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Genesys Multicloud CX Web-based API Reference

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This guide provides an overview of Genesys Multicloud CX web-based APIs. The Introduction to Engage Cloud APIs provides generic information you will find helpful when working with these APIs. Once you have reviewed that content, details about specific APIs are provided on the following pages:

Authentication Overview

- Authentication API

CX Contact Service Overview

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Cloud Data Download Service Overview

Warning

The Cloud Data Download Server (CDDS) API has been deprecated. Please use the User Data Management API instead.

- Cloud Data Download Service API

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Secure Email Overview

- Secure email

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Task Routing Overview

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Third-Party Messaging Overview

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User Data Management Overview

- User Data Management API

Workspace Overview

- Session
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Introduction to Engage Cloud APIs

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- [2 Authentication](#)
- [3 CometD](#)
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The Engage Cloud APIs are a collection of web APIs offered in Engage Cloud that send and receive data over HTTP in JSON (JavaScript Object Notation). You can use these APIs to create your own custom applications that integrate with Genesys.

Client libraries

One of the first things you'll need to decide is whether to use the APIs directly or use the client libraries. The libraries are designed to simplify how you interact with the API and they take care of a lot of the supporting code needed to make HTTP requests, handle HTTP responses, and enable CometD.

The libraries are available on GitHub in Java and Node.js, which means others can make bug fixes or enhancements that would then be reviewed and approved by Genesys before becoming generally available.

Genesys recommends using the client libraries if possible, but either way you should review the reference documentation for the Authentication API and any other Engage Cloud APIs you plan to use to develop your application.

Authentication

All Engage Cloud APIs implement and adhere to the OAuth 2 standard for secure authentication. See the Authentication Overview for details.

CometD

Many requests in the Engage Cloud APIs are asynchronous. When you send an asynchronous request, the API returns an HTTP response with a status code, but this only means the request was processed and sent to a backend Genesys server. When the server finishes processing the request and notifies the API of any changes in state or errors, the API then sends the updated state or error details to the client application as an unsolicited notification.

The Engage Cloud APIs uses CometD to deliver these unsolicited notifications to clients. CometD is a library that allows the server to deliver messages to a web-based client with low-latency using a variety of transports. The transport used to deliver messages is negotiated between the client and server based on what the client supports running in a particular browser. For more information about CometD, or for details about where to obtain client-side CometD libraries for various platforms, see the official CometD site.

These APIs require CometD to deliver notifications:

- [\[\[PEC-Developer/Current/WebAPIs/Provisioning_API|\]\]](#)
- [Statistics Overview](#)
- [\[\[PEC-Developer/Current/WebAPIs/Workspace_API|\]\]](#)

Click the links above and review the “CometD” section on the API’s landing page for information about which channels you can subscribe to and the notification you’ll receive.

When an API requires CometD, you’ll see a “Notifications” category in its API reference information (see the Statistics API Notifications page for an example). You can use these endpoints to implement CometD if you aren’t using a client-side CometD library.

Requests

The Engage Cloud APIs use the following standard HTTP verbs to perform actions on resources:

Verb	Description
GET	Retrieve resources.
POST	Create resources.
PUT	Update resources.
DELETE	Delete resources.

Requests support typical parameter types like body, header, path, and query, but there is also a special body parameter called **data**. This is a JSON object containing any information needed to execute the action. For example, if you POST to `/workspace/v3/voice/make-call`, you must include a data object with the call destination:

```
{
  "data":{
    "destination":"5002"
  }
}
```

Responses and errors

All Engage Cloud APIs return a **status** JSON object with a required **code** field. You might also see the **message** and **detail** fields, which provide more information about the response. For example:

```
{
  "status":{
    "code":0
  }
}
```

For successful responses, you can expect to see the following codes:

Code	Description
0	The synchronous operation was successful.
1	The asynchronous operation was sent successfully. You'll find out about the state of the operation through CometD notifications. For example, if you POST to /workspace/v3/initialize-workspace, the Workspace API immediately returns a response with a status code of 1 and later follows up with the WorkspaceInitializationComplete event, delivered via CometD.
2	The synchronous operation was partially successful. This is returned if at least one action succeeds in a request that performs a bulk operation. In this case, the response includes the status object with a code of 2, as well as data and errors . The data object includes any resources that were successfully retrieved as part of the bulk operation. The errors object is an array of status objects for each of the operations that failed in the request.

All other status codes indicate an error and include a **message**, and possibly a **detail** field, with more information about the problem. For example:

```
{
  "status":{
    "code":500,
    "message":"Resource not found",
    "detail":{
      "ConfCode":12345
    }
  }
}
```

For asynchronous requests, you might also see errors delivered via CometD notifications. For example, the Workspace API returns an EventError message that includes the related DN, along with the error code and message, and the call connection ID and call UUID, if available.

Authentication Overview

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- [2 OAuth 2.0](#)
- [3 Supported OAuth flows](#)
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Genesys Engage APIs rely on the Authentication API for authentication and authorization. If you plan to develop with any of the APIs, you'll need to use the Authentication API as a first step.

The Authentication API enables custom client applications to authenticate users and client applications by generating an authorization token that the client can use to access other APIs.

API Details

Find the API requests, responses, and details here:

- [Authentication API](#)

OAuth 2.0

The Authentication API implements authorization flows described in the OAuth 2.0 standard. OAuth is an authorization framework that enables an external application to obtain limited access to an HTTP service, with the consent of the user.

For this purpose, OAuth makes a clear difference between the external application (referred to as the **Client**), the user (referred to as the **Resource Owner**), and the browser (referred to as the **User Agent**).

For more information about the OAuth 2.0 spec, see: [RFC 6749 - The OAuth 2.0 Authorization Framework](#).

Supported OAuth flows

The Authentication API supports the Authorization Code Grant flow defined in OAuth. This is a two-step process:

First, the user authenticates with the Authentication API, using a sign-in form at endpoint `/oauth/authorize`. After a successful authentication, the client application is returned a short-lived authorization code. The authorization code is conveyed to the client application through an HTTP redirect to a specific URI owned by the client application (`redirect_uri`) that needs to be pre-configured (see Requirements for details).

Second, the client application exchanges this code for an access token, by using the `/oauth/token` endpoint, and sending client application credentials. The access token can then be used for making authorized API calls.

The Authorization Code Grant flow is secure and convenient for interactive authentication using web

applications that have a server component. That backend component can store client credentials secretly, and take charge of exchanging the authorization code for an access token.

For more information about the Authorization Code Grant flow, see: RFC 6749 - The OAuth 2.0 Authorization Framework - Authorization Code Grant.

Requirements

You will need the following data for accessing the Authentication API:

- **API Base URL** — Where your client can find the API.
- **API Key** — You must send this as the value for `x-api-key` header of every request.
- **Client credentials** — Credentials for your client application, a **Client ID** and a **Client Password**.
- **User credentials** — Credentials of a user that wants to make use of API functions.

You can request API Key and Client Credentials for your cloud tenant from Genesys Customer Care. From your side, you need to provide the following data:

- **Allowed OAuth Redirect URIs** — During an Authorization Code Grant, the client's browser is redirected to this URI after entering valid credentials. The client application must implement an endpoint at this URI that receives the authorization code and completes the flow. The Redirect URI must adhere to RFC 6749 Section 3.1.2. In particular, it must be an absolute URI that does not include a fragment component.
- **Allowed CORS Origins** (See Cross-Origin Resource Sharing) — If you are calling APIs from a web application, you may need to allow API access to your application, for the browser to permit cross-domain requests.

The Authorization Code Grant flow, step by step

The user navigates to the `/oauth/authorize` endpoint, which displays a sign-in form. It is up to the client to decide how the user navigates to the sign-in page. It can happen by direct navigation, or through an HTTP redirect, or inside an embedded frame or popup window.

The `/oauth/authorize` URL must contain query parameters defined by OAuth. For example:

```
GET /auth/v3/oauth/authorize?response_type=code&client_id=&state=70db3ab252ead1dd&redirect_uri=https://yourapp.com/oauthcallback
```

Important

In this example, the `redirect_uri` parameter has been provided in clear text for clarity, but it must be URL-encoded.

After a successful sign-in, the Authentication Server conveys the authorization code to your client application. To do this, it redirects the browser to the provided Redirect URI, and adds a query parameter that contains the authorization code. For example, the HTTP redirect response may look like this:

```
HTTP/1.1 302 Found
Location: https://yourapp.com/oauthcallback&code=ABCXYZ&state=70db3ab252ead1dd
```

After checking the state value, your application can exchange the authorization code for an access token, by using the /oauth/token endpoint. You must provide client credentials through HTTP basic access authentication. For example:

```
POST /auth/v3/oauth/token
Authorization: Basic
Content-Type: application/x-www-form-urlencoded

grant_type=authorization_code&code=ABCXYZ
&redirect_uri=https://yourapp.com/oauthcallback
```

Again, the `redirect_uri` must be URL-encoded.

Finally, the Authentication API returns an access token to your client application, inside a JSON response. For example:

```
HTTP/1.1 200 OK
Content-Type: application/json; charset=utf-8
Cache-Control: no-store
Pragma: no-cache

{'access_token': '1234abcd-5569-4fa9-bfad-12345678abcd',
 'expires_in': 43199,
 'refresh_token': '456789ef-3dce-4c82-bc1f-987654324e87',
 'scope': '*',
 'token_type': 'bearer'}
```

How to use the access token

Once your client application has the access token, it can access the APIs by including the token inside the Authorization header of HTTP requests to API endpoints.

```
Authorization: Bearer 1234abcd-5569-4fa9-bfad-12345678abcd
```

An access token is valid for a certain time. Once the access token expires, if your application obtained a refresh token, your application may use it to obtain a new access token, as described in [OAuth 2.0 - Refreshing an Access Token](#).

Important

An access token is given a certain lifetime when generated, which may be affected by security settings or the user's actions. This means a client application must not rely on the expires parameter, and must provide for dynamically reacquiring an access token.

If an application token is expired or invalid, the API returns the HTTP status code 401. This lets the application know it must get a new access token.

Troubleshooting authentication issues

Review the error messages below to see solutions for common troubleshooting scenarios.

```
HTTP/1.1 403 Forbidden
{'message': 'Forbidden'}
```

If you get this response from any API endpoint, you are probably using an invalid API Key in your `x-api-key` request header.

```
HTTP/1.1 401 Unauthorized
{'error': 'Unauthorized', 'error_description': 'Bad credentials'}
```

If you get this response from the `/oauth/token` endpoint, you are probably using invalid client credentials. Check you Client ID and Client Password.

```
HTTP/1.1 400 Bad Request
{'error': 'invalid_grant', 'error_description': 'Bad credentials'}
```

If you get this response from the `/oauth/token` endpoint, you are probably using invalid user credentials. Check you user name and password.

Client libraries

Genesys also offers client libraries for the Authentication API in both Node.js and Java. These libraries may help you start up quicker, as they take care of a lot of the supporting code needed to make the proper HTTP requests and handle HTTP responses.

What About Basic Authentication?

HTTP Basic access authentication has been intentionally disabled. While basic authentication is the simplest way to authenticate a user, it does not provide the security benefits of OAuth. There are a few key security concerns with basic auth:

- A hash of the user's username and password are sent with every request; this increases the exposure of sensitive data.
- The basic auth hash value never expires, so anyone intercepting that value will gain access to the account until the user's password is changed.
- When using basic authentication, the user must provide their account credentials directly to the application, which means that something other than the user themselves and the Authentication API have direct access to their account credentials.

Authentication API

Contents

- **1** Base path: [/auth/v3](#)

Base path: /auth/v3

POST	/change-password Change password
------	-------------------------------------

Change the user's password.

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
Authorization	bearer	The OAuth 2 bearer access token you received from /auth/v3/oauth/token. For example: Authorization: bearer a4b5da75-a584-4053-9227-0f0ab23ff06e	header	string	
request		Request	body		true

```
{
  "data": {
    "newPassword": "string",
    "oldPassword": "string",
    "userName": "string"
  },
  "operationId": "string"
}
```

ChangePasswordOperation	
newPassword	(string, required):
oldPassword	(string, required):
userName	(string, optional):
ApiRequestOfChangePasswordOperation	
data	(ChangePasswordOperation, required):
operationId	(string, optional): Used for asynchronous operations to map request and response

Responses

Code	Reason
200	Ok

Code	Reason																						
<pre>{ "data": { }, "errors": [{ "status": { "code": 0, "detail": { }, "message": "string" } }], "path": "string", "status": { "code": 0, "detail": { }, "message": "string" } }</pre>	<table border="1"> <tr> <td colspan="2">ResponseStatus</td> </tr> <tr> <td>code</td> <td>(integer):</td> </tr> <tr> <td>detail</td> <td>(object):</td> </tr> <tr> <td>message</td> <td>(string):</td> </tr> <tr> <td colspan="2">ErrorResponse</td> </tr> <tr> <td>status</td> <td>(ResponseStatus):</td> </tr> <tr> <td colspan="2">ErrorResponse</td> </tr> <tr> <td>data</td> <td>(object):</td> </tr> <tr> <td>errors</td> <td>(array:ErrorResponse):</td> </tr> <tr> <td>path</td> <td>(string):</td> </tr> <tr> <td>status</td> <td>(ResponseStatus):</td> </tr> </table>	ResponseStatus		code	(integer):	detail	(object):	message	(string):	ErrorResponse		status	(ResponseStatus):	ErrorResponse		data	(object):	errors	(array:ErrorResponse):	path	(string):	status	(ResponseStatus):
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status	(ResponseStatus):																						
ErrorResponse																							
data	(object):																						
errors	(array:ErrorResponse):																						
path	(string):																						
status	(ResponseStatus):																						
403	Unable to update password																						
503	Service unavailable																						

Usage

```
curl -X POST
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
-d '{
  "data": {
    "newPassword": "string",
    "oldPassword": "string",
    "userName": "string"
  },
  "operationId": "string"
}'
"https://api-demo.com/auth/v3/change-password?"
```

GET	/jwt-userinfo Get user information by access token. The information will be encoded as jwt and returned in 'X-GWS-User' header
-----	---

Get information about a user by their OAuth 2 access token.

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
Authorization		The OAuth 2 bearer access token. For example: Authorization: bearer	header	string	true

Name	Default	Description	Parameter Type	Data Type	Required
		a4b5da75 - a584 - 4053 - 9227 - 0f0ab23ff06e			

Responses

Code	Reason																						
200	Ok																						
<pre> { "data": { }, "errors": [{ "status": { "code": 0, "detail": { }, "message": "string" } }], "path": "string", "status": { "code": 0, "detail": { }, "message": "string" } } </pre>	<table border="1"> <thead> <tr> <th colspan="2">ResponseStatus</th> </tr> </thead> <tbody> <tr> <td>code</td> <td>(integer):</td> </tr> <tr> <td>detail</td> <td>(object):</td> </tr> <tr> <td>message</td> <td>(string):</td> </tr> <tr> <th colspan="2">ErrorResponse</th> </tr> <tr> <td>status</td> <td>(ResponseStatus):</td> </tr> <tr> <th colspan="2">ApiResponse</th> </tr> <tr> <td>data</td> <td>(object):</td> </tr> <tr> <td>errors</td> <td>(array:ErrorResponse):</td> </tr> <tr> <td>path</td> <td>(string):</td> </tr> <tr> <td>status</td> <td>(ResponseStatus):</td> </tr> </tbody> </table>	ResponseStatus		code	(integer):	detail	(object):	message	(string):	ErrorResponse		status	(ResponseStatus):	ApiResponse		data	(object):	errors	(array:ErrorResponse):	path	(string):	status	(ResponseStatus):
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status	(ResponseStatus):																						
ApiResponse																							
data	(object):																						
errors	(array:ErrorResponse):																						
path	(string):																						
status	(ResponseStatus):																						

Usage

```

curl -X GET
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"

```

"https://api-demo.com/auth/v3/jwt-userinfo?"

GET	/oauth/authorize Perform authorization
-----	---

Perform authorization for the Authorization Code Grant type, which is currently the only type supported by the Authentication API. For more information, see [Authorization Endpoint](#). **Note:** For the optional scope parameter, the API supports only the * value.

