

GENESYS

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Web Services API Reference

Multimedia Interactions API

Multimedia Interactions API

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

Chat API

Customer Chat API

Digital User Events API

Email API

Facebook API

Facebook Private Messaging API

Multimedia Interactions APIs

Open Media API

SMS Session API

Standard Responses API

Twitter API

Workbins API

Workitem API