

## **GENESYS**

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## Web Services API Reference

Multimedia Interactions API

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This document describes the multimedia interactions portion of the Web Services API and provides guidance for developers building client applications that implement multimedia features.

Multimedia Interactions APIs	Multimedia Interactions APIs
Chat API	Open Media API
Customer Chat API	SMS Session API
Digital User Events API	Standard Responses API
Email API	Twitter API
Facebook API	Workbins API
Facebook Private Messaging API	Workitem API