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
Authorization		Basic authorization. For example: Authorization:	header	string	

Name	Default	Description	Parameter Type	Data Type	Required
		Basic Y3...MQ==			
client_id		The ID of the application or service that is registered as the client. You'll need to get this value from your Engage Cloud representative.	query	string	true
hideTenant	false	Hide the tenant field in the UI for Authorization Code Grant.	query	boolean	
redirect_uri		The URI that you want users to be redirected to after entering valid credentials during an Implicit or Authorization Code grant. The Authentication API includes this as part of the URI it returns in the 'Location' header.	query	string	true
response_type		The response type to let the Authentication API know which grant flow you're using. Possible values are code for Authorization Code Grant or token for Implicit Grant. For more information about this parameter, see Response Type.	query	string	true

Name	Default	Description	Parameter Type	Data Type	Required
scope		The scope of the access request. The Authentication API supports only the * value.	query	string	

Responses

Code	Reason
302	Found
"string"	
401	Unauthorized

Usage

```
curl -X GET
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
```

```
"https://api-demo.com/auth/v3/oauth/authorize?client_id=string&hideTenant=true&redirect_uri=string&response_type=string>ope=string"
```

POST	/oauth/token Retrieve access token
------	---------------------------------------

Retrieve an access token for the Authorization Code Grant type, which is which is currently the only type supported by the Authentication API. For more information, see Token Endpoint. **Note:** For the optional scope parameter, the API supports only the * value.

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
Accept		The media type the Authentication API should use for the response. For example: Accept: application/x-www-form-urlencoded	header	string	
Authorization		Basic authorization. For example:	header	string	

Name	Default	Description	Parameter Type	Data Type	Required
		Authorization: Basic Y3..MQ==			
client_id		The ID of the application or service that is registered as the client. You'll need to get this value from your Engage Cloud representative.	formData	string	
code		Authorization code, see Access Token Request for details.	formData	string	
grant_type		The grant type you use to implement authentication.	formData	string	true
password		The agent's password.	formData	string	
refresh_token		See Refresh Token for details.	formData	string	
scope		The scope of the access request. The Authentication API supports only the * value.	formData	string	
username		The agent's username.	formData	string	

Responses

Code	Reason						
200	Ok						
<pre>{ "access_token": "string", "expires_in": 0, "refresh_token": "string", "scope": "string", "token_type": "string" }</pre>	<table border="1"> <thead> <tr> <th colspan="2">DefaultOAuth2AccessToken</th> </tr> </thead> <tbody> <tr> <td>access_token</td> <td>(string): The access token.</td> </tr> <tr> <td>expires_in</td> <td>(integer):</td> </tr> </tbody> </table>	DefaultOAuth2AccessToken		access_token	(string): The access token.	expires_in	(integer):
DefaultOAuth2AccessToken							
access_token	(string): The access token.						
expires_in	(integer):						

Code	Reason												
	<table border="1"> <tr> <td></td> <td>The time, in seconds, before the token expiration.</td> </tr> <tr> <td>refresh_token</td> <td>(string): The refresh token.</td> </tr> <tr> <td>scope</td> <td>(string): The scope of the token.</td> </tr> <tr> <td>token_type</td> <td>(string): The type of access token — always 'bearer'.</td> </tr> </table>		The time, in seconds, before the token expiration.	refresh_token	(string): The refresh token.	scope	(string): The scope of the token.	token_type	(string): The type of access token — always 'bearer'.				
	The time, in seconds, before the token expiration.												
refresh_token	(string): The refresh token.												
scope	(string): The scope of the token.												
token_type	(string): The type of access token — always 'bearer'.												
400	Error as specified by standard (username/password is wrong, for example)												
<pre>{ "status": { "code": 0, "detail": { }, "message": "string" } }</pre>	<table border="1"> <tr> <td colspan="2">ResponseStatus</td> </tr> <tr> <td>code</td> <td>(integer):</td> </tr> <tr> <td>detail</td> <td>(object):</td> </tr> <tr> <td>message</td> <td>(string):</td> </tr> <tr> <td colspan="2">ErrorResponse</td> </tr> <tr> <td>status</td> <td>(ResponseStatus):</td> </tr> </table>	ResponseStatus		code	(integer):	detail	(object):	message	(string):	ErrorResponse		status	(ResponseStatus):
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ErrorResponse													
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401	Unauthorized												
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ResponseStatus													
code	(integer):												
detail	(object):												
message	(string):												
ErrorResponse													
status	(ResponseStatus):												
403	Forbidden												
<pre>{ "status": { "code": 0, "detail": { }, }, }</pre>	<table border="1"> <tr> <td colspan="2">ResponseStatus</td> </tr> <tr> <td>code</td> <td>(integer):</td> </tr> <tr> <td>detail</td> <td>(object):</td> </tr> </table>	ResponseStatus		code	(integer):	detail	(object):						
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Code	Reason						
<pre> { "message": "string" } </pre>	<table border="1"> <tr> <td>message</td> <td>(string):</td> </tr> <tr> <td colspan="2">ErrorResponse</td> </tr> <tr> <td>status</td> <td>(ResponseStatus):</td> </tr> </table>	message	(string):	ErrorResponse		status	(ResponseStatus):
message	(string):						
ErrorResponse							
status	(ResponseStatus):						
503	Service unavailable						

Usage

```

curl -X POST
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"

"https://api-demo.com/auth/v3/oauth/token?"

```

GET	/openid/userinfo Get OpenID user information by access token
-----	---

Get information about a user by their OAuth 2 access token.

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
Authorization		The OAuth 2 bearer access token you received from /auth/v3/oauth/token. For example: Authorization: bearer a4b5da75-a584-4053-9227-0f0ab23ff06e	header	string	true

Responses

Code	Reason										
200	Ok										
<pre> { "aud": "string", "authorities": [{ "name": "string", "privileges": [] }], "contact_center_id": "string", "dbid": 0, </pre>	<table border="1"> <tr> <td colspan="2">UserRole</td> </tr> <tr> <td>name</td> <td>(string):</td> </tr> <tr> <td>privileges</td> <td>(array:string):</td> </tr> <tr> <td colspan="2">OpenIdUserInfo</td> </tr> <tr> <td>aud</td> <td>(string): OpenID Connect 'aud' claim. This is present if user authenticated with openid scope.</td> </tr> </table>	UserRole		name	(string):	privileges	(array:string):	OpenIdUserInfo		aud	(string): OpenID Connect 'aud' claim. This is present if user authenticated with openid scope.
UserRole											
name	(string):										
privileges	(array:string):										
OpenIdUserInfo											
aud	(string): OpenID Connect 'aud' claim. This is present if user authenticated with openid scope.										

Code	Reason	
<pre> "email": "string", "environment_id": "string", "family_name": "string", "given_name": "string", "properties": { "": "" }, "sub": "string", "user_name": "string" } </pre>	<p>authorities</p>	<p>(array:UserRole): Authorities assigned to the user.</p>
	<p>contact_center_id</p>	<p>(string): OpenID Connect 'aud' claim. This is present if user authenticated with openid scope.</p>
	<p>dbid</p>	<p>(integer): The DBID of the corresponding user record in Configuration Server. This is present if the user belongs to a contact center.</p>
	<p>email</p>	<p>(string): OpenID Connect 'email' claim. This is present if user authenticated with openid scope.</p>
	<p>environment_id</p>	<p>(string): OpenID Connect 'environment_id' claim. This is present if user authenticated with openid scope.</p>
	<p>family_name</p>	<p>(string): OpenID Connect 'family_name' (last name) claim. This is present if user authenticated with openid scope.</p>
	<p>given_name</p>	<p>(string): OpenID Connect 'given_name' (first name) claim. This is present if user authenticated with openid scope.</p>
	<p>properties</p>	<p>(object): The user's properties</p>
	<p>sub</p>	<p>(string): OpenID Connect 'sub' claim. This is present if user</p>

Code	Reason				
	<table border="1"> <tr> <td></td> <td>authenticated with openid scope.</td> </tr> <tr> <td>user_name</td> <td>(string): OpenID Connect 'aud' claim. This is present if user authenticated with openid scope.</td> </tr> </table>		authenticated with openid scope.	user_name	(string): OpenID Connect 'aud' claim. This is present if user authenticated with openid scope.
	authenticated with openid scope.				
user_name	(string): OpenID Connect 'aud' claim. This is present if user authenticated with openid scope.				
401	Unauthorized				
503	Service unavailable				

Usage

```
curl -X GET
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"

"https://api-demo.com/auth/v3/openid/userinfo?"
```

GET	/ping Check connection
-----	---------------------------

Return 200 if user is authenticated otherwise 403.

Responses

Code	Reason																						
200	Ok																						
<pre>{ "data": { }, "errors": [{ "status": { "code": 0, "detail": { }, "message": "string" } }], "path": "string", "status": { "code": 0, "detail": { }, "message": "string" } }</pre>	<table border="1"> <tr> <td colspan="2">ResponseStatus</td> </tr> <tr> <td>code</td> <td>(integer):</td> </tr> <tr> <td>detail</td> <td>(object):</td> </tr> <tr> <td>message</td> <td>(string):</td> </tr> <tr> <td colspan="2">ErrorResponse</td> </tr> <tr> <td>status</td> <td>(ResponseStatus):</td> </tr> <tr> <td colspan="2">ApiResponse</td> </tr> <tr> <td>data</td> <td>(object):</td> </tr> <tr> <td>errors</td> <td>(array:ErrorResponse):</td> </tr> <tr> <td>path</td> <td>(string):</td> </tr> <tr> <td>status</td> <td>(ResponseStatus):</td> </tr> </table>	ResponseStatus		code	(integer):	detail	(object):	message	(string):	ErrorResponse		status	(ResponseStatus):	ApiResponse		data	(object):	errors	(array:ErrorResponse):	path	(string):	status	(ResponseStatus):
ResponseStatus																							
code	(integer):																						
detail	(object):																						
message	(string):																						
ErrorResponse																							
status	(ResponseStatus):																						
ApiResponse																							
data	(object):																						
errors	(array:ErrorResponse):																						
path	(string):																						
status	(ResponseStatus):																						

Code	Reason
403	Prohibited
503	Service unavailable

Usage

```
curl -X GET
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
```

```
"https://api-demo.com/auth/v3/ping?"
```

GET	/sign-out Sign-out a logged in user
-----	--

Sign-out the current user and invalidate either the current token or all tokens associated with the user.

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
Authorization		The OAuth 2 bearer access token you received from /auth/v3/oauth/token. For example: Authorization: bearer a4b5da75-a584-4053-9227-0f0ab23ff06e	header	string	true
global		Specifies whether to invalidate all tokens for the current user (true) or only the current token (false).	query	boolean	
redirectUri		Specifies the URI where the browser is redirected after sign-out is successful.	query	string	

Responses

Code	Reason
200	Ok
{	ResponseStatus

Code	Reason																				
<pre> "data": { }, "errors": [{ "status": { "code": 0, "detail": { }, "message": "string" } }], "path": "string", "status": { "code": 0, "detail": { }, "message": "string" } } </pre>	<table border="1"> <tr> <td>code</td> <td>(integer):</td> </tr> <tr> <td>detail</td> <td>(object):</td> </tr> <tr> <td>message</td> <td>(string):</td> </tr> <tr> <td colspan="2">ErrorResponse</td> </tr> <tr> <td>status</td> <td>(ResponseStatus):</td> </tr> <tr> <td colspan="2">ApiResponse</td> </tr> <tr> <td>data</td> <td>(object):</td> </tr> <tr> <td>errors</td> <td>(array:ErrorResponse):</td> </tr> <tr> <td>path</td> <td>(string):</td> </tr> <tr> <td>status</td> <td>(ResponseStatus):</td> </tr> </table>	code	(integer):	detail	(object):	message	(string):	ErrorResponse		status	(ResponseStatus):	ApiResponse		data	(object):	errors	(array:ErrorResponse):	path	(string):	status	(ResponseStatus):
code	(integer):																				
detail	(object):																				
message	(string):																				
ErrorResponse																					
status	(ResponseStatus):																				
ApiResponse																					
data	(object):																				
errors	(array:ErrorResponse):																				
path	(string):																				
status	(ResponseStatus):																				
401	Unauthorized																				
503	Service unavailable																				

Usage

```

curl -X GET
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"

```

"https://api-demo.com/auth/v3/sign-out?global=true&redirectUri=string"

POST	/sign-out Sign-out a logged in user
------	--

Sign-out the current user and invalidate either the current token or all tokens associated with the user.

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
Authorization		The OAuth 2 bearer access token you received from /auth/v3/oauth/token. For example: Authorization: bearer a4b5da75-a584-4053-9227-0f0ab23ff06e	header	string	true
global		Specifies whether to	query	boolean	

Name	Default	Description	Parameter Type	Data Type	Required
		invalidate all tokens for the current user (true) or only the current token (false).			

Responses

Code	Reason																						
200	Ok																						
<pre> { "data": { }, "errors": [{ "status": { "code": 0, "detail": { }, "message": "string" } }], "path": "string", "status": { "code": 0, "detail": { }, "message": "string" } } </pre>	<table border="1"> <thead> <tr> <th colspan="2">ResponseStatus</th> </tr> </thead> <tbody> <tr> <td>code</td> <td>(integer):</td> </tr> <tr> <td>detail</td> <td>(object):</td> </tr> <tr> <td>message</td> <td>(string):</td> </tr> <tr> <th colspan="2">ErrorResponse</th> </tr> <tr> <td>status</td> <td>(ResponseStatus):</td> </tr> <tr> <th colspan="2">ApiResponse</th> </tr> <tr> <td>data</td> <td>(object):</td> </tr> <tr> <td>errors</td> <td>(array:ErrorResponse):</td> </tr> <tr> <td>path</td> <td>(string):</td> </tr> <tr> <td>status</td> <td>(ResponseStatus):</td> </tr> </tbody> </table>	ResponseStatus		code	(integer):	detail	(object):	message	(string):	ErrorResponse		status	(ResponseStatus):	ApiResponse		data	(object):	errors	(array:ErrorResponse):	path	(string):	status	(ResponseStatus):
ResponseStatus																							
code	(integer):																						
detail	(object):																						
message	(string):																						
ErrorResponse																							
status	(ResponseStatus):																						
ApiResponse																							
data	(object):																						
errors	(array:ErrorResponse):																						
path	(string):																						
status	(ResponseStatus):																						
401	Unauthorized																						
503	Service unavailable																						

Usage

```

curl -X POST
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"

"https://api-demo.com/auth/v3/sign-out?global=true"

```

GET	/userinfo Get user information by access token
-----	---

Get information about a user by their OAuth 2 access token.
Parameters

Name	Default	Description	Parameter Type	Data Type	Required
Authorization		The OAuth 2 bearer access token. For example: Authorization: bearer a4b5da75-a584-4053-9227-0f0ab23ff06e	header	string	true

Responses

Code	Reason																				
200	Ok																				
<pre>{ "authorities": [{ "name": "string", "privileges": [] }], "cmeUserName": "string", "contactCenterId": "string", "dbid": 0, "environmentId": "string", "loginName": "string", "properties": { "": "" }, "username": "string" }</pre>	<table border="1"> <thead> <tr> <th colspan="2">UserRole</th> </tr> </thead> <tbody> <tr> <td>name</td> <td>(string):</td> </tr> <tr> <td>privileges</td> <td>(array:string):</td> </tr> <tr> <th colspan="2">CloudUserDetails</th> </tr> <tr> <td>authorities</td> <td>(array:UserRole): Authorities assigned to the user.</td> </tr> <tr> <td>cmeUserName</td> <td>(string): The username in Configuration Server. This property is not set for users who aren't in Configuration Server (for example, applications/services, cloud system admin and so on.)</td> </tr> <tr> <td>contactCenterId</td> <td>(string): The ID of the contact center the user belongs to (if any).</td> </tr> <tr> <td>dbid</td> <td>(integer): The DBID of the corresponding user record in Configuration Server. This is present if the user belongs to a contact center.</td> </tr> <tr> <td>environmentId</td> <td>(string): The ID of the Genesys environment the user belongs to (if any).</td> </tr> <tr> <td>loginName</td> <td>(string):</td> </tr> </tbody> </table>	UserRole		name	(string):	privileges	(array:string):	CloudUserDetails		authorities	(array:UserRole): Authorities assigned to the user.	cmeUserName	(string): The username in Configuration Server. This property is not set for users who aren't in Configuration Server (for example, applications/services, cloud system admin and so on.)	contactCenterId	(string): The ID of the contact center the user belongs to (if any).	dbid	(integer): The DBID of the corresponding user record in Configuration Server. This is present if the user belongs to a contact center.	environmentId	(string): The ID of the Genesys environment the user belongs to (if any).	loginName	(string):
UserRole																					
name	(string):																				
privileges	(array:string):																				
CloudUserDetails																					
authorities	(array:UserRole): Authorities assigned to the user.																				
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contactCenterId	(string): The ID of the contact center the user belongs to (if any).																				
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environmentId	(string): The ID of the Genesys environment the user belongs to (if any).																				
loginName	(string):																				

