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iWD REST API Reference Guide

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IWD REST API Reference Guide

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

This API is based on HTTP and has some properties of REST.

Resources

The API defines the following resources:

- Tasks
- Task Attributes (for filter definitions)
- Filters
- Media Icons
- Tenants
- Business Structure (Solutions, Departments, Processes, Capture Points)
- Security (for login/logout)

Verbs

Standard REST verbs are used:

- GET
- POST
- PUT
- DELETE

Messages

If not written explicitly, the Content-Type for requests and responses is "application/json". Error responses may contain a list of messages, for example:

```
[  
  {  
    "severity" : "ERROR",  
    "message_id" : "MSG_COULD_NOT_LOGIN_TO_PLACE",  
  },  
  ...  
]
```

```
"args" :
{
  "<name>": "<value>",
  ...
},
"message": "English message to log/debug"
}
```

Severity may be one of:

- ERROR
- WARNING
- INFO.

message_id is a key that should be replaced with a localized message in the front end.

Date Format

All date/time values are in ISO8601 format with time zone. The exact supported variants of ISO8601 format are:

- yyyy-MM-dd'T'HH:mm:ss.SSSZZ
- yyyy-MM-dd'T'HH:mm:ssZZ

Time zone offset is mandatory. Examples:

- 2015-12-16T09:10:50.000+01:00
- 2015-10-01T00:00:00.000Z
- 2015-12-16T07:10:50-01:00

Additionally, for quick filters in GTL, a shortened, date-only format is allowed:

- yyyy-MM-dd['T'ZZ]

Time zone offset is optional in this case; if it is missing, the default configured time zone is used. The time returned from the server should be in the configured time zone.

Priority of time zones

1. User profile time zone
2. Solution time zone
3. UTC

Base Address

The base address is:

`http(s)://<host>:<port>/<path/to/application>/api`

where `<path/to/application>` is a path to the iWD Manager web application. By default it is `iwd_manager`, but can be different if deployed under another path.

All addresses in this document are based on this address. Addresses returned from the server must contain the whole path, including the `/<path/to/application>/api` prefix.