]=uABC123456789&change[TestKey2]=uTest+value&delete[KeyToDelete]=

```
POST genesys/2/openmedia/test/0000KaA0C8XH003Y/stop
POST /genesys/2/openmedia/customer-support/01QG0Q2S5S50G000/update HTTP/1.1
Host: localhost:8080
Content-Type: application/x-www-form-urlencoded
Cache-Control: no-cache
```

change%5BOrderNumber%5D=uABC123456789&change%5BTestKey2%5D=uTest+value&delete%5BKeyToDelete%5D=

Response

```
HTTP 200 - success
{
  "statusCode": 0
}
HTTP 200 - failure
{
  "statusCode": 2,
  "errors": [
    {
      "code": 248,
      "advice": "Interaction with specified id[01QG0Q2S5S50G000] was not found"
    }
  ]
}
```

```
}
```

Stop an Open Media Interaction

Operation

POST /genesys/2/openmedia/{serviceName}/{id}/stop			
HTTP Header	Value		
Content-Type	application/x-www-form-urlencoded		
Parameter Name	Type	Mandatory	Description
URI Parameters			
serviceName	string	Yes	Service that created the Open Media interaction.
id	string	Yes	ID of the interaction to stop. By default, the interactionId is used. For example: "xy932".
Body Parameters			
reasonSystemName	string	No	Reason for stopping the interaction. This reason will be attached to the event sent by Interaction Server; for example: "Cancel"
reasonDescription	string	no	Reason description for stopping the interaction. This description will be attached to the event sent by Interaction Server; for example: "Not needed"

Example

The following operation stops the interaction with the following encoded reason and description:
reason=RSN-123&description=ORDER+CANCELLED

```
POST genesys/2/openmedia/test/0000KaA0C8XH003Y/stop
POST /genesys/2/openmedia/customer-support/01QG0Q2S5S50G000/stop HTTP/1.1
Host: localhost:8080
Content-Type: application/x-www-form-urlencoded
Cache-Control: no-cache

reason%3DRSN-123%26description%3DORDER%2BCANCELLED
```

Response

```
HTTP 200 - success
```

```
{
  "statusCode": 0
}
HTTP 200 - failure
{
  "statusCode": 2,
  "errors": [
    {
      "code": 248,
      "advice": "Interaction with specified id[01QG0Q2S5S50G0001] was not found"
    }
  ]
}
```