Code	Reason						
	<table border="1"> <tr> <td data-bbox="816 281 1125 533"></td> <td data-bbox="1125 281 1445 533">The username in Configuration Server. This property is not set for users who aren't in Configuration Server (for example, applications/services, cloud system admin and so on.)</td> </tr> <tr> <td data-bbox="816 533 1125 638">properties</td> <td data-bbox="1125 533 1445 638">(object): The user's properties</td> </tr> <tr> <td data-bbox="816 638 1125 993">username</td> <td data-bbox="1125 638 1445 993">(string): The system-wide unique name of the user. For contact center users, this includes the userName in Configuration Server, the DBID in Configuration Server and the contact center ID. For non-Configuration Server users the username can have other formats.</td> </tr> </table>		The username in Configuration Server. This property is not set for users who aren't in Configuration Server (for example, applications/services, cloud system admin and so on.)	properties	(object): The user's properties	username	(string): The system-wide unique name of the user. For contact center users, this includes the userName in Configuration Server, the DBID in Configuration Server and the contact center ID. For non-Configuration Server users the username can have other formats.
	The username in Configuration Server. This property is not set for users who aren't in Configuration Server (for example, applications/services, cloud system admin and so on.)						
properties	(object): The user's properties						
username	(string): The system-wide unique name of the user. For contact center users, this includes the userName in Configuration Server, the DBID in Configuration Server and the contact center ID. For non-Configuration Server users the username can have other formats.						
401	Unauthorized						
503	Service unavailable						

Usage

```
curl -X GET
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"

"https://api-demo.com/auth/v3/userinfo?"
```

Cloud Data Download Service Overview

Contents

- [1 API Overview](#)
- [2 API Details](#)
- [3 Getting started](#)

You can use the Cloud Data Download Service (CDDS) API to develop custom applications that can integrate with Genesys to export and download your contact center data.

Warning

The Cloud Data Download Service API has been deprecated, and should be replaced by the User Data Management Overview. This page remains only as a reference for legacy users.

API Overview

Some of the CDDS features you can add to your applications include:

- create a manual data export job
- download exported data file
- clone a manual export job
- view a list of jobs/files
- cancel a job
- delete a job/file

Currently, CDDS only supports the export and download of contacts and interaction-based data sourced from Universal Contact Server (UCS).

API Details

Find the API requests, responses, and details here:

- [Cloud Data Download Service API](#)

Getting started

Make sure to check out the [Introduction to Engage Cloud APIs](#) page for more information about core concepts in the Engage Cloud APIs, such as requests, responses, and CometD notifications.

Cloud Data Download Service API

Contents

- **1** **Base path:** `/data-download`

Warning

The Cloud Data Download Service API has been deprecated, and should be replaced by the User Data Management API. This page remains only as a reference for legacy users.

Base path: /data-download

GET	/v3/cipher Get certificate information
-----	---

Responses

Code	Reason										
200	Ok										
<pre>{ "ccid": "string", "name": "string", "size": 0, "lastModified": "string" }</pre>	<table border="1"> <thead> <tr> <th colspan="2">CertificateInfo</th> </tr> </thead> <tbody> <tr> <td>ccid</td> <td>(string):</td> </tr> <tr> <td>name</td> <td>(string):</td> </tr> <tr> <td>size</td> <td>(integer):</td> </tr> <tr> <td>lastModified</td> <td>(string):</td> </tr> </tbody> </table>	CertificateInfo		ccid	(string):	name	(string):	size	(integer):	lastModified	(string):
CertificateInfo											
ccid	(string):										
name	(string):										
size	(integer):										
lastModified	(string):										

Usage

```
curl -X GET
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"

"https://api-demo.com/data-download/v3/cipher?"
```

POST	/v3/cipher/{certificatefilename} POST the specified certificate
------	--

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
certificatefilename			path	string	true

Name	Default	Description	Parameter Type	Data Type	Required
file			formData	file	

Responses

Code	Reason
201	Created
"string"	
400	Bad Request

Usage

```
curl -X POST
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
```

"https://api-demo.com/data-download/v3/cipher/{certificatefilename}?"

GET	/v3/data/job-statuses Get list of job statuses
-----	---

Responses

Code	Reason						
200	Ok						
<pre>[{ "label": "string", "value": "string" }]</pre>	<table border="1"> <thead> <tr> <th colspan="2">KeyValueItem</th> </tr> </thead> <tbody> <tr> <td>label</td> <td>(string):</td> </tr> <tr> <td>value</td> <td>(string):</td> </tr> </tbody> </table>	KeyValueItem		label	(string):	value	(string):
KeyValueItem							
label	(string):						
value	(string):						

Usage

```
curl -X GET
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
```

"https://api-demo.com/data-download/v3/data/job-statuses?"

GET	/v3/data/sources Get list of sources
-----	---

Responses

Code	Reason
200	Ok

Code	Reason						
<pre>[{ "label": "string", "value": "string" }]</pre>	<table border="1"> <thead> <tr> <th colspan="2">KeyValueItem</th> </tr> </thead> <tbody> <tr> <td>label</td> <td>(string):</td> </tr> <tr> <td>value</td> <td>(string):</td> </tr> </tbody> </table>	KeyValueItem		label	(string):	value	(string):
KeyValueItem							
label	(string):						
value	(string):						
204	No Content						

Usage

```
curl -X GET
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
```

"https://api-demo.com/data-download/v3/data/sources?"

GET	/v3/data/sub-types Get list of data subtypes
-----	---

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
source		Filter data sub types by source	query	string	
dataType		Filter data types by type	query	string	

Responses

Code	Reason												
200	Ok												
<pre>[{ "name": "string", "displayName": "string", "source": "string", "dataType": "string", "enabled": true }]</pre>	<table border="1"> <thead> <tr> <th colspan="2">SubType</th> </tr> </thead> <tbody> <tr> <td>name</td> <td>(string):</td> </tr> <tr> <td>displayName</td> <td>(string):</td> </tr> <tr> <td>source</td> <td>(string):</td> </tr> <tr> <td>dataType</td> <td>(string):</td> </tr> <tr> <td>enabled</td> <td>(boolean):</td> </tr> </tbody> </table>	SubType		name	(string):	displayName	(string):	source	(string):	dataType	(string):	enabled	(boolean):
SubType													
name	(string):												
displayName	(string):												
source	(string):												
dataType	(string):												
enabled	(boolean):												
204	No Content												
400	Bad Request												

Usage

```
curl -X GET
-H "x-api-key: your_API_key"
```

-H "Content-Type: application/json"

"https://api-demo.com/data-download/v3/data/sub-types?source=string&dataType=string"

GET	/v3/data/types Get list of types
-----	-------------------------------------

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
source		Filter data types by source	query	string	

Responses

Code	Reason						
200	Ok						
<pre>[{ "name": "string", "source": "string" }]</pre>	<table border="1"> <thead> <tr> <th colspan="2">DataType</th> </tr> </thead> <tbody> <tr> <td>name</td> <td>(string):</td> </tr> <tr> <td>source</td> <td>(string):</td> </tr> </tbody> </table>	DataType		name	(string):	source	(string):
DataType							
name	(string):						
source	(string):						
204	No Content						

Usage

```
curl -X GET
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
```

"https://api-demo.com/data-download/v3/data/types?source=string"

GET	/v3/file-metadatas Get list of files metadata
-----	--

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
descAsc		Specifies the sort order of orderField. False for ascending order, true for descending	query	boolean	
orderField		By which field to order	query	string	
startDate		startDate	query	string	

Name	Default	Description	Parameter Type	Data Type	Required
endDate		Filter to which upload date	query	string	
name		Filter that file name contains	query	string	
jobTitle		Filter that job title contains	query	string	
type		Filter that file type contains	query	string	
from	0	Index of the first item to return	query	integer	
size	999999999	Maximum number of items to return	query	integer	

Responses

Code	Reason
200	Ok

```

{
  "count": 0,
  "from": 0,
  "items": [
  ],
  "size": 0
}

```

PagedResponse	
count	(integer):
from	(integer):
items	(array:object):
size	(integer):

Usage

```

curl -X GET
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"

```

"https://api-demo.com/data-download/v3/file-metadatas?descAsc=true&field=string&startDate=string&endDate=string&name=string&jobTitle=string&type=string&from=0&size=100"

GET	/v3/files Get the list of pre-signed url for specified files list
-----	--

The maximum number of files is limited to 100. Also if some files cannot be found HTTP 404 is returned with a list of the files that weren't found as json array in the body.

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
filename		A comma-	query	string	

Name	Default	Description	Parameter Type	Data Type	Required
		separated list of file names			

Responses

Code	Reason		
200	Ok		
<pre>{ "path": "string" }</pre>	<table border="1"> <tr> <td>PreSignedUri</td> </tr> <tr> <td>path (string):</td> </tr> </table>	PreSignedUri	path (string):
PreSignedUri			
path (string):			
400	Bad Request		
404	File Not Found		
<pre>[{ "path": "string" }]</pre>	<table border="1"> <tr> <td>PreSignedUri</td> </tr> <tr> <td>path (string):</td> </tr> </table>	PreSignedUri	path (string):
PreSignedUri			
path (string):			

Usage

```
curl -X GET
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
```

"https://api-demo.com/data-download/v3/files?filename=string"

DELETE	/v3/files Delete the specified files list
--------	--

In case if some files cannot be deleted internal server error is returned with a list of files that weren't deleted as json array in the body.

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
filename		A comma-separated list of file names	query	string	true

Responses

Code	Reason
204	No Content

Usage

```
curl -X DELETE
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"

"https://api-demo.com/data-download/v3/files?filename=string"
```

GET	/v3/files/{filename} Get the specified file
-----	--

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
filename		The name of the file	path	string	true

Responses

Code	Reason
303	See Other
404	File Not Found

Usage

```
curl -X GET
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"

"https://api-demo.com/data-download/v3/files/{filename}?"
```

DELETE	/v3/files/{filename} Delete the specified file
--------	---

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
filename		The name of the file	path	string	true

Responses

Code	Reason
204	No Content

Usage

```
curl -X DELETE
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"

"https://api-demo.com/data-download/v3/files/{filename}?"
```

GET	/v3/version Get version information
-----	--

Responses

Code	Reason										
200	Ok										
<pre>{ "version": "string", "buildNumber": "string", "changeset": "string", "name": "string" }</pre>	<table border="1"> <thead> <tr> <th colspan="2">VersionInfo</th> </tr> </thead> <tbody> <tr> <td>version</td> <td>(string):</td> </tr> <tr> <td>buildNumber</td> <td>(string):</td> </tr> <tr> <td>changeset</td> <td>(string):</td> </tr> <tr> <td>name</td> <td>(string):</td> </tr> </tbody> </table>	VersionInfo		version	(string):	buildNumber	(string):	changeset	(string):	name	(string):
VersionInfo											
version	(string):										
buildNumber	(string):										
changeset	(string):										
name	(string):										

Usage

```
curl -X GET
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
```

"https://api-demo.com/data-download/v3/version?"

GET	/v4/export/history Get list of jobs info
-----	---

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
descAsc		Specifies the sort order of orderField. False for ascending order, true for descending	query	boolean	
orderField		By which field to order	query	string	
title		Filter that title contains	query	string	
fileName		Filter that file name contains	query	string	
type		Filter that type contains	query	string	
status		Filter that file name contains	query	string	
from	0	Index of the first item to return	query	integer	
size	999999999	Maximum number of items to return	query	integer	

Responses

Code	Reason										
200	Ok										
<pre>{ "count": 0, "from": 0, "items": [], "size": 0 }</pre>	<table border="1"> <thead> <tr> <th colspan="2">PagedResponse</th> </tr> </thead> <tbody> <tr> <td>count</td> <td>(integer):</td> </tr> <tr> <td>from</td> <td>(integer):</td> </tr> <tr> <td>items</td> <td>(array:object):</td> </tr> <tr> <td>size</td> <td>(integer):</td> </tr> </tbody> </table>	PagedResponse		count	(integer):	from	(integer):	items	(array:object):	size	(integer):
PagedResponse											
count	(integer):										
from	(integer):										
items	(array:object):										
size	(integer):										
204	No Content										

Usage

```
curl -X GET
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
```

```
"https://api-demo.com/data-download/v4/export/history?descAsc=true&field=string&title=string&fileName=string&type=string&status=string&from=0&size=0"
```

DELETE	/v4/export/history Delete the specified jobs list
--------	--

In case if some jobs cannot be deleted internal server error is returned with a list of jobs that weren't deleted as json array in the body. A job with status in progress cannot be deleted.

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
jobIDs		A comma-separated list of job IDs	query	string	true

Responses

Code	Reason
204	No Content
400	Bad Request

Usage

```
curl -X DELETE
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
```

```
"https://api-demo.com/data-download/v4/export/history?jobIDs=string"
```

GET	/v4/export/history/{id} Get specified jobs history
-----	---

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
id		The id of the job	path	string	true

Responses

Code	Reason																																
200	Ok																																
<pre> { "id": 0, "type": "string", "source": "string", "title": "string", "fileSplitSize": "string", "fileName": "string", "fileSize": 0, "status": "string", "createdDate": "string", "dateFrom": "string", "dateTo": "string", "description": "string", "media": [], "progress": 0, "parentId": 0 } </pre>	<table border="1"> <thead> <tr> <th colspan="2">JobInfo</th> </tr> </thead> <tbody> <tr> <td>id</td> <td>(integer):</td> </tr> <tr> <td>type</td> <td>(string):</td> </tr> <tr> <td>source</td> <td>(string):</td> </tr> <tr> <td>title</td> <td>(string):</td> </tr> <tr> <td>fileSplitSize</td> <td>(string):</td> </tr> <tr> <td>filename</td> <td>(string):</td> </tr> <tr> <td>fileSize</td> <td>(integer):</td> </tr> <tr> <td>status</td> <td>(string):</td> </tr> <tr> <td>createdDate</td> <td>(string):</td> </tr> <tr> <td>dateFrom</td> <td>(string):</td> </tr> <tr> <td>dateTo</td> <td>(string):</td> </tr> <tr> <td>description</td> <td>(string):</td> </tr> <tr> <td>media</td> <td>(array:string):</td> </tr> <tr> <td>progress</td> <td>(integer):</td> </tr> <tr> <td>parentId</td> <td>(integer):</td> </tr> </tbody> </table>	JobInfo		id	(integer):	type	(string):	source	(string):	title	(string):	fileSplitSize	(string):	filename	(string):	fileSize	(integer):	status	(string):	createdDate	(string):	dateFrom	(string):	dateTo	(string):	description	(string):	media	(array:string):	progress	(integer):	parentId	(integer):
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description	(string):																																
media	(array:string):																																
progress	(integer):																																
parentId	(integer):																																
400	Bad Request																																
404	ManualJob Not Found																																

Usage

```

curl -X GET
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"

```

"https://api-demo.com/data-download/v4/export/history/{id}?"

DELETE	/v4/export/history/{id} Delete the specified job
--------	---

A job in progress can not be deleted.

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
id		The id of the job	path	string	true

Responses

Code	Reason
204	No Content
400	Bad Request

Usage

```
curl -X DELETE
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
```

"https://api-demo.com/data-download/v4/export/history/{id}?"

GET	/v4/export/history/{id}/progress Get currently running job completion progress
-----	---

Return value is between 0 and 100 percent.

