Web Services API Reference

Services

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Services

This is part of the API Basics section of the Web Services API.

Contents

Overview

The **Services** resource provides a list of the services available in the system as well as their statuses and any information that is necessary to interact with the service (for example, a public SIP port for a "Voice" service). These services represent various aspects of Web Services that (in most cases) correspond to internal Genesys servers. For instance, each "Voice" service corresponds to a TServer, each "Reporting" service corresponds to a StatServer, and so on. A UI application can use this information to draw portions of the screen based on the status of a specific service. For instance, if the Provisioning service is "read only" the UI should disable all write operations but allow reading of provisioning data.

Operations

The following operations are available for **/services**:

Operation	Description	Permissions
GET	Returns a list of service URIs or actual service resources if the `fields` parameter is specified. The list is populated based on the features currently enabled for the contact center.	• Agent • Supervisor • Contact Center Admin

The following operations are available for **/services/{id}**:

Operation	Description	Permissions
GET	Returns information about the specified service.	• Agent • Supervisor • Contact Center Admin

Attributes

The following attributes are currently available for each service resource:

Attribute	Type	Description	Access	Applies To
id	String	A unique string identifying the service	GET	All Services
name	String	The service name.	GET	All Services

Attribute	Type	Description	Access	Applies To
		This will be equal to the name of the corresponding server's application object in Configuration Server. Note that in case there is a primary/backup pair, the primary server's application name will be used regardless of which instance is currently running. For the "Provisioning" service, the value will always be set to Provisioning.		
type	String	One of the following: Provisioning (CME + Cassandra) | Voice (T-Server) | Reporting (Stat Server) | Media (Interaction Server)	GET	All Services
state	String	The service's current state. Possible values are: Active | Inactive | ReadOnly (where applicable)	GET	All Services

Notifications

The client application can subscribe to the topic **/notifications/services** in order to receive service state change notifications. The following attributes will be present in a service state change notification:

Attribute	Value Type	Description
messageType	String	Will always be `ServiceStateChangeMessage`
service	Service Resource	The service resource for which the state has been changed

Examples

```
GET /services?fields=*
{
        "statusCode": 0,
        "services": [{
                "id": "..",
                "name": "Provisioning",
                "type": "Provisioning",
                "state": "Active"
        },
        {
                "id": "..",
                "name": "SIPS1",
                "type": "Voice",
                "state": "Active"
        },
        {
                "id": "..",
                "name": "SIPS2",
                "type": "Voice",
                "state": "Active"
        },
}

GET /services/<service_id>
{
                "statusCode": 0,
                "service": [{
                        "id": <service_id>,
                        "name": "Provisioning",
                        "type": "Provisioning",
                        "state": "Active" }
}
```