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# Web Services API Reference

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Welcome to the *Web Services API Reference*. This guide provides information about how you can use the Web Services REST API to incorporate Genesys features into custom applications and integrations with third-party software.

The Web Services API offers the following services:

## Voice API

Handle telephony interactions, including SIP.

## Multimedia Interactions API

Handle multimedia (eServices) interactions.

## Channels API

Manage the different interaction channels available to an agent.

## Provisioning API

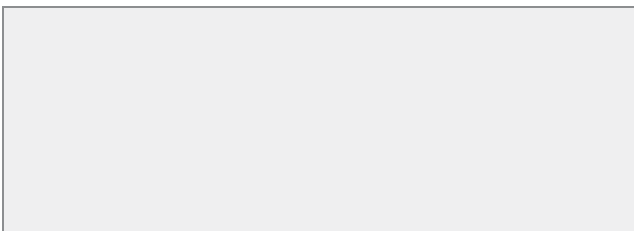
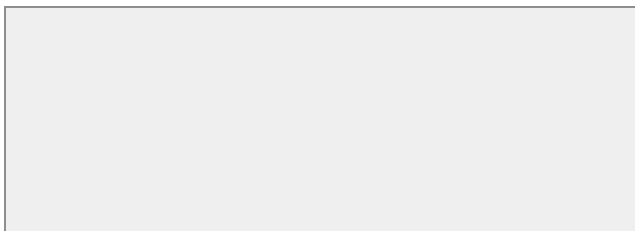
Automate Genesys provisioning.

## Contacts API

Manage contacts and interaction history.

## Settings API

Configure Web Services parameters.



**Statistics API**  
Make use of Genesys statistics.

**Hierarchical Dispositions API**  
Manage the possible disposition values of interactions.

**Platform Configuration API**  
Manage Configuration Server data.

**Outbound API**  
Handle outbound interactions and campaigns.

**Interaction History API**  
Retrieve interaction history for an agent or contact.

The changes between GWS 8.5 and GWS 8.6 are summarized [here](#).

## Developer Support

[WWE on the Genesys Developer Portal.](#)