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
id		The id of the job history	path	string	true

Responses

Code	Reason						
200	Ok						
	<table border="1"> <thead> <tr> <th colspan="2">JobProgress</th> </tr> </thead> <tbody> <tr> <td>progress</td> <td>(integer):</td> </tr> <tr> <td>status</td> <td>(string):</td> </tr> </tbody> </table>	JobProgress		progress	(integer):	status	(string):
JobProgress							
progress	(integer):						
status	(string):						
400	Bad Request						

Usage

```
curl -X GET
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
```

"https://api-demo.com/data-download/v4/export/history/{id}/progress?"

GET	/v4/export/jobs Get list of jobs info
-----	--

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
descAsc		Specifies the sort order of orderField. False for ascending order, true for descending	query	boolean	
orderField		By which field to order	query	string	
title		Filter that title contains	query	string	
type		Filter that type contains	query	string	
scheduleType		Filter that file name contains	query	string	
suspend		Filter that schedule type contains	query	boolean	
from	0	Index of the first item to return	query	integer	
size	999999999	Maximum number of items to return	query	integer	

Responses

Code	Reason										
200	Ok										
<pre>{ "count": 0, "from": 0, "items": [], "size": 0 }</pre>	<table border="1"> <thead> <tr> <th colspan="2">PagedResponse</th> </tr> </thead> <tbody> <tr> <td>count</td> <td>(integer):</td> </tr> <tr> <td>from</td> <td>(integer):</td> </tr> <tr> <td>items</td> <td>(array:object):</td> </tr> <tr> <td>size</td> <td>(integer):</td> </tr> </tbody> </table>	PagedResponse		count	(integer):	from	(integer):	items	(array:object):	size	(integer):
PagedResponse											
count	(integer):										
from	(integer):										
items	(array:object):										
size	(integer):										
204	No Content										

Usage

```
curl -X GET
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
```

"https://api-demo.com/data-download/v4/export/jobs?descAsc=true&orderField=string&title=string&type=string&scheduleType=string&suspend=true&from=0&size=0"

POST	/v4/export/jobs Save specified manualJob
------	---

Parameters

Name	Default	Description	Parameter Type	Data Type	Required																																																																		
body			body																																																																				
<pre>{ "source": "string", "title": "string", "timeFrame": { "all": true, "dateFrom": "string", "dateTo": "string" }, "fileSplitSize": "string", "description": "string", "schedulerParam": { "immediately": true, "cron": "string", "runs": "string", "startDate": "string" }, "jobParams": { "fileSplitSize": "string", "type": "string", "media": [] }, "suspended": "string" }</pre>			<table border="1"> <tr> <td colspan="3">TimeFrame</td> </tr> <tr> <td>all</td> <td>(boolean, optional):</td> <td></td> </tr> <tr> <td>dateFrom</td> <td>(string, optional):</td> <td></td> </tr> <tr> <td>dateTo</td> <td>(string, optional):</td> <td></td> </tr> <tr> <td colspan="3">SchedulerParam</td> </tr> <tr> <td>immediately</td> <td>(boolean, optional):</td> <td></td> </tr> <tr> <td>cron</td> <td>(string, optional):</td> <td></td> </tr> <tr> <td>runs</td> <td>(string, optional):</td> <td></td> </tr> <tr> <td>startDate</td> <td>(string, optional):</td> <td></td> </tr> <tr> <td colspan="3">UcsJobParams</td> </tr> <tr> <td>fileSplitSize</td> <td>(string, optional):</td> <td></td> </tr> <tr> <td>type</td> <td>(string, required):</td> <td></td> </tr> <tr> <td>media</td> <td>(array:string, required):</td> <td></td> </tr> <tr> <td colspan="3">Job</td> </tr> <tr> <td>source</td> <td>(string, required): source of job</td> <td></td> </tr> <tr> <td>title</td> <td>(string, required): title of job</td> <td></td> </tr> <tr> <td>timeFrame</td> <td>(TimeFrame, required): export time parameter of job</td> <td></td> </tr> <tr> <td>fileSplitSize</td> <td>(string, optional): size of splitted file</td> <td></td> </tr> <tr> <td>description</td> <td>(string, optional): A description</td> <td></td> </tr> <tr> <td>schedulerParam</td> <td>(SchedulerParam, required): scheduler parameter of job</td> <td></td> </tr> <tr> <td>jobParams</td> <td>(UcsJobParams, required): parameters of job</td> <td></td> </tr> <tr> <td>suspended</td> <td>(string, required): suspended job</td> <td></td> </tr> </table>			TimeFrame			all	(boolean, optional):		dateFrom	(string, optional):		dateTo	(string, optional):		SchedulerParam			immediately	(boolean, optional):		cron	(string, optional):		runs	(string, optional):		startDate	(string, optional):		UcsJobParams			fileSplitSize	(string, optional):		type	(string, required):		media	(array:string, required):		Job			source	(string, required): source of job		title	(string, required): title of job		timeFrame	(TimeFrame, required): export time parameter of job		fileSplitSize	(string, optional): size of splitted file		description	(string, optional): A description		schedulerParam	(SchedulerParam, required): scheduler parameter of job		jobParams	(UcsJobParams, required): parameters of job		suspended	(string, required): suspended job	
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suspended	(string, required): suspended job																																																																						

Responses

Code	Reason																																
202	Accepted																																
<pre>{ "id": 0, "type": "string", "source": "string", "title": "string", "fileSplitSize": "string", "fileName": "string", "fileSize": 0, "status": "string", "createdDate": "string", "dateFrom": "string", "dateTo": "string", "description": "string", "media": [], "progress": 0, "parentId": 0 }</pre>	<table border="1"> <thead> <tr> <th colspan="2">JobInfo</th> </tr> </thead> <tbody> <tr> <td>id</td> <td>(integer):</td> </tr> <tr> <td>type</td> <td>(string):</td> </tr> <tr> <td>source</td> <td>(string):</td> </tr> <tr> <td>title</td> <td>(string):</td> </tr> <tr> <td>fileSplitSize</td> <td>(string):</td> </tr> <tr> <td>fileName</td> <td>(string):</td> </tr> <tr> <td>fileSize</td> <td>(integer):</td> </tr> <tr> <td>status</td> <td>(string):</td> </tr> <tr> <td>createdDate</td> <td>(string):</td> </tr> <tr> <td>dateFrom</td> <td>(string):</td> </tr> <tr> <td>dateTo</td> <td>(string):</td> </tr> <tr> <td>description</td> <td>(string):</td> </tr> <tr> <td>media</td> <td>(array:string):</td> </tr> <tr> <td>progress</td> <td>(integer):</td> </tr> <tr> <td>parentId</td> <td>(integer):</td> </tr> </tbody> </table>	JobInfo		id	(integer):	type	(string):	source	(string):	title	(string):	fileSplitSize	(string):	fileName	(string):	fileSize	(integer):	status	(string):	createdDate	(string):	dateFrom	(string):	dateTo	(string):	description	(string):	media	(array:string):	progress	(integer):	parentId	(integer):
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media	(array:string):																																
progress	(integer):																																
parentId	(integer):																																
400	Bad Request																																

Usage

```
curl -X POST
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
-d '{
  "source": "string",
  "title": "string",
  "timeFrame": {
    "all": true,
    "dateFrom": "string",
    "dateTo": "string"
  },
  "fileSplitSize": "string",
  "description": "string",
  "schedulerParam": {
    "immediately": true,
    "cron": "string",
    "runs": "string",
    "startDate": "string"
  },
  "jobParams": {
    "fileSplitSize": "string",
    "type": "string",
    "media": [

```

```

    ]
  },
  "suspended": "string"
}'
"https://api-demo.com/data-download/v4/export/jobs?"

```

DELETE	/v4/export/jobs Delete the specified jobs list
--------	---

In case if some jobs cannot be deleted internal server error is returned with a list of jobs that weren't deleted as json array in the body. A job with status in progress cannot be deleted.

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
jobIDs		A comma-separated list of job IDs	query	string	true

Responses

Code	Reason
204	No Content
400	Bad Request

Usage

```

curl -X DELETE
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
"https://api-demo.com/data-download/v4/export/jobs?jobIDs=string"

```

POST	/v4/export/jobs/cancel/{id} Cancel running
------	---

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
id		The id of the job	path	string	true

Responses

Code	Reason
200	Ok
400	Bad Request
404	Not Found

Usage

```

curl -X POST
-H "x-api-key: your_API_key"

```

-H "Content-Type: application/json"

"https://api-demo.com/data-download/v4/export/jobs/cancel/{id}?"

POST	/v4/export/jobs/resume/{id} Save specified manualJob
------	---

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
id		The id of the job	path	string	true

Responses

Code	Reason																																
200	Ok																																
<pre>{ "id": 0, "type": "string", "source": "string", "title": "string", "fileSplitSize": "string", "fileName": "string", "fileSize": 0, "status": "string", "createdDate": "string", "dateFrom": "string", "dateTo": "string", "description": "string", "media": [], "progress": 0, "parentId": 0 }</pre>	<table border="1"> <thead> <tr> <th colspan="2">JobInfo</th> </tr> </thead> <tbody> <tr> <td>id</td> <td>(integer):</td> </tr> <tr> <td>type</td> <td>(string):</td> </tr> <tr> <td>source</td> <td>(string):</td> </tr> <tr> <td>title</td> <td>(string):</td> </tr> <tr> <td>fileSplitSize</td> <td>(string):</td> </tr> <tr> <td>fileName</td> <td>(string):</td> </tr> <tr> <td>fileSize</td> <td>(integer):</td> </tr> <tr> <td>status</td> <td>(string):</td> </tr> <tr> <td>createdDate</td> <td>(string):</td> </tr> <tr> <td>dateFrom</td> <td>(string):</td> </tr> <tr> <td>dateTo</td> <td>(string):</td> </tr> <tr> <td>description</td> <td>(string):</td> </tr> <tr> <td>media</td> <td>(array:string):</td> </tr> <tr> <td>progress</td> <td>(integer):</td> </tr> <tr> <td>parentId</td> <td>(integer):</td> </tr> </tbody> </table>	JobInfo		id	(integer):	type	(string):	source	(string):	title	(string):	fileSplitSize	(string):	fileName	(string):	fileSize	(integer):	status	(string):	createdDate	(string):	dateFrom	(string):	dateTo	(string):	description	(string):	media	(array:string):	progress	(integer):	parentId	(integer):
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media	(array:string):																																
progress	(integer):																																
parentId	(integer):																																
400	Bad Request																																
404	Job Not Found																																

Usage

```
curl -X POST
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
```

"https://api-demo.com/data-download/v4/export/jobs/resume/{id}?"

POST	/v4/export/jobs/suspend/{id}
------	------------------------------

Save specified manualJob

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
id		The id of the job	path	string	true

Responses

Code	Reason																																
200	Ok																																
<pre>{ "id": 0, "type": "string", "source": "string", "title": "string", "fileSplitSize": "string", "fileName": "string", "fileSize": 0, "status": "string", "createdDate": "string", "dateFrom": "string", "dateTo": "string", "description": "string", "media": [], "progress": 0, "parentId": 0 }</pre>	<table border="1"> <thead> <tr> <th colspan="2">JobInfo</th> </tr> </thead> <tbody> <tr> <td>id</td> <td>(integer):</td> </tr> <tr> <td>type</td> <td>(string):</td> </tr> <tr> <td>source</td> <td>(string):</td> </tr> <tr> <td>title</td> <td>(string):</td> </tr> <tr> <td>fileSplitSize</td> <td>(string):</td> </tr> <tr> <td>fileName</td> <td>(string):</td> </tr> <tr> <td>fileSize</td> <td>(integer):</td> </tr> <tr> <td>status</td> <td>(string):</td> </tr> <tr> <td>createdDate</td> <td>(string):</td> </tr> <tr> <td>dateFrom</td> <td>(string):</td> </tr> <tr> <td>dateTo</td> <td>(string):</td> </tr> <tr> <td>description</td> <td>(string):</td> </tr> <tr> <td>media</td> <td>(array:string):</td> </tr> <tr> <td>progress</td> <td>(integer):</td> </tr> <tr> <td>parentId</td> <td>(integer):</td> </tr> </tbody> </table>	JobInfo		id	(integer):	type	(string):	source	(string):	title	(string):	fileSplitSize	(string):	fileName	(string):	fileSize	(integer):	status	(string):	createdDate	(string):	dateFrom	(string):	dateTo	(string):	description	(string):	media	(array:string):	progress	(integer):	parentId	(integer):
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media	(array:string):																																
progress	(integer):																																
parentId	(integer):																																
400	Bad Request																																
404	Job Not Found																																

Usage

```
curl -X POST
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
```

"https://api-demo.com/data-download/v4/export/jobs/suspend/{id}?"

GET	/v4/export/jobs/{id} Get specified job
-----	---

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
id		The id of the job	path	string	true

Responses

Code	Reason																																
200	Ok																																
<pre>{ "id": 0, "type": "string", "source": "string", "title": "string", "fileSplitSize": "string", "fileName": "string", "fileSize": 0, "status": "string", "createdDate": "string", "dateFrom": "string", "dateTo": "string", "description": "string", "media": [], "progress": 0, "parentId": 0 }</pre>	<table border="1"> <thead> <tr> <th colspan="2">JobInfo</th> </tr> </thead> <tbody> <tr> <td>id</td> <td>(integer):</td> </tr> <tr> <td>type</td> <td>(string):</td> </tr> <tr> <td>source</td> <td>(string):</td> </tr> <tr> <td>title</td> <td>(string):</td> </tr> <tr> <td>fileSplitSize</td> <td>(string):</td> </tr> <tr> <td>fileName</td> <td>(string):</td> </tr> <tr> <td>fileSize</td> <td>(integer):</td> </tr> <tr> <td>status</td> <td>(string):</td> </tr> <tr> <td>createdDate</td> <td>(string):</td> </tr> <tr> <td>dateFrom</td> <td>(string):</td> </tr> <tr> <td>dateTo</td> <td>(string):</td> </tr> <tr> <td>description</td> <td>(string):</td> </tr> <tr> <td>media</td> <td>(array:string):</td> </tr> <tr> <td>progress</td> <td>(integer):</td> </tr> <tr> <td>parentId</td> <td>(integer):</td> </tr> </tbody> </table>	JobInfo		id	(integer):	type	(string):	source	(string):	title	(string):	fileSplitSize	(string):	fileName	(string):	fileSize	(integer):	status	(string):	createdDate	(string):	dateFrom	(string):	dateTo	(string):	description	(string):	media	(array:string):	progress	(integer):	parentId	(integer):
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description	(string):																																
media	(array:string):																																
progress	(integer):																																
parentId	(integer):																																
400	Bad Request																																
404	ManualJob Not Found																																

Usage

```
curl -X GET
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
```

"https://api-demo.com/data-download/v4/export/jobs/{id}?"

