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Designer User's Guide

External Services Blocks

6/1/2026

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The External Services blocks enable your application to interact with an external service, such as a custom service that Genesys has provided to your company, or an external system that stores and exposes data through a REST web service.

Related documentation:

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Use the links below to learn more about each External Services block.

Custom Service

Provides inputs to a custom service that Genesys created for your company.

Used in: **Initialize, Self Service, Assisted Service, Finalize**

HTTP REST

Accesses external systems using RESTful API (over HTTP).

Used in: **Initialize, Self Service, Assisted Service, Finalize**