GENESYS™

Web Services API Reference

SMS Session API

4/11/2025

SMS Session API

This is part of the Multimedia Interactions API section of the Web Services API.

Overview

This section describes general concepts employed by the SMS Session portion of the Web Services API and provides guidance for developers building SMS Session-related client applications.

Basic SMS Session Control

SMS Session Resource

Accept

Reject

SendMessage

Leave

Complete

More SMS Session Controls

SendStartTypingNotification

SendStopTypingNotification

SetInFocus

SetDisposition

AddComment

SendCustomNotice

SMS Session User Data

AttachUserData

UpdateUserData

DeleteUserData

Conferences and Transfers

Transfer

Invite

Consult

CancelConsult

SendToAgents

SendStartTypingToAgentsNotification

SendStopTypingToAgentsNotification

RemoveParticipantFromConference

Supervisor Monitoring

Monitor

Coach

BargeIn

CancelSupervisorMonitoring

Intrude

SwitchToBargeIn

SwitchToMonitor

SwitchToCoach

Get Agent Interactions