PUT	/v4/export/jobs/{id} Save specified manualJob
-----	--

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
id			path	string	true

Name	Default	Description	Parameter Type	Data Type	Required																																																																		
body			body																																																																				
<pre>{ "source": "string", "title": "string", "timeFrame": { "all": true, "dateFrom": "string", "dateTo": "string" }, "fileSplitSize": "string", "description": "string", "schedulerParam": { "immediately": true, "cron": "string", "runs": "string", "startDate": "string" }, "jobParams": { "fileSplitSize": "string", "type": "string", "media": [] }, "suspended": "string" }</pre>			<table border="1"> <tr> <td colspan="3">TimeFrame</td> </tr> <tr> <td>all</td> <td>(boolean, optional):</td> <td></td> </tr> <tr> <td>dateFrom</td> <td>(string, optional):</td> <td></td> </tr> <tr> <td>dateTo</td> <td>(string, optional):</td> <td></td> </tr> <tr> <td colspan="3">SchedulerParam</td> </tr> <tr> <td>immediately</td> <td>(boolean, optional):</td> <td></td> </tr> <tr> <td>cron</td> <td>(string, optional):</td> <td></td> </tr> <tr> <td>runs</td> <td>(string, optional):</td> <td></td> </tr> <tr> <td>startDate</td> <td>(string, optional):</td> <td></td> </tr> <tr> <td colspan="3">UcsJobParams</td> </tr> <tr> <td>fileSplitSize</td> <td>(string, optional):</td> <td></td> </tr> <tr> <td>type</td> <td>(string, required):</td> <td></td> </tr> <tr> <td>media</td> <td>(array:string, required):</td> <td></td> </tr> <tr> <td colspan="3">Job</td> </tr> <tr> <td>source</td> <td>(string, required): source of job</td> <td></td> </tr> <tr> <td>title</td> <td>(string, required): title of job</td> <td></td> </tr> <tr> <td>timeFrame</td> <td>(TimeFrame, required): export time parameter of job</td> <td></td> </tr> <tr> <td>fileSplitSize</td> <td>(string, optional): size of splitted file</td> <td></td> </tr> <tr> <td>description</td> <td>(string, optional): A description</td> <td></td> </tr> <tr> <td>schedulerParam</td> <td>(SchedulerParam, required): scheduler parameter of job</td> <td></td> </tr> <tr> <td>jobParams</td> <td>(UcsJobParams, required): parameters of job</td> <td></td> </tr> <tr> <td>suspended</td> <td>(string, required): suspended job</td> <td></td> </tr> </table>			TimeFrame			all	(boolean, optional):		dateFrom	(string, optional):		dateTo	(string, optional):		SchedulerParam			immediately	(boolean, optional):		cron	(string, optional):		runs	(string, optional):		startDate	(string, optional):		UcsJobParams			fileSplitSize	(string, optional):		type	(string, required):		media	(array:string, required):		Job			source	(string, required): source of job		title	(string, required): title of job		timeFrame	(TimeFrame, required): export time parameter of job		fileSplitSize	(string, optional): size of splitted file		description	(string, optional): A description		schedulerParam	(SchedulerParam, required): scheduler parameter of job		jobParams	(UcsJobParams, required): parameters of job		suspended	(string, required): suspended job	
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jobParams	(UcsJobParams, required): parameters of job																																																																						
suspended	(string, required): suspended job																																																																						

Responses

Code	Reason
200	Ok

Code	Reason																																
<pre>{ "id": 0, "type": "string", "source": "string", "title": "string", "fileSplitSize": "string", "fileName": "string", "fileSize": 0, "status": "string", "createdDate": "string", "dateFrom": "string", "dateTo": "string", "description": "string", "media": [], "progress": 0, "parentId": 0 }</pre>	<table border="1"> <thead> <tr> <th colspan="2">JobInfo</th> </tr> </thead> <tbody> <tr> <td>id</td> <td>(integer):</td> </tr> <tr> <td>type</td> <td>(string):</td> </tr> <tr> <td>source</td> <td>(string):</td> </tr> <tr> <td>title</td> <td>(string):</td> </tr> <tr> <td>fileSplitSize</td> <td>(string):</td> </tr> <tr> <td>fileName</td> <td>(string):</td> </tr> <tr> <td>fileSize</td> <td>(integer):</td> </tr> <tr> <td>status</td> <td>(string):</td> </tr> <tr> <td>createdDate</td> <td>(string):</td> </tr> <tr> <td>dateFrom</td> <td>(string):</td> </tr> <tr> <td>dateTo</td> <td>(string):</td> </tr> <tr> <td>description</td> <td>(string):</td> </tr> <tr> <td>media</td> <td>(array:string):</td> </tr> <tr> <td>progress</td> <td>(integer):</td> </tr> <tr> <td>parentId</td> <td>(integer):</td> </tr> </tbody> </table>	JobInfo		id	(integer):	type	(string):	source	(string):	title	(string):	fileSplitSize	(string):	fileName	(string):	fileSize	(integer):	status	(string):	createdDate	(string):	dateFrom	(string):	dateTo	(string):	description	(string):	media	(array:string):	progress	(integer):	parentId	(integer):
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dateTo	(string):																																
description	(string):																																
media	(array:string):																																
progress	(integer):																																
parentId	(integer):																																
400	Bad Request																																
404	Job Not Found																																

Usage

```
curl -X PUT
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
-d '{
  "source": "string",
  "title": "string",
  "timeFrame": {
    "all": true,
    "dateFrom": "string",
    "dateTo": "string"
  },
  "fileSplitSize": "string",
  "description": "string",
  "schedulerParam": {
    "immediately": true,
    "cron": "string",
    "runs": "string",
    "startDate": "string"
  },
  "jobParams": {
    "fileSplitSize": "string",
    "type": "string",
    "media": [
    ]
  }
}
```

```
"suspended": "string"  
}'  
"https://api-demo.com/data-download/v4/export/jobs/{id}?"
```

DELETE	/v4/export/jobs/{id} Delete the specified job
--------	--

A job in progress can not be deleted.
Parameters

Name	Default	Description	Parameter Type	Data Type	Required
id		The id of the job	path	string	true

Responses

Code	Reason
204	No Content
400	Bad Request

Usage

```
curl -X DELETE  
-H "x-api-key: your_API_key"  
-H "Content-Type: application/json"
```

```
"https://api-demo.com/data-download/v4/export/jobs/{id}?"
```

Interactions Webhook Overview

Contents

- [1 Webhook Overview](#)
- [2 API Details](#)
- [3 Getting Started](#)

The Interactions Webhook provides notifications about state changes in chat and secure email interactions. Digital Channels supports notifications for the following events:

- **STARTED** - A new interaction is created in Universal Contact Server and submitted into the interaction queue.
- **FINISHED** - The interaction processing was stopped by Agent Desktop or another workflow.

Important

Contact your Genesys representative to configure webhooks for Digital Channels.

Webhook Overview

The webhook is delivered as a POST request. Digital Channels expects the third-party system to respond with **200 OK**. If the third-party system doesn't respond with **200 OK** or is not available, Digital Channels will try to redeliver the webhook according to the configuration for retry timeout and retry attempts. Contact your Genesys representative for details about this configuration.

The webhook POST request contains an X-Hub-Signature header with the SHA1 signature of the post payload. The signature is calculated using the keyed-hash message authentication code (HMAC), where the key is the app secret. The signature is then prefixed with sha1=. The third-party system should verify this signature to validate the integrity and origin of the payload.

API Details

Find the API requests, responses, and details here:

- Interactions Webhook

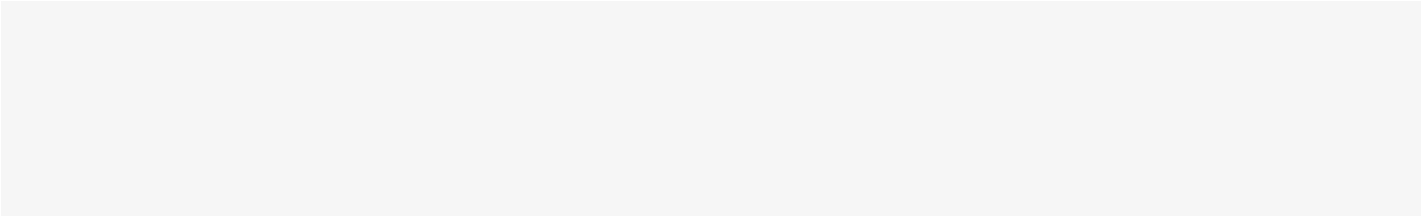
Getting Started

Make sure to check out the Introduction to Engage Cloud APIs page for more information about core concepts in the Engage Cloud APIs, such as requests and responses.

Interactions Webhook

Contents

- **1** Base path: [/nexus/v3](#)



Base path: /nexus/v3

POST	/some/interactions/webhook/path Send interaction state change events
------	---

Send interaction state change events to the third-party system. Events are sent when an interaction is **STARTED**, which means it was created in Universal Contact Server and submitted in an interaction queue, or **FINISHED**, which means processing was stopped by Agent Desktop or the workflow.

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
X-Hub-Signature		The request signature, for example sha1=hash. The hash is built using the body of the message and secret for the channel.	header	string	true
X-B3-TraceId		A unique trace ID for the request.	header	string	
events		The events payload.	body		true

<pre>{ "operationId": "f6c49d91-926b-4473-b2f3-8d8fd295c968", "data": { "entities": [{ }] } }</pre>	<table border="1"> <tr> <td colspan="2">entity</td> </tr> <tr> <td>id</td> <td>(string, optional): The interaction ID. 8e09e19f-b8ba-4db0-b6e7-dfc8a7776176</td> </tr> <tr> <td>mediaType</td> <td>(string, optional): The interaction's media type. chat Valid Values:</td> </tr> </table>	entity		id	(string, optional): The interaction ID. 8e09e19f-b8ba-4db0-b6e7-dfc8a7776176	mediaType	(string, optional): The interaction's media type. chat Valid Values:
entity							
id	(string, optional): The interaction ID. 8e09e19f-b8ba-4db0-b6e7-dfc8a7776176						
mediaType	(string, optional): The interaction's media type. chat Valid Values:						

Name	Default	Description	Parameter Type	Data Type	Required
				chat, email	
			interactionSubtype	(string, optional): The interaction's subtype InboundNew Valid Values: InboundNew, Outbound, SMS, WhatsApp, FacebookPublic, FacebookPrivate, TwitterPublic, TwitterPrivate	
			selfUri	(string, optional): The URL to retrieve the interaction data. NexusURL/nexus/v3/chat/sessions/49a0ed5c-77b8-4091-a0c2-1d904ff709b8e09e19f-b8ba-4db0-b6e7-dfc8a7776176	
			Event		
			event	(string, optional): The type of event. FINISHED Valid Values: STARTED, FINISHED	
			entity	(object, optional):	
			data		
			entities	(array:Event, optional):	
			EventsPayload		
			operationId	(string, optional): The ID of the operation. f6c49d91-926b-4473-b2f3-8d8fd295c96	
			data	(object, optional):	

Responses

Code	Reason								
200	Operation was successful								
<pre>{ "status": { "code": 0, "message": "string" }, "data": {</pre>	<table border="1"> <tr> <td>status</td> <td></td> </tr> <tr> <td>code</td> <td>(integer):</td> </tr> <tr> <td>message</td> <td>(string):</td> </tr> <tr> <td>ids</td> <td></td> </tr> </table>	status		code	(integer):	message	(string):	ids	
status									
code	(integer):								
message	(string):								
ids									

Code	Reason												
<pre> "ids": [{ "id": "string" }] } </pre>	<table border="1"> <tr> <td>id</td> <td>(string):</td> </tr> <tr> <td>data</td> <td></td> </tr> <tr> <td>ids</td> <td>(array:object):</td> </tr> <tr> <td>EventsResponse</td> <td></td> </tr> <tr> <td>status</td> <td>(object):</td> </tr> <tr> <td>data</td> <td>(object):</td> </tr> </table>	id	(string):	data		ids	(array:object):	EventsResponse		status	(object):	data	(object):
id	(string):												
data													
ids	(array:object):												
EventsResponse													
status	(object):												
data	(object):												
500	Internal Server Error												

Usage

```

curl -X POST
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
-d '{
  "operationId": "f6c49d91-926b-4473-b2f3-8d8fd295c968",
  "data": {
    "entities": [
      {
      }
    ]
  }
}'
"https://api-demo.com/nexus/v3/some/interactions/webhook/path?"

```

Secure Email Overview

Contents

- [1 API Details](#)
- [2 Getting Started](#)

The Secure Email API lets you send and receive messages, with attachments, between Digital Channels and your secure messaging platform.

API Details

Find the API requests, responses, and details here:

- [Secure Email API](#)

Getting Started

Make sure to check out the [Introduction to Engage Cloud APIs](#) page for more information about core concepts in the Engage Cloud APIs, such as requests and responses.

Secure Email API

Contents

- 1 Base path: [/nexus/v3](#)

Base path: /nexus/v3

GET	/securemail Get secure emails
-----	----------------------------------

Get a list of secure emails for the specified email address.

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
address		The email address of the consumer.	query	string	true
status	all	Specifies the status of emails to count - unread, read or all (both read and unread).	query	string	
index	0	The start index the API should use to get emails.	query	integer	
count	10	The number of secure emails the API returns.	query	integer	
securebox		Securebox name. Allows to specify optional securebox name to send email to or read from. securebox provides ability to communicate with the same contact within several	query	string	

Name	Default	Description	Parameter Type	Data Type	Required
		different departments independently. (contains only A-Z, a-z, 0-9, and must be from 3 to 16 characters long)			
x-api-key		A unique key required to use the API. If you do not already have this API key, contact your Customer Care representative.	header	string	true

Responses

Code	Reason
200	Ok
{}	<pre>listSecureMailResponse referenceld (referenceld): operationId (operationId): status (status): data (ArrayOfSecureMail): status (string): Error code of an operation. Valid Values: SUCCESS, FAILURE, INVALID_CLIENT_TOKEN, INVALID_CONTACT_CENTER, INVALID_SESSION, INVALID_PARTICIPANT, INVALID_TRANSPORT, INVALID_PARAMETER, INVALID_ENDPOINT, INVALID_NICKNAME, INVALID_FILE_TYPE code message (string): Status message. detail (string):</pre>

Code	Reason																		
	<table border="1"> <tr> <td data-bbox="816 306 1125 394"></td> <td data-bbox="1125 306 1445 394">Additional information.</td> </tr> <tr> <td colspan="2" data-bbox="816 394 1445 436">genericResponse</td> </tr> <tr> <td data-bbox="816 436 1125 478">referenceId</td> <td data-bbox="1125 436 1445 478">(referenceId):</td> </tr> <tr> <td data-bbox="816 478 1125 520">operationId</td> <td data-bbox="1125 478 1445 520">(operationId):</td> </tr> <tr> <td data-bbox="816 520 1125 562">status</td> <td data-bbox="1125 520 1445 562">(status):</td> </tr> </table>		Additional information.	genericResponse		referenceId	(referenceId):	operationId	(operationId):	status	(status):								
	Additional information.																		
genericResponse																			
referenceId	(referenceId):																		
operationId	(operationId):																		
status	(status):																		
400	Invalid request parameters provided.																		
<pre data-bbox="185 932 505 1213"> { "referenceId": { }, "operationId": { }, "status": { "code": "string", "message": "string", "detail": "string" } } </pre>	<table border="1"> <tr> <td colspan="2" data-bbox="816 657 1445 720">status</td> </tr> <tr> <td data-bbox="816 720 1125 1077"></td> <td data-bbox="1125 720 1445 1077"> (string): Error code of an operation. Valid Values: SUCCESS, FAILURE, INVALID_CLIENT_TOKEN, INVALID_CONTACT_CENTER, INVALID_SESSION, INVALID_PARTICIPANT, INVALID_TRANSPORT, INVALID_PARAMETER, INVALID_ENDPOINT, INVALID_NICKNAME, INVALID_FILE_TYPE </td> </tr> <tr> <td data-bbox="816 1077 1125 1182">code</td> <td data-bbox="1125 1077 1445 1182"></td> </tr> <tr> <td data-bbox="816 1182 1125 1287">message</td> <td data-bbox="1125 1182 1445 1287">(string): Status message.</td> </tr> <tr> <td data-bbox="816 1287 1125 1392">detail</td> <td data-bbox="1125 1287 1445 1392">(string): Additional information.</td> </tr> <tr> <td colspan="2" data-bbox="816 1392 1445 1455">genericResponse</td> </tr> <tr> <td data-bbox="816 1455 1125 1497">referenceId</td> <td data-bbox="1125 1455 1445 1497">(referenceId):</td> </tr> <tr> <td data-bbox="816 1497 1125 1539">operationId</td> <td data-bbox="1125 1497 1445 1539">(operationId):</td> </tr> <tr> <td data-bbox="816 1539 1125 1581">status</td> <td data-bbox="1125 1539 1445 1581">(status):</td> </tr> </table>	status			(string): Error code of an operation. Valid Values: SUCCESS, FAILURE, INVALID_CLIENT_TOKEN, INVALID_CONTACT_CENTER, INVALID_SESSION, INVALID_PARTICIPANT, INVALID_TRANSPORT, INVALID_PARAMETER, INVALID_ENDPOINT, INVALID_NICKNAME, INVALID_FILE_TYPE	code		message	(string): Status message.	detail	(string): Additional information.	genericResponse		referenceId	(referenceId):	operationId	(operationId):	status	(status):
status																			
	(string): Error code of an operation. Valid Values: SUCCESS, FAILURE, INVALID_CLIENT_TOKEN, INVALID_CONTACT_CENTER, INVALID_SESSION, INVALID_PARTICIPANT, INVALID_TRANSPORT, INVALID_PARAMETER, INVALID_ENDPOINT, INVALID_NICKNAME, INVALID_FILE_TYPE																		
code																			
message	(string): Status message.																		
detail	(string): Additional information.																		
genericResponse																			
referenceId	(referenceId):																		
operationId	(operationId):																		
status	(status):																		
404	Entity with specified ID not found.																		
<pre data-bbox="185 1598 505 1801"> { "referenceId": { }, "operationId": { }, "status": { "code": "string", "message": "string", } } </pre>	<table border="1"> <tr> <td colspan="2" data-bbox="816 1554 1445 1617">status</td> </tr> <tr> <td data-bbox="816 1617 1125 1816"></td> <td data-bbox="1125 1617 1445 1816"> (string): Error code of an operation. Valid Values: SUCCESS, FAILURE, INVALID_CLIENT_TOKEN, INVALID_CONTACT_CENTER, </td> </tr> <tr> <td data-bbox="816 1816 1125 1852">code</td> <td data-bbox="1125 1816 1445 1852"></td> </tr> </table>	status			(string): Error code of an operation. Valid Values: SUCCESS, FAILURE, INVALID_CLIENT_TOKEN, INVALID_CONTACT_CENTER,	code													
status																			
	(string): Error code of an operation. Valid Values: SUCCESS, FAILURE, INVALID_CLIENT_TOKEN, INVALID_CONTACT_CENTER,																		
code																			

