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# Web Services API Reference

API change list between 8.5 and 8.6

5/9/2025

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# API change list between 8.5 and 8.6

In Genesys Web Services (GWS) 8.6, the POST, PUT, and DELETE operations were deprecated in a number of APIs. This article summarizes those API changes in detail.

You may still create, delete, update any of the CME objects using [Platform Configuration APIs](#).

## Provisioning API

### Business Unit API

In Business Unit API, the POST and DELETE operations are removed in 8.6. The following table summarizes the deprecated methods in Business Unit API:

API	Deprecated Functionality	Deprecated Method per API Endpoint
Business Unit API	Create a Business Unit	POST /groups
	Remove a Business Unit	DELETE /groups/{groupId}
	Assign Supervisor to Business Unit	POST /groups/{groupId}/supervisors
	Assign Queue to Business Unit	POST /groups/{groupId}/queues
	Remove Queue from Business Unit	DELETE /groups/{id}/queues/{id}
	Bulk Assign Queues to a Business Unit	POST /groups/{groupId}/queues
	Assign Skill to a Business Unit	POST /groups/{groupId}/skills
	Remove Skill from a Business Unit	DELETE /groups/{id}/skills/{id}
	Bulk Assign Skills to a Business Unit	POST /groups/{groupId}/skills
	Assign Agent to Business Unit	POST /groups/{id}/users
	Remove Agent from Business Unit	DELETE /groups/{groupId}
	Bulk Assign Agents to a Business Unit	POST /groups/{id}/users
	Assign Business Unit To Agent	POST /users/{id}/groups
	Remove Business Unit from Agent	DELETE /users/{id}/groups/{id}

## Devices API

In Devices API, the POST and DELETE operations are removed in 8.6. The following table summarizes the deprecated methods in Devices API:

API	Deprecated Functionality	Deprecated Method per API Endpoint	8.6 Replacement
Devices API	Create Device	POST .../api/v2/devices	POST .../api/v2/platform/configuration/dns
	Delete Device	DELETE .../api/v2/devices/{id}	DELETE /api/v2/platform/configuration/dns/{id}

### API usage example: Create Device

```
POST http://localhost:8080/api/v2/platform/configuration/dns
{
  "dn": {
    "tenantDBID": "1",
    "type": "1",
    "number": "55555556",
    "registerAll": "2",
    "routeType": "1",
    "switchDBID": "101"
  }
}
```

### API usage example: Delete Device

```
DELETE http://localhost:8080/api/v2/platform/configuration/dns/3217
{
  "dn": {}
}
```

## Place Management API

In Place Management API, the POST, PUT, and DELETE operations are removed in 8.6. The following table summarizes the deprecated methods in Place Management API:

API	Deprecated Functionality	Deprecated Method per API Endpoint	8.6 Replacement
Place Management API	Create Place	POST /api/v2/places	
	Update Place	PUT /api/v2/places/{id}	PUT /api/v2/platform/configuration/places
	Delete Place	DELETE /api/v2/places/{id}	DELETE /api/v2/platform/configuration/places/{id}
	Assign Device to Place	POST /api/v2/places/{id}/devices	
	Unassign Device from Place	DELETE /api/v2/places/{id}/devices/{id}	
	Assign Place to User	POST /api/v2/	

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API	Deprecated Functionality	Deprecated Method per API Endpoint	8.6 Replacement
		users/{id}/places	
	Unassign Place from User	DELETE /api/v2/users/{id}/places/{id}	
	Assign Place to Business Unit	POST /api/v2/groups/{id}/places	
	Unassign Place from Business Unit	DELETE /api/v2/groups/{id}/places/{id}	

### API usage example: Delete Place

```
DELETE http://localhost:8080/api/v2/platform/configuration/places/4828
{
  "Place": {}
}
```

### API usage example: Update Place

```
PUT http://localhost:8080/api/v2/platform/configuration/places
{
  "delta-place": {
    "CfgPlace": {
      "DBID": 4826,
      "DNDBIDs": [
        "3205"
      ]
    }
  }
}
```

