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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 new named or anonymous (agentId, customerId, visitId not provided) session				
URL	/sessions/new				
Method	PUT				
Request Content-Type	application/json				
Response Content-Type	application/json				
Role	Any				
URL Identifiers	None				
URL Parameters	Parameter	Type	Required	Default	Description
	tenantId	String	Yes	—	Tenant identifier
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	In case of success returns payload in response field of "response" of declared structure.				

	In case of error returns code and description of error.
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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 Identifiers	Parameter	Type	Description		
	{sessionId}	String	Session ID		
URL parameters	Parameter	Type	Required	Default	Description
	tenantId	String	Yes	—	Tenant identifier
HTTP Header	Field	Type	Req	Description	
	gkc_agentId	String	No	Agent ID	
	gkc_customerId	String	No	Customer ID	
Response	SessionInfo				
Notes	Returns information about existing session of specified id, or about automatically created new session.				

Update Session Information

Description	Associate recognized user with previously started anonymous session
URL	/sessions/{sessionId}
Method	POST
Request Content-Type	application/json
Response Content-Type	application/json

Role	Any				
URL Identifiers	Parameter	Type	Description		
	{sessionId}	String	Session ID		
URL parameters	Parameter	Type	Required	Default	Description
	tenantId	String	Yes	—	Tenant identifier
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	In case of success returns payload in response field of "response" of declared structure.				
	In case of error returns code and description of error.				