Code	Reason	
<pre> "detail": "string" } } </pre>		INVALID_SESSION, INVALID_PARTICIPANT, INVALID_TRANSPORT, INVALID_PARAMETER, INVALID_ENDPOINT, INVALID_NICKNAME, INVALID_FILE_TYPE
	message	(string): Status message.
	detail	(string): Additional information.
	genericResponse	
	referenceld	(referenceld):
	operationId	(operationId):
	status	(status):
500	Server error occurred.	
<pre> { "referenceId": { }, "operationId": { }, "status": { "code": "string", "message": "string", "detail": "string" } } </pre>	status	(string): Error code of an operation. Valid Values: SUCCESS, FAILURE, INVALID_CLIENT_TOKEN, INVALID_CONTACT_CENTER, INVALID_SESSION, INVALID_PARTICIPANT, INVALID_TRANSPORT, INVALID_PARAMETER, INVALID_ENDPOINT, INVALID_NICKNAME, INVALID_FILE_TYPE
	message	(string): Status message.
	detail	(string): Additional information.
	genericResponse	
	referenceld	(referenceld):
	operationId	(operationId):
	status	(status):

Usage

```
curl -X GET
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
```

```
"https://api-demo.com/nexus/v3/securemail?address=string&status=string&dex=0&count=0&securebox=string"
```

POST	/securemail Send secure email
------	----------------------------------

Send a secure email. The email is delivered to Genesys as a web form and routed as a standard email.

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
securebox		Securebox name. Allows to specify optional securebox name to send email to or read from. securebox provides ability to communicate with the same contact within several different departments independently. (contains only A-Z, a-z, 0-9, and must be from 3 to 16 characters long)	query	string	
xxNAMExx		A unique key required to use the API. If you do not already have this API key, contact your Customer Care representative.	header	string	true
data			body		

Name	Default	Description	Parameter Type	Data Type	Required
{object}			data		
			data	(, optional):	
			operationId	(operationId, optional):	

Responses

Code	Reason
200	Ok
{}	createSecureMailResponse
	referenceld (referenceld):
	operationId (operationId):
	status (status):
	secureMailId (string): The unique ID of the secure email. bff348eb-dd5f-47d6-bf96-0e75b8ecf7ca
	selfUri (string):
	status
	code (string): Error code of an operation. Valid Values: SUCCESS, FAILURE, INVALID_CLIENT_TOKEN, INVALID_CONTACT_CENTER, INVALID_SESSION, INVALID_PARTICIPANT, INVALID_TRANSPORT, INVALID_PARAMETER, INVALID_ENDPOINT, INVALID_NICKNAME, INVALID_FILE_TYPE
	message (string): Status message.
	detail (string): Additional information.
	genericResponse
	referenceld (referenceld):
	operationId (operationId):

Code	Reason																
	<table border="1"> <tr> <td data-bbox="816 306 1125 373">status</td> <td data-bbox="1125 306 1450 373">(status):</td> </tr> </table>	status	(status):														
status	(status):																
400	Invalid request parameters provided.																
<pre data-bbox="186 741 505 1020"> { "referenceId": { }, "operationId": { }, "status": { "code": "string", "message": "string", "detail": "string" } } </pre>	<table border="1"> <tr> <td colspan="2" data-bbox="816 468 1450 520">status</td> </tr> <tr> <td data-bbox="816 520 1125 898">code (string):</td> <td data-bbox="1125 520 1450 898">Error code of an operation. Valid Values: SUCCESS, FAILURE, INVALID_CLIENT_TOKEN, INVALID_CONTACT_CENTER, INVALID_SESSION, INVALID_PARTICIPANT, INVALID_TRANSPORT, INVALID_PARAMETER, INVALID_ENDPOINT, INVALID_NICKNAME, INVALID_FILE_TYPE</td> </tr> <tr> <td data-bbox="816 898 1125 1003">message</td> <td data-bbox="1125 898 1450 1003">(string): Status message.</td> </tr> <tr> <td data-bbox="816 1003 1125 1108">detail</td> <td data-bbox="1125 1003 1450 1108">(string): Additional information.</td> </tr> <tr> <td colspan="2" data-bbox="816 1108 1450 1150">genericResponse</td> </tr> <tr> <td data-bbox="816 1150 1125 1192">referenceId</td> <td data-bbox="1125 1150 1450 1192">(referenceId):</td> </tr> <tr> <td data-bbox="816 1192 1125 1234">operationId</td> <td data-bbox="1125 1192 1450 1234">(operationId):</td> </tr> <tr> <td data-bbox="816 1234 1125 1276">status</td> <td data-bbox="1125 1234 1450 1276">(status):</td> </tr> </table>	status		code (string):	Error code of an operation. Valid Values: SUCCESS, FAILURE, INVALID_CLIENT_TOKEN, INVALID_CONTACT_CENTER, INVALID_SESSION, INVALID_PARTICIPANT, INVALID_TRANSPORT, INVALID_PARAMETER, INVALID_ENDPOINT, INVALID_NICKNAME, INVALID_FILE_TYPE	message	(string): Status message.	detail	(string): Additional information.	genericResponse		referenceId	(referenceId):	operationId	(operationId):	status	(status):
status																	
code (string):	Error code of an operation. Valid Values: SUCCESS, FAILURE, INVALID_CLIENT_TOKEN, INVALID_CONTACT_CENTER, INVALID_SESSION, INVALID_PARTICIPANT, INVALID_TRANSPORT, INVALID_PARAMETER, INVALID_ENDPOINT, INVALID_NICKNAME, INVALID_FILE_TYPE																
message	(string): Status message.																
detail	(string): Additional information.																
genericResponse																	
referenceId	(referenceId):																
operationId	(operationId):																
status	(status):																
500	Server error occurred.																
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status																	
code (string):	Error code of an operation. Valid Values: SUCCESS, FAILURE, INVALID_CLIENT_TOKEN, INVALID_CONTACT_CENTER, INVALID_SESSION, INVALID_PARTICIPANT, INVALID_TRANSPORT, INVALID_PARAMETER, INVALID_ENDPOINT, INVALID_NICKNAME, INVALID_FILE_TYPE																

Code	Reason												
	<table border="1"> <tr> <td>message</td> <td>(string): Status message.</td> </tr> <tr> <td>detail</td> <td>(string): Additional information.</td> </tr> <tr> <td colspan="2">genericResponse</td> </tr> <tr> <td>referenceId</td> <td>(referenceId):</td> </tr> <tr> <td>operationId</td> <td>(operationId):</td> </tr> <tr> <td>status</td> <td>(status):</td> </tr> </table>	message	(string): Status message.	detail	(string): Additional information.	genericResponse		referenceId	(referenceId):	operationId	(operationId):	status	(status):
message	(string): Status message.												
detail	(string): Additional information.												
genericResponse													
referenceId	(referenceId):												
operationId	(operationId):												
status	(status):												

Usage

```
curl -X POST
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
-d '{object}'
"https://api-demo.com/nexus/v3/securemail?securebox=string"
```

GET	/securemail/count Get a count of unread, read or all secure emails
-----	---

Get a count of unread, read or all secure emails for the specified email address.
Parameters

Name	Default	Description	Parameter Type	Data Type	Required
address		The email address of the consumer.	query	string	true
status	all	Specifies the status of emails to count - unread, read or all (both read and unread).	query	string	
securebox		Securebox name. Allows to specify optional securebox name to send email to or read from. securebox provides ability to communicate	query	string	

Name	Default	Description	Parameter Type	Data Type	Required
		with the same contact within several different departments independently. (contains only A-Z, a-z, 0-9, and must be from 3 to 16 characters long)			
x-api-key		A unique key required to use the API. If you do not already have this API key, contact your Customer Care representative.	header	string	true

Responses

Code	Reason
200	Ok
{}	<pre> countSecureMailResponse referenceld (referenceld): operationId (operationId): status (status): data (object): status (string): Error code of an operation. Valid Values: SUCCESS, FAILURE, INVALID_CLIENT_TOKEN, INVALID_CONTACT_CENTER, INVALID_SESSION, INVALID_PARTICIPANT, INVALID_TRANSPORT, INVALID_PARAMETER, INVALID_ENDPOINT, INVALID_NICKNAME, INVALID_FILE_TYPE code (string): message (string): Status message. </pre>

Code	Reason																
	<table border="1"> <tr> <td data-bbox="816 306 1125 422">detail</td> <td data-bbox="1125 306 1445 422">(string): Additional information.</td> </tr> <tr> <td colspan="2" data-bbox="816 422 1445 464">genericResponse</td> </tr> <tr> <td data-bbox="816 464 1125 506">referenceld</td> <td data-bbox="1125 464 1445 506">(referenceld):</td> </tr> <tr> <td data-bbox="816 506 1125 548">operationId</td> <td data-bbox="1125 506 1445 548">(operationId):</td> </tr> <tr> <td data-bbox="816 548 1125 590">status</td> <td data-bbox="1125 548 1445 590">(status):</td> </tr> <tr> <td colspan="2" data-bbox="816 590 1445 632">data</td> </tr> <tr> <td data-bbox="816 632 1125 789">count</td> <td data-bbox="1125 632 1445 789">(integer): The count of secure emails of requested type for the contact. 20</td> </tr> </table>	detail	(string): Additional information.	genericResponse		referenceld	(referenceld):	operationId	(operationId):	status	(status):	data		count	(integer): The count of secure emails of requested type for the contact. 20		
detail	(string): Additional information.																
genericResponse																	
referenceld	(referenceld):																
operationId	(operationId):																
status	(status):																
data																	
count	(integer): The count of secure emails of requested type for the contact. 20																
400	Invalid request parameters provided.																
<pre data-bbox="188 1157 505 1430"> { "referenceId": { }, "operationId": { }, "status": { "code": "string", "message": "string", "detail": "string" } } </pre>	<table border="1"> <tr> <td colspan="2" data-bbox="816 884 1445 926">status</td> </tr> <tr> <td data-bbox="816 926 1125 1293">code</td> <td data-bbox="1125 926 1445 1293">(string): Error code of an operation. Valid Values: SUCCESS, FAILURE, INVALID_CLIENT_TOKEN, INVALID_CONTACT_CENTER, INVALID_SESSION, INVALID_PARTICIPANT, INVALID_TRANSPORT, INVALID_PARAMETER, INVALID_ENDPOINT, INVALID_NICKNAME, INVALID_FILE_TYPE</td> </tr> <tr> <td data-bbox="816 1293 1125 1398">message</td> <td data-bbox="1125 1293 1445 1398">(string): Status message.</td> </tr> <tr> <td data-bbox="816 1398 1125 1503">detail</td> <td data-bbox="1125 1398 1445 1503">(string): Additional information.</td> </tr> <tr> <td colspan="2" data-bbox="816 1503 1445 1545">genericResponse</td> </tr> <tr> <td data-bbox="816 1545 1125 1587">referenceld</td> <td data-bbox="1125 1545 1445 1587">(referenceld):</td> </tr> <tr> <td data-bbox="816 1587 1125 1629">operationId</td> <td data-bbox="1125 1587 1445 1629">(operationId):</td> </tr> <tr> <td data-bbox="816 1629 1125 1671">status</td> <td data-bbox="1125 1629 1445 1671">(status):</td> </tr> </table>	status		code	(string): Error code of an operation. Valid Values: SUCCESS, FAILURE, INVALID_CLIENT_TOKEN, INVALID_CONTACT_CENTER, INVALID_SESSION, INVALID_PARTICIPANT, INVALID_TRANSPORT, INVALID_PARAMETER, INVALID_ENDPOINT, INVALID_NICKNAME, INVALID_FILE_TYPE	message	(string): Status message.	detail	(string): Additional information.	genericResponse		referenceld	(referenceld):	operationId	(operationId):	status	(status):
status																	
code	(string): Error code of an operation. Valid Values: SUCCESS, FAILURE, INVALID_CLIENT_TOKEN, INVALID_CONTACT_CENTER, INVALID_SESSION, INVALID_PARTICIPANT, INVALID_TRANSPORT, INVALID_PARAMETER, INVALID_ENDPOINT, INVALID_NICKNAME, INVALID_FILE_TYPE																
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detail	(string): Additional information.																
genericResponse																	
referenceld	(referenceld):																
operationId	(operationId):																
status	(status):																
404	Entity with specified ID not found.																

Code	Reason																
<pre> { "referenceId": { }, "operationId": { }, "status": { "code": "string", "message": "string", "detail": "string" } } </pre>	<table border="1"> <tr> <td colspan="2" data-bbox="820 304 1445 346">status</td> </tr> <tr> <td data-bbox="820 346 1128 703">code</td> <td data-bbox="1128 346 1445 703">(string): Error code of an operation. Valid Values: SUCCESS, FAILURE, INVALID_CLIENT_TOKEN, INVALID_CONTACT_CENTER, INVALID_SESSION, INVALID_PARTICIPANT, INVALID_TRANSPORT, INVALID_PARAMETER, INVALID_ENDPOINT, INVALID_NICKNAME, INVALID_FILE_TYPE</td> </tr> <tr> <td data-bbox="820 703 1128 808">message</td> <td data-bbox="1128 703 1445 808">(string): Status message.</td> </tr> <tr> <td data-bbox="820 808 1128 913">detail</td> <td data-bbox="1128 808 1445 913">(string): Additional information.</td> </tr> <tr> <td colspan="2" data-bbox="820 913 1445 955">genericResponse</td> </tr> <tr> <td data-bbox="820 955 1128 997">referenceld</td> <td data-bbox="1128 955 1445 997">(referenceld):</td> </tr> <tr> <td data-bbox="820 997 1128 1039">operationId</td> <td data-bbox="1128 997 1445 1039">(operationId):</td> </tr> <tr> <td data-bbox="820 1039 1128 1081">status</td> <td data-bbox="1128 1039 1445 1081">(status):</td> </tr> </table>	status		code	(string): Error code of an operation. Valid Values: SUCCESS, FAILURE, INVALID_CLIENT_TOKEN, INVALID_CONTACT_CENTER, INVALID_SESSION, INVALID_PARTICIPANT, INVALID_TRANSPORT, INVALID_PARAMETER, INVALID_ENDPOINT, INVALID_NICKNAME, INVALID_FILE_TYPE	message	(string): Status message.	detail	(string): Additional information.	genericResponse		referenceld	(referenceld):	operationId	(operationId):	status	(status):
status																	
code	(string): Error code of an operation. Valid Values: SUCCESS, FAILURE, INVALID_CLIENT_TOKEN, INVALID_CONTACT_CENTER, INVALID_SESSION, INVALID_PARTICIPANT, INVALID_TRANSPORT, INVALID_PARAMETER, INVALID_ENDPOINT, INVALID_NICKNAME, INVALID_FILE_TYPE																
message	(string): Status message.																
detail	(string): Additional information.																
genericResponse																	
referenceld	(referenceld):																
operationId	(operationId):																
status	(status):																
500	Server error occurred.																
<pre> { "referenceId": { }, "operationId": { }, "status": { "code": "string", "message": "string", "detail": "string" } } </pre>	<table border="1"> <tr> <td colspan="2" data-bbox="820 1197 1445 1239">status</td> </tr> <tr> <td data-bbox="820 1239 1128 1596">code</td> <td data-bbox="1128 1239 1445 1596">(string): Error code of an operation. Valid Values: SUCCESS, FAILURE, INVALID_CLIENT_TOKEN, INVALID_CONTACT_CENTER, INVALID_SESSION, INVALID_PARTICIPANT, INVALID_TRANSPORT, INVALID_PARAMETER, INVALID_ENDPOINT, INVALID_NICKNAME, INVALID_FILE_TYPE</td> </tr> <tr> <td data-bbox="820 1596 1128 1701">message</td> <td data-bbox="1128 1596 1445 1701">(string): Status message.</td> </tr> <tr> <td data-bbox="820 1701 1128 1753">detail</td> <td data-bbox="1128 1701 1445 1753">(string):</td> </tr> </table>	status		code	(string): Error code of an operation. Valid Values: SUCCESS, FAILURE, INVALID_CLIENT_TOKEN, INVALID_CONTACT_CENTER, INVALID_SESSION, INVALID_PARTICIPANT, INVALID_TRANSPORT, INVALID_PARAMETER, INVALID_ENDPOINT, INVALID_NICKNAME, INVALID_FILE_TYPE	message	(string): Status message.	detail	(string):								
status																	
code	(string): Error code of an operation. Valid Values: SUCCESS, FAILURE, INVALID_CLIENT_TOKEN, INVALID_CONTACT_CENTER, INVALID_SESSION, INVALID_PARTICIPANT, INVALID_TRANSPORT, INVALID_PARAMETER, INVALID_ENDPOINT, INVALID_NICKNAME, INVALID_FILE_TYPE																
message	(string): Status message.																
detail	(string):																

