Genesys Security Deployment Guide

RESTful Web Services

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Representational State Transfer (REST) is a software architecture style exemplified most notably by the World Wide Web. It enforces proper interactions between internal components of a product, without imposing on the users of the product as a whole.

A RESTful web service is a web service that meets the constraints imposed by REST. Four HTTP verbs are normally used to implement a RESTful web service: GET, PUT, POST, and DELETE. Of these, GET is the safest method, being similar to a READ operation. PUT and DELETE are the most harmful methods, capable of overwriting or removing data.

Components Using RESTful Web Services

The following Genesys components use RESTful Web Services:

- Genesys Mobile Services
- Genesys Voice Platform
- Orchestration Routing Server
- Context API
- Genesys Predictive Routing

Genesys Software and RESTful Web Services

To minimize the possible detrimental impact of exposing data to the RESTful methods, especially PUT and DELETE, follow the implementation described in the following message:

> ### Warning
> Any products that provide a RESTful interface (GSG, GVP, ORS, Context API), must be located on a web server that is not used for any other purpose. This web server must be protected by appropriate user authentication and access controls. These APIs rely on exposing Web Server functions (PUT and DELETE) that you might not want exposed with other applications.