**Note:** Here **DBID** is Id of place and **DNDBIDs** is the Id's of devices we want to map with the place

## Users API

In Users API, the POST, PUT, and DELETE operations are removed in 8.6. The following table summarizes the deprecated methods in Users API:

API	Deprecated Functionality	Deprecated Method per API Endpoint	8.6 Replacement
Users API	Create User	POST /api/v2/users	POST /api/v2/platform/configuration/persons
	Delete User	DELETE /api/v2/users/{userId}	DELETE /api/v2/platform/configuration/persons/{id}
	Update User	PUT /api/v2/users/{userid}	PUT /api/v2/platform/configuration/persons

### API usage example: Create User

```
POST http://localhost:8080/api/v2/platform/configuration/persons
{
  "person": {
```

```

    "tenantDBID": "1",
    "lastName": "User",
    "externalID": " TestUser ",
    "employeeID": "TestUser",
    "name": " TestUser ",
    "emailAddress": " TestUser @test.com",
    "isAdmin": "1",
    "userName": " TestUser ",
    "firstName": "Test",
    "password": "12345",
    "isAgent": "2",
    "CfgAgentInfo": {
      "contractDBID": "0",
      "capacityRuleDBID": "0",
      "placeDBID": "0",
      "siteDBID": "0"
    }
  }
}

```

### API usage example: Delete User

```

DELETE http://localhost:8080/api/v2/platform/configuration/persons/330
{
  "person": {}
}

```

### API usage example: Update User

```

PUT http://localhost:8080/api/v2/platform/configuration/persons
{
  "delta-person": {
    "CfgPerson": {
      "DBID": "327",
      "CfgAgentInfo": {
        "placeDBID": "4826"
      }
    }
  }
}

```

**Note:** Here **DBID** is Id of person and **placeDBID** is the Id of place we want to map with the person.

## Hierarchical Dispositions API

In Hierarchical Dispositions API, the POST and DELETE operations are removed in 8.6. The following table summarizes the deprecated methods in Hierarchical Dispositions API:

API	Deprecated Functionality	Deprecated Method per API Endpoint
Hierarchical Dispositions API	Create a new disposition	POST /groups/{id}/dispositions
	Remove a disposition	DELETE /groups/{id}/dispositions/{id}
	Create sub-category of dispositions	POST /groups/{id}/groups

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API	Deprecated Functionality	Deprecated Method per API Endpoint
	Create top-level disposition group	POST /groups/{id}/groups
	Remove sub-category of dispositions	DELETE /groups/{id}
	Remove root-level disposition group	DELETE /groups/{id}

## Settings API

In Settings API, the POST and PUT operations are removed in 8.6. The following table summarizes the deprecated methods in Settings API:

API	Deprecated Functionality	Deprecated Method per API Endpoint
Settings API	Update a reporting setting	PUT /api/v2/settings/reporting
	Create an agent state setting	POST /api/v2/settings/agent-states
	Update an agent state setting	PUT /api/v2/settings/agent-states

## Statistics API

In Statistics API, the GET operation for a range of statistical values is removed in 8.6. The following table summarizes the deprecated method in Statistics API:

API	Deprecated Functionality	Deprecated Method per API Endpoint
Statistics API	Query for Range of Statistic Values	GET api/v1/stats/{objectId}/{statisticName}

## Service API

### Runtime API

In Runtime API, the GET operation is removed in 8.6. The following table summarizes the deprecated methods in Runtime API:

API	Deprecated Functionality	Deprecated Method per API Endpoint
Runtime API	Retrieve system data	GET ../api/v2/service/runtime

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## Configuration API

In Configuration API, the GET operation is removed in 8.6. The following table summarizes the deprecated methods in Configuration API:

API	Deprecated Functionality	Deprecated Method per API Endpoint
Configuration API	Retrieve the entire GWS configuration	GET ../api/v2/service/configuration