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Genesys SMS Aggregation Service HTTP API User Guide

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Genesys supports sending and receiving messages via a RESTful HTTP API. To connect to this API, you must connect using either a VPN or an HTTPS connection.

The client should provide Genesys a URL to which Genesys can send MOs and DRs using an HTTP POST.

This API supports three types of messages:

- Mobile Terminated messages (MT)—An MT is destined for a handset.
 1. The client sends the MT request to the Genesys SMS Aggregation Service.
 2. Genesys acknowledges this request in the HTTP response.
 3. The message is then queued for delivery to the handset.

The client can use either the POST or the GET method to send MTs to a **Genesys URL**. All the parameters and values in the query strings should be URL-encoded using the UTF-8 character set.

- Delivery Receipt (DR) messages—A DR provides a status update for an MT. Genesys sends the DR to a client URL.
 - DRs have to be requested during the MT API request.
 - DRs are not supported on all networks and/or handsets.
- Mobile Originated (MO) messages—An MO is a message Genesys receives from a handset.
 - Genesys sends the MO to a client URL

Important

In order to make full use of the high availability and disaster recovery features of the SMS Aggregation Service, clients should ensure they obey the DNS TTL provided by the authoritative server.