



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.

## APIs by Service

---

## Contents

- **1 API Resources**
- **2 APIs by Technology Area**

---

This page lists specific API content by Genesys technology area.

## API Resources

Developer Centers, SDKs, and Forums

Developer Centers Genesys Cloud CX, PureConnect, Genesys Multicloud CX, Genesys Engage on-premises

SDKs Genesys Cloud CX, PureConnect, Genesys Multicloud CX, Genesys Engage on-premises

Forums Genesys Cloud CX, Genesys Multicloud CX and Genesys Engage on-premises

Genesys Cloud CX Developer Engagement

Featured blueprints

- Access an on-premises database from an AWS Lambda
- Automate callbacks using always-running campaigns and data actions
- Build a Rapid Response Virtual Agent with Genesys and Google Cloud
- Build a chat translation assistant with the AWS Translate service
- Build an email translation assistant with the AWS Translate service
- Classify and route emails with Amazon Comprehend
- Design a SQL database for storing analytics JSON data
- Deploy the Lex-Kendra chatbot on Genesys Cloud CX
- Deployment guide for chat assistant on Genesys Cloud CX
- Develop an Angular app that uses the Genesys Cloud CX Platform SDK
- Query your API usage using the Genesys Cloud CX CLI and analyze it with AWS S3/Athena
- Set up a Microsoft Teams meeting on Genesys Cloud CX
- Update a Genesys Cloud CX Do Not Contact list with the Genesys Cloud CX for Salesforce SDK
- All blueprints

Featured blogs

- 
- Collecting and using customer information with web chat widget version 2
  - Designing Architect flow data actions for resiliency
  - All blogs

#### Featured developer guides

- Chat translation assistant

## APIs by Technology Area

### Digital messaging and engagement

Alerting Genesys Cloud CX

Predictive Engagement All platforms

Chat Genesys Multicloud CX

Co-browse Genesys Multicloud CX

External Contacts Genesys Cloud CX

Genesys Co-browse Genesys Cloud CX, Genesys Engage on-premises

Open messaging Genesys Cloud CX

WebChat Genesys Cloud CX

WebRTC Genesys Engage on-premises

Web messaging Genesys Cloud

Widgets All platforms

### Outbound

CX Contact Genesys Multicloud CX

Outbound Genesys Cloud CX

Engage (Soundbite) Genesys Engage on-premises

### Unified Communications and Collaborations

Consumer Messaging Genesys Multicloud CX

Content Management Genesys Cloud CX

Geolocation Genesys Cloud CX

Locations Genesys Cloud CX

---

Notification Genesys Cloud CX

Third-Party Messaging Genesys Multicloud CX

### **Telecom**

SIP Endpoint SDK Genesys Multicloud CX Genesys Engage on-premises

Telephony Genesys Cloud CX

### **Inbound**

Analytics Genesys Cloud CX

Callback Genesys Multicloud CX

Context Services Genesys Engage on-premises

Conversations Genesys Cloud CX

Engagement (GES) Genesys Multicloud CX

Fax Genesys Cloud CX

Flows Genesys Cloud CX

Genesys Interaction SDK Genesys Engage on-premises

Genesys Predictive Routing Genesys Engage on-premises

Greetings Genesys Cloud CX

Interaction Center Web Services PureConnect

Mobile Devices Genesys Cloud CX

Presence Genesys Cloud CX

Recording Genesys Cloud CX

Routing Genesys Cloud CX

Stations Genesys Cloud CX

Statistics Genesys Multicloud CX

User Recordings Genesys Cloud CX

Voicemail Genesys Cloud CX

### **Self-Service & Automation**

Architect Genesys Cloud CX

Command-line interface Genesys Cloud CX

---

## **Workforce Engagement Management**

Architect Genesys Cloud CX

Genesys Interaction Analytics Genesys Engage on-premises

Genesys Interaction Recording Genesys Engage on-premises

Genesys Skills Management Genesys Engage on-premises

Quality Management Genesys Cloud CX

Workforce Management Genesys Cloud CX, Genesys Engage on-premises

## **Open Platform**

Authorization Genesys Cloud CX

Billing Genesys Cloud CX

Cloud Data Download Service Genesys Multicloud CX

GDPR Genesys Cloud CX

Genesys Knowledge Center Genesys Engage on-premises

Genesys Mobile Services Genesys Engage on-premises

Genesys Task Routing Genesys Multicloud CX

Genesys Web Engagement Genesys Engage on-premises

Groups Genesys Cloud CX

Identity Provider Genesys Cloud CX

Integrations Genesys Cloud CX

Intelligent Workload Distribution Genesys Multicloud CX, Genesys Engage on-premises

Languages Genesys Cloud CX

License Genesys Cloud CX

OAuth Genesys Cloud CX

Organization Genesys Cloud CX

Organization Authorization Genesys Cloud CX

Provisioning Genesys Multicloud CX

Genesys Cloud CX Embeddable Framework Genesys Cloud CX

Response Management Genesys Cloud CX

---

SCIM Genesys Cloud CX  
Scripts Genesys Cloud CX  
Search Genesys Cloud CX  
Service Client Genesys Multicloud CX  
Tokens Genesys Cloud CX  
Users Genesys Cloud CX  
Utilities Genesys Cloud CX  
Web Services Genesys Engage on-premises  
Widgets Genesys Cloud CX  
Workspace Genesys Multicloud CX  
Workspace Desktop Genesys Engage on-premises  
Workspace Toolkit Genesys Multicloud CX