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Genesys Knowledge Center API Reference

Session Management

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Session Management

The Session Management API allows you to bundle requests and set your customer ID for your entire session. This is the technical part of the interface, and its concepts and actions are only of interest to developers.

Authorization

The operations carried out by the Session Management API can be accessed by all roles.

Create Session

Description	Creates a new session			
URL	/sessions/new			
Method	PUT			
Request Content-Type	application/json			
Response Content-Type	application/json			
Role	Any			
URL IDs	None			
URL Parameters	—			
HTTP Header	Field	Type	Req	Description
	gkc_agentId	String	No	Agent ID
	gkc_customerId	String	No	Customer ID
Request Body	Optional			
	Field	Type	Req	Description
	visitId	String	No	Visit ID
	globalVisitId	String	No	Global Visit ID
Response	SessionInfo			
Notes	Returns information about created session or error.			

Retrieving Session Information

Description	Retrieves information about an existing session by sessionId		
URL	/sessions/{sessionId}		
Method	GET		
Request Content-Type	—		
Response Content-Type	application/json		
Role	Any		
URL IDs	Parameter	Type	Description
	{sessionId}	String	Session ID
HTTP Header	Field	Type	Req
	gkc_agentId	String	No
	gkc_customerId	String	No
HTTP Header	Description		
	Agent ID		
HTTP Header	Description		
	Customer ID		
URL parameters	None		
Response	SessionInfo		
Notes	Returns information about the existing session of the specified ID, or response of “Session not found” error if session with specified Id does not exist.		

Update Session Information

Description	Associates a Customer ID, visitId, globalVisitId with a previously started session if referred by sessionId session already created. In case when session with given sessionId does not exist, such session will be automatically created and associated to Customer ID, visitId, globalVisitId		
URL	/sessions/{sessionId}		
Method	POST		
Request Content-Type	application/json		
Response Content-Type	application/json		
Role	Any		
URL IDs	Parameter	Type	Description
	{sessionId}	String	Session ID

HTTP Header				
	Field	Type	Req	Description
	gkc_agentId	String	No	Agent ID
Request Body	gkc_customerId	String	No	Customer ID
	Optional			
	Field	Type	Req	Description
	visitId	String	No	Visit ID
Response	globalVisitId	String	No	Global Visit ID
	SessionInfo			
Notes	Returns information about session, identified by given sessionId or error.			