Code	Reason										
	<table border="1"> <tr> <td></td> <td>Additional information.</td> </tr> <tr> <td colspan="2">genericResponse</td> </tr> <tr> <td>referenceld</td> <td>(referenceld):</td> </tr> <tr> <td>operationId</td> <td>(operationId):</td> </tr> <tr> <td>status</td> <td>(status):</td> </tr> </table>		Additional information.	genericResponse		referenceld	(referenceld):	operationId	(operationId):	status	(status):
	Additional information.										
genericResponse											
referenceld	(referenceld):										
operationId	(operationId):										
status	(status):										

Usage

```
curl -X GET
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
```

"https://api-demo.com/nexus/v3/securemail/count?address=string&status=string&securebox=string"

GET	/securemail/{secureMailId} Get secure email content
-----	--

Get the content of a secure email.

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
read		If set to true, the API changes the status to "read" for inbound and outbound emails and stops the inbound interaction from routing.	query	boolean	
x-api-key		A unique key required to use the API. If you do not already have this API key, contact your Customer Care representative.	header	string	true
secureMailId		The ID of the secure email.	path	string	true

Responses

Code	Reason																										
200	Ok																										
<pre>{}</pre>	<table border="1"> <tr> <td colspan="2" data-bbox="816 365 1429 407">retrieveSecureMailResponse</td> </tr> <tr> <td data-bbox="816 407 1125 512">referenceId (referenceId):</td> <td data-bbox="1125 407 1429 512"></td> </tr> <tr> <td data-bbox="816 512 1125 617">operationId (operationId):</td> <td data-bbox="1125 512 1429 617"></td> </tr> <tr> <td data-bbox="816 617 1125 722">status (status):</td> <td data-bbox="1125 617 1429 722"></td> </tr> <tr> <td data-bbox="816 722 1125 827">secureMail ():</td> <td data-bbox="1125 722 1429 827"></td> </tr> <tr> <td colspan="2" data-bbox="816 827 1429 869">status</td> </tr> <tr> <td data-bbox="816 869 1125 1226">code</td> <td data-bbox="1125 869 1429 1226">(string): Error code of an operation. Valid Values: SUCCESS, FAILURE, INVALID_CLIENT_TOKEN, INVALID_CONTACT_CENTER, INVALID_SESSION, INVALID_PARTICIPANT, INVALID_TRANSPORT, INVALID_PARAMETER, INVALID_ENDPOINT, INVALID_NICKNAME, INVALID_FILE_TYPE</td> </tr> <tr> <td data-bbox="816 1226 1125 1331">message</td> <td data-bbox="1125 1226 1429 1331">(string): Status message.</td> </tr> <tr> <td data-bbox="816 1331 1125 1436">detail</td> <td data-bbox="1125 1331 1429 1436">(string): Additional information.</td> </tr> <tr> <td colspan="2" data-bbox="816 1436 1429 1478">genericResponse</td> </tr> <tr> <td data-bbox="816 1478 1125 1520">referenceId</td> <td data-bbox="1125 1478 1429 1520">(referenceId):</td> </tr> <tr> <td data-bbox="816 1520 1125 1562">operationId</td> <td data-bbox="1125 1520 1429 1562">(operationId):</td> </tr> <tr> <td data-bbox="816 1562 1125 1604">status</td> <td data-bbox="1125 1562 1429 1604">(status):</td> </tr> </table>	retrieveSecureMailResponse		referenceId (referenceId):		operationId (operationId):		status (status):		secureMail ():		status		code	(string): Error code of an operation. Valid Values: SUCCESS, FAILURE, INVALID_CLIENT_TOKEN, INVALID_CONTACT_CENTER, INVALID_SESSION, INVALID_PARTICIPANT, INVALID_TRANSPORT, INVALID_PARAMETER, INVALID_ENDPOINT, INVALID_NICKNAME, INVALID_FILE_TYPE	message	(string): Status message.	detail	(string): Additional information.	genericResponse		referenceId	(referenceId):	operationId	(operationId):	status	(status):
retrieveSecureMailResponse																											
referenceId (referenceId):																											
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status (status):																											
secureMail ():																											
status																											
code	(string): Error code of an operation. Valid Values: SUCCESS, FAILURE, INVALID_CLIENT_TOKEN, INVALID_CONTACT_CENTER, INVALID_SESSION, INVALID_PARTICIPANT, INVALID_TRANSPORT, INVALID_PARAMETER, INVALID_ENDPOINT, INVALID_NICKNAME, INVALID_FILE_TYPE																										
message	(string): Status message.																										
detail	(string): Additional information.																										
genericResponse																											
referenceId	(referenceId):																										
operationId	(operationId):																										
status	(status):																										
400	Invalid request parameters provided.																										
<pre>{ "referenceId": {</pre>	<table border="1"> <tr> <td colspan="2" data-bbox="816 1730 1429 1772">status</td> </tr> <tr> <td data-bbox="816 1772 1125 1814">code</td> <td data-bbox="1125 1772 1429 1814">(string):</td> </tr> </table>	status		code	(string):																						
status																											
code	(string):																										

Code	Reason	
<pre> }, "operationId": { }, "status": { "code": "string", "message": "string", "detail": "string" } } </pre>		Error code of an operation. Valid Values: SUCCESS, FAILURE, INVALID_CLIENT_TOKEN, INVALID_CONTACT_CENTER, INVALID_SESSION, INVALID_PARTICIPANT, INVALID_TRANSPORT, INVALID_PARAMETER, INVALID_ENDPOINT, INVALID_NICKNAME, INVALID_FILE_TYPE
	message	(string): Status message.
	detail	(string): Additional information.
	genericResponse	
	referenceld	(referenceld):
	operationId	(operationId):
	status	(status):
500	Server error occurred.	
<pre> { "referenceId": { }, "operationId": { }, "status": { "code": "string", "message": "string", "detail": "string" } } </pre>	status	
	code	(string): Error code of an operation. Valid Values: SUCCESS, FAILURE, INVALID_CLIENT_TOKEN, INVALID_CONTACT_CENTER, INVALID_SESSION, INVALID_PARTICIPANT, INVALID_TRANSPORT, INVALID_PARAMETER, INVALID_ENDPOINT, INVALID_NICKNAME, INVALID_FILE_TYPE
	message	(string): Status message.
	detail	(string): Additional information.

Code	Reason
	<pre>genericResponse referenceld (referenceld): operationId (operationId): status (status):</pre>

Usage

```
curl -X GET
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
```

```
"https://api-demo.com/nexus/v3/securemail/{secureMailId}?read=true"
```

DELETE	/securemail/{secureMailId} Mark as read or delete a secure email
--------	---

Mark the secure email as read if the remove query parameter is either absent or set to 'read'. You can delete the secure email entirely if remove is set to 'purge'. To delete the secure email from the list of secure emails but keep it in the contact database, set remove to 'delete'.

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
remove	read	You can either mark a secure email as read, mark a secure email as deleted, or delete an email completely using the following values: * read - Mark the secure email as read. * true - Mark the secure email as read. (deprecated) * \ - Mark the secure email as read. (deprecated) * delete - Mark the secure email as deleted. The	query	string	

Name	Default	Description	Parameter Type	Data Type	Required
		API will not return the email in requests to get the list of secure emails, but will keep it in the contact database. * purge - Delete the secure email from the list of emails and contact database.			
x-api-key		A unique key required to use the API. If you do not already have this API key, contact your Customer Care representative.	header	string	true
secureMailId		The ID of the secure email.	path	string	true

Responses

Code	Reason
200	Ok
{}	<pre> retrieveSecureMailResponse referenceld (referenceld): operationId (operationId): status (status): secureMail (): status (string): Error code of an operation. Valid Values: SUCCESS, FAILURE, INVALID_CLIENT_TOKEN, INVALID_CONTACT_CENTER, INVALID_SESSION, INVALID_PARTICIPANT, INVALID_TRANSPORT, INVALID_PARAMETER, INVALID_ENDPOINT, code </pre>

Code	Reason	
		INVALID_NICKNAME, INVALID_FILE_TYPE
	message	(string): Status message.
	detail	(string): Additional information.
	genericResponse	
	referenceld	(referenceld):
	operationId	(operationId):
	status	(status):
404	Entity with specified ID not found.	
<pre> { "referenceId": { }, "operationId": { }, "status": { "code": "string", "message": "string", "detail": "string" } } </pre>	status	(string): Error code of an operation. Valid Values: SUCCESS, FAILURE, INVALID_CLIENT_TOKEN, INVALID_CONTACT_CENTER, INVALID_SESSION, INVALID_PARTICIPANT, INVALID_TRANSPORT, INVALID_PARAMETER, INVALID_ENDPOINT, INVALID_NICKNAME, INVALID_FILE_TYPE
	message	(string): Status message.
	detail	(string): Additional information.
	genericResponse	
	referenceld	(referenceld):
	operationId	(operationId):
	status	(status):

Usage

curl -X DELETE

Secure Email API

```
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
```

```
"https://api-demo.com/nexus/v3/securemail/{secureMailId}?remove=string"
```

GET	/securemail/{secureMailId}/userdata Get secure email userdata
-----	--

Get the attached userdata of a secure email (some internal keys may be omitted).

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
x-api-key		A unique key required to use the API. If you do not already have this API key, contact your Customer Care representative.	header	string	true
secureMailId		The ID of the secure email.	path	string	true

Responses

Code	Reason
200	Ok
{}	<pre>retrieveSecureMailUserdataResponse referenceld (referenceld): operationId (operationId): status (status): data (object): Interaction userdata. status code (string): Error code of an operation. Valid Values: SUCCESS, FAILURE, INVALID_CLIENT_TOKEN, INVALID_CONTACT_CENTER, INVALID_SESSION, INVALID_PARTICIPANT, INVALID_TRANSPORT, INVALID_PARAMETER, INVALID_ENDPOINT, INVALID_NICKNAME,</pre>

Code	Reason	
		INVALID_FILE_TYPE
	message	(string): Status message.
	detail	(string): Additional information.
	genericResponse	
	referenceld	(referenceld):
	operationId	(operationId):
	status	(status):
400	Invalid request parameters provided.	
<pre> { "referenceId": { }, "operationId": { }, "status": { "code": "string", "message": "string", "detail": "string" } } </pre>	status	(string): Error code of an operation. Valid Values: SUCCESS, FAILURE, INVALID_CLIENT_TOKEN, INVALID_CONTACT_CENTER, INVALID_SESSION, INVALID_PARTICIPANT, INVALID_TRANSPORT, INVALID_PARAMETER, INVALID_ENDPOINT, INVALID_NICKNAME, INVALID_FILE_TYPE
	message	(string): Status message.
	detail	(string): Additional information.
	genericResponse	
	referenceld	(referenceld):
	operationId	(operationId):
	status	(status):
500	Server error occurred.	

Code	Reason																
<pre> { "referenceId": { }, "operationId": { }, "status": { "code": "string", "message": "string", "detail": "string" } } </pre>	<table border="1"> <tr> <td colspan="2" data-bbox="815 294 1455 336">status</td> </tr> <tr> <td data-bbox="815 336 1127 709">code</td> <td data-bbox="1133 336 1455 709">(string): Error code of an operation. Valid Values: SUCCESS, FAILURE, INVALID_CLIENT_TOKEN, INVALID_CONTACT_CENTER, INVALID_SESSION, INVALID_PARTICIPANT, INVALID_TRANSPORT, INVALID_PARAMETER, INVALID_ENDPOINT, INVALID_NICKNAME, INVALID_FILE_TYPE</td> </tr> <tr> <td data-bbox="815 709 1127 819">message</td> <td data-bbox="1133 709 1455 819">(string): Status message.</td> </tr> <tr> <td data-bbox="815 819 1127 928">detail</td> <td data-bbox="1133 819 1455 928">(string): Additional information.</td> </tr> <tr> <td colspan="2" data-bbox="815 928 1455 970">genericResponse</td> </tr> <tr> <td data-bbox="815 970 1127 1012">referenceld</td> <td data-bbox="1133 970 1455 1012">(referenceld):</td> </tr> <tr> <td data-bbox="815 1012 1127 1054">operationId</td> <td data-bbox="1133 1012 1455 1054">(operationId):</td> </tr> <tr> <td data-bbox="815 1054 1127 1121">status</td> <td data-bbox="1133 1054 1455 1121">(status):</td> </tr> </table>	status		code	(string): Error code of an operation. Valid Values: SUCCESS, FAILURE, INVALID_CLIENT_TOKEN, INVALID_CONTACT_CENTER, INVALID_SESSION, INVALID_PARTICIPANT, INVALID_TRANSPORT, INVALID_PARAMETER, INVALID_ENDPOINT, INVALID_NICKNAME, INVALID_FILE_TYPE	message	(string): Status message.	detail	(string): Additional information.	genericResponse		referenceld	(referenceld):	operationId	(operationId):	status	(status):
	status																
	code	(string): Error code of an operation. Valid Values: SUCCESS, FAILURE, INVALID_CLIENT_TOKEN, INVALID_CONTACT_CENTER, INVALID_SESSION, INVALID_PARTICIPANT, INVALID_TRANSPORT, INVALID_PARAMETER, INVALID_ENDPOINT, INVALID_NICKNAME, INVALID_FILE_TYPE															
	message	(string): Status message.															
	detail	(string): Additional information.															
	genericResponse																
referenceld	(referenceld):																
operationId	(operationId):																
status	(status):																

Usage

```

curl -X GET
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"

```

"https://api-demo.com/nexus/v3/securemail/{secureMailId}/userdata?"

Statistics Overview

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- [5 Get the values of statistics without a subscription](#)
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 - [5.3 Sample request](#)
 - [5.4 Sample JSON response body](#)
- [6 Create a subscription](#)
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- [7 Get the values of statistics in a subscription](#)
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- [9 CometD notifications](#)
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You can use the Statistics API to create a subscription for multiple statistics and then receive notifications when the values of those statistics change.

API Overview

You can work with the API in two modes:

1. Create a subscription and receive notifications. This is the preferred approach if you need up-to-date information over a period of time. When you create a subscription, you can start receiving calculated statistics. These statistics are either pre-configured for your account/contact center and or come from the definitions you provided in the request.
2. Get the current values of statistics without a subscription. This is useful if your client can't maintain a CometD connection or if your application requires this information only once. This API works with statistics that are pre-configured for your contact center.

The Statistics API is divided into the following categories:

- Requests (/statistics) — Subscribe to statistics, unsubscribe from statistics, and get the current value of statistics without a subscription.
- Notifications (/notifications) — Implements CometD channels for statistics notifications.

Important

The examples on this page illustrate only positive cases. For a full list of possible response codes, refer to the API reference information for the requests.

