



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

# Designer User's Guide

External Services Blocks

11/3/2024

---

## Contents

- 1 Custom Service
- 2 HTTP REST



- Administrator

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:**

- 

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**