API Details

Find the API requests, responses, and details here:

- Statistics API
- Statistics Notifications API

Client libraries

Genesys also offers client libraries for the Statistics API in both Node.js and Java. These libraries

simplify how you interact with the API and they take care of a lot of the supporting code needed to make HTTP requests and enable CometD. Genesys recommends using the client libraries if possible. For help deciding if you should use them, check out the [Getting Started](#) page.

There are also some Statistics tutorials that demonstrate how to use the client libraries. See [Tutorials](#) for details.

Authentication

In order to initialize and use the Statistics API, you first need to authenticate with the Authentication Client Library or the Authentication API.

Get the values of statistics without a subscription

You can get the current value of predefined statistics from Stat Server without a subscription by making a **POST** request to `/statistics/v3/operations/get-statistic-ex`.

This operation has just one mandatory body parameter called **statistics**.

Sample request

POST to `/statistics/v3/operations/get-statistic-ex`

Here's the JSON body included with the above request:

```
{
  "data":{
    "statistics":[
      {
        "name":"CurrentAgentState",
        "objectType":"Agent",
        "objectId":"agent2"
      },
      {
        "name":"TimeInCurrentState",
        "objectType":"Agent",
        "objectId":"agent2"
      }
    ]
  }
}
```

Sample JSON response body

```
{
  "status":{
    "code":0
  },
  "data":{
    "statistics":[
```

```
{
  "name": "CurrentAgentState",
  "objectType": "Agent",
  "objectId": "agent2",
  "value": {
    ...
  },
  "timestamp": 1490830620000
},
{
  "name": "TimeInCurrentState",
  "objectType": "Agent",
  "objectId": "agent2",
  "value": {
    ...
  },
  "timestamp": 1490830620000
}
]
```

You can also use an API call to get the current value of **one** valid statistic from Stat Server by making a **GET** request to `/statistics/v3/statistic-values/{statisticName}`.

This request accepts two mandatory query parameters, **objectType** and **objectId**.

Sample request

```
GET /statistics/v3/statistic-values/{statisticName}?objectType=XXX&objectId=YYY
```

Sample JSON response body

```
{
  "status": {
    "code": 0
  },
  "data": {
    "statistic": {
      "value": {
        ...
      },
      "timestamp": 1490830620000
    }
  }
}
```

Create a subscription

To create a subscription, **POST** to the following path: `/statistics/v3/subscriptions`

This POST allows an optional query parameter `verbose=` and the body is JSON with the **operationId** and **data** parameters.

Sample request

POST to `/statistics/v3/subscriptions`

Here's the JSON body included with the above request:

```
{
  "operationId": "UUID1",
  "data": {
    "statistics": [
      {
        "statisticId": "UUID2",
        "objectId": "agent",
        "objectType": "Agent",
        "name": "AverageHandlingTime"
      },
      {
        "statisticId": "UUID3",
        "objectId": "agent",
        "objectType": "Agent",
        "definition": {
          "notificationMode": "Periodical",
          "notificationFrequency": 10,
          "insensitivity": 1,
          "category": "TotalAdjustedTime",
          "subject": "DNStatus",
          "intervalType": "GrowingWindow",
          "mainMask": "WaitForNextCall",
          "dynamicTimeProfile": "00:00",
          "dynamicFilter": "Media=voice",
          "maskType": "DN"
        }
      }
    ]
  }
}
```

In the above sample, `AverageHandlingTime` references the corresponding statistic (pre-configured) for the given contact center.

Sample JSON response body

```
{
  "status": {
    "code": 0
  },
  "data": {
    "subscriptionId": "UUID1",
    "operationId": "UUID1",
    "statistics": [
      {
        "statisticId": "UUID2",
        "objectId": "agent",
        "objectType": "Agent",
        "name": "AverageHandlingTime",
        "value": {
          ...
        }
      },
      "timestamp": 1490830620000
    ]
  }
}
```

```
{
  "statisticId":"UUID3",
  "objectId":"agent",
  "objectType":"Agent",
  "value":{
    ...
  },
  "timestamp":1490830620000
}
]
```

In the above sample:

- The status code is 0 because this is synchronous operation.
- The subscriptionId is filled from the operationId.

Get the values of statistics in a subscription

To retrieve the values of a set of statistics that was opened within a subscription, you need to make a **GET** request to the following path: /subscriptions/{id}/statistic-values

The GET allows two optional query parameters, verbose= and statisticIds=.

Sample request

GET /statistics/v3/subscriptions/UUID1/statistic-values

Sample JSON response body

```
{
  "status":{
    "code":0
  },
  "data":{
    "subscriptionId":"UUID1",
    "statistics":[
      {
        "statisticId":"UUID2",
        "objectId":"agent",
        "objectType":"Agent",
        "name":"AverageHandlingTime",
        "value":{
          ...
        },
        "timestamp":1490830620000
      },
      {
        "statisticId":"UUID3",
        "objectId":"agent",
        "objectType":"Agent",
        "value":{
          ...
        }
      }
    ]
  }
}
```

```
    },
    "timestamp":1490830620000
  }
]
}
}
```

In the above sample:

- The status code is 0 because this is synchronous operation.

Delete a subscription

You can delete a subscription by sending a **DELETE** request to the following path: `/statistics/v3/subscriptions/{id}`. This closes all statistics associated with the specified subscription. It's a fire-and-forget operation that always returns a success response.

CometD notifications

You can subscribe to CometD notifications about service state and statistic value updates for statistics in your subscription.

Statistic value updates

Notification topic: `/statistics/v3/updates`

Notification sample:

```
{
  "name":"StatisticUpdate",
  "topic":"/statistics/v3/updates",
  "data":{"
    "statistics":[
      {
        "subscriptionId":"UUID1",
        "statisticId":"UUID2",
        "value":{"
          ...
        }},
        "timestamp":1490830620000
      }
    ]
  }
}
```

Where:

- **subscriptionId** - The ID of the subscription the statistic is associated with.
- **statisticId** - The ID of the statistic.
- **value** - The value of the statistic.

- **timestamp** - The time the statistic was generated (provided by Stat Server).

Service state

If the Statistics service is unable to connect to internal server(s) it needs to communicate with, it notifies subscribers with a ServiceStateChange message where the serviceState is **UNAVAILABLE**. When this happens, the Statistics service drops all subscriptions, so you'll need to re-create your subscriptions when the service is available again.

Notification topic: /statistics/v3/service

Notification sample:

Service is unavailable

```
{
  "data":{
    "serviceState":"UNAVAILABLE"
  },
  "name":"ServiceStateChange",
  "topic":"/statistics/v3/service"
}
```

Service is available again

```
{
  "data":{
    "serviceState":"AVAILABLE"
  },
  "name":"ServiceStateChange",
  "topic":"/statistics/v3/service"
}
```

Statistics API

Contents

- **1** **Base path:** [/statistics/v3](#)

Base path: /statistics/v3

POST	/operations/get-statistic-ex Get the values of a set of statistics
------	---

Get the current value of predefined statistics from Stat Server without a subscription.

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
statistics		The set of statistics you want to get the values of from Stat Server.	body		true
<pre>{object}</pre>					

Responses

Code	Reason								
200	Ok								
<pre>{ "data": { "statistics": [{ "name": "string", "objectId": "string", "objectType": "string", "timestamp": 0, "value": { } }] }, "errors": [{ }] } }</pre>	<table border="1"> <thead> <tr> <th colspan="2">PeekedStatisticValue</th> </tr> </thead> <tbody> <tr> <td>name</td> <td>(string): The name of the statistic.</td> </tr> <tr> <td>objectId</td> <td>(string): The ID of the object (in Stat Server's terms).</td> </tr> <tr> <td>objectType</td> <td>(string): The type of object.</td> </tr> </tbody> </table>	PeekedStatisticValue		name	(string): The name of the statistic.	objectId	(string): The ID of the object (in Stat Server's terms).	objectType	(string): The type of object.
PeekedStatisticValue									
name	(string): The name of the statistic.								
objectId	(string): The ID of the object (in Stat Server's terms).								
objectType	(string): The type of object.								

Code	Reason																														
<pre> "status": { "code": 0, "detail": { }, "message": "string" } }, "path": "string", "status": { "code": 0, "detail": { }, "message": "string" } } </pre>	<table border="1"> <tr> <td>timestamp</td> <td>(integer): The timestamp when the statistic value was generated (provided by Stat Server).</td> </tr> <tr> <td>value</td> <td>(object): The value of the statistic. Its structure reflects the structure of the Stat Server message.</td> </tr> <tr> <td colspan="2">PeekedStatistics</td> </tr> <tr> <td>statistics</td> <td>(array:PeekedStatisticValue):</td> </tr> <tr> <td colspan="2">ResponseStatus</td> </tr> <tr> <td>code</td> <td>(integer):</td> </tr> <tr> <td>detail</td> <td>(object):</td> </tr> <tr> <td>message</td> <td>(string):</td> </tr> <tr> <td colspan="2">ErrorResponse</td> </tr> <tr> <td>status</td> <td>(ResponseStatus):</td> </tr> <tr> <td colspan="2">PeekedStatisticsResponse</td> </tr> <tr> <td>data</td> <td>(PeekedStatistics):</td> </tr> <tr> <td>errors</td> <td>(array:ErrorResponse):</td> </tr> <tr> <td>path</td> <td>(string):</td> </tr> <tr> <td>status</td> <td>(ResponseStatus):</td> </tr> </table>	timestamp	(integer): The timestamp when the statistic value was generated (provided by Stat Server).	value	(object): The value of the statistic. Its structure reflects the structure of the Stat Server message.	PeekedStatistics		statistics	(array:PeekedStatisticValue):	ResponseStatus		code	(integer):	detail	(object):	message	(string):	ErrorResponse		status	(ResponseStatus):	PeekedStatisticsResponse		data	(PeekedStatistics):	errors	(array:ErrorResponse):	path	(string):	status	(ResponseStatus):
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PeekedStatisticsResponse																															
data	(PeekedStatistics):																														
errors	(array:ErrorResponse):																														
path	(string):																														
status	(ResponseStatus):																														
400	Bad Request																														
<pre> { "data": { }, "errors": [{ "status": { "code": 0, "detail": { }, "message": "string" } }], "path": "string", "status": { "code": 0, "detail": { }, }, } </pre>	<table border="1"> <tr> <td colspan="2">ResponseStatus</td> </tr> <tr> <td>code</td> <td>(integer):</td> </tr> <tr> <td>detail</td> <td>(object):</td> </tr> <tr> <td>message</td> <td>(string):</td> </tr> <tr> <td colspan="2">ErrorResponse</td> </tr> <tr> <td>status</td> <td>(ResponseStatus):</td> </tr> <tr> <td colspan="2">ApiResponse</td> </tr> <tr> <td>data</td> <td>(object):</td> </tr> <tr> <td>errors</td> <td>(array:ErrorResponse):</td> </tr> <tr> <td>path</td> <td>(string):</td> </tr> <tr> <td>status</td> <td>(ResponseStatus):</td> </tr> </table>	ResponseStatus		code	(integer):	detail	(object):	message	(string):	ErrorResponse		status	(ResponseStatus):	ApiResponse		data	(object):	errors	(array:ErrorResponse):	path	(string):	status	(ResponseStatus):								
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data	(object):																														
errors	(array:ErrorResponse):																														
path	(string):																														
status	(ResponseStatus):																														

Code	Reason																						
<pre> "message": "string" } } </pre>																							
500	Internal server error																						
<pre> { "data": { }, "errors": [{ "status": { "code": 0, "detail": { }, "message": "string" } }], "path": "string", "status": { "code": 0, "detail": { }, "message": "string" } } </pre>	<table border="1"> <thead> <tr> <th colspan="2">ResponseStatus</th> </tr> </thead> <tbody> <tr> <td>code</td> <td>(integer):</td> </tr> <tr> <td>detail</td> <td>(object):</td> </tr> <tr> <td>message</td> <td>(string):</td> </tr> <tr> <th colspan="2">ErrorResponse</th> </tr> <tr> <td>status</td> <td>(ResponseStatus):</td> </tr> <tr> <th colspan="2">ApiResponse</th> </tr> <tr> <td>data</td> <td>(object):</td> </tr> <tr> <td>errors</td> <td>(array:ErrorResponse):</td> </tr> <tr> <td>path</td> <td>(string):</td> </tr> <tr> <td>status</td> <td>(ResponseStatus):</td> </tr> </tbody> </table>	ResponseStatus		code	(integer):	detail	(object):	message	(string):	ErrorResponse		status	(ResponseStatus):	ApiResponse		data	(object):	errors	(array:ErrorResponse):	path	(string):	status	(ResponseStatus):
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ApiResponse																							
data	(object):																						
errors	(array:ErrorResponse):																						
path	(string):																						
status	(ResponseStatus):																						
503	Service Unavailable																						
<pre> { "data": { }, "errors": [{ "status": { "code": 0, "detail": { }, "message": "string" } }], "path": "string", "status": { "code": 0, "detail": { }, "message": "string" } } </pre>	<table border="1"> <thead> <tr> <th colspan="2">ResponseStatus</th> </tr> </thead> <tbody> <tr> <td>code</td> <td>(integer):</td> </tr> <tr> <td>detail</td> <td>(object):</td> </tr> <tr> <td>message</td> <td>(string):</td> </tr> <tr> <th colspan="2">ErrorResponse</th> </tr> <tr> <td>status</td> <td>(ResponseStatus):</td> </tr> <tr> <th colspan="2">ApiResponse</th> </tr> <tr> <td>data</td> <td>(object):</td> </tr> <tr> <td>errors</td> <td>(array:ErrorResponse):</td> </tr> <tr> <td>path</td> <td>(string):</td> </tr> <tr> <td>status</td> <td>(ResponseStatus):</td> </tr> </tbody> </table>	ResponseStatus		code	(integer):	detail	(object):	message	(string):	ErrorResponse		status	(ResponseStatus):	ApiResponse		data	(object):	errors	(array:ErrorResponse):	path	(string):	status	(ResponseStatus):
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code	(integer):																						
detail	(object):																						
message	(string):																						
ErrorResponse																							
status	(ResponseStatus):																						
ApiResponse																							
data	(object):																						
errors	(array:ErrorResponse):																						
path	(string):																						
status	(ResponseStatus):																						

Code	Reason																						
504	Backend timeout																						
<pre>{ "data": { }, "errors": [{ "status": { "code": 0, "detail": { }, "message": "string" } }], "path": "string", "status": { "code": 0, "detail": { }, "message": "string" } }</pre>	<table border="1"> <thead> <tr> <th colspan="2">ResponseStatus</th> </tr> </thead> <tbody> <tr> <td>code</td> <td>(integer):</td> </tr> <tr> <td>detail</td> <td>(object):</td> </tr> <tr> <td>message</td> <td>(string):</td> </tr> <tr> <th colspan="2">ErrorResponse</th> </tr> <tr> <td>status</td> <td>(ResponseStatus):</td> </tr> <tr> <th colspan="2">ApiResponse</th> </tr> <tr> <td>data</td> <td>(object):</td> </tr> <tr> <td>errors</td> <td>(array:ErrorResponse):</td> </tr> <tr> <td>path</td> <td>(string):</td> </tr> <tr> <td>status</td> <td>(ResponseStatus):</td> </tr> </tbody> </table>	ResponseStatus		code	(integer):	detail	(object):	message	(string):	ErrorResponse		status	(ResponseStatus):	ApiResponse		data	(object):	errors	(array:ErrorResponse):	path	(string):	status	(ResponseStatus):
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data	(object):																						
errors	(array:ErrorResponse):																						
path	(string):																						
status	(ResponseStatus):																						

Usage

```
curl -X POST
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
-d '{object}'
"https://api-demo.com/statistics/v3/operations/get-statistic-ex?"
```

GET	/statistic-values/{statisticName} Get the value of a single statistic
-----	--

Get the current value of a statistic from Stat Server.

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
objectId		The ID of the object.	query	string	true
objectType		The type of object to which the statistic is applied.	query	string	true
statisticName		The name of the pre-configured statistic to retrieve.	path	string	true

Responses

Code	Reason																																						
200	Ok																																						
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path	(string):										
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Usage

```

curl -X GET
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"

```

"https://api-demo.com/statistics/v3/statistic-values/{statisticName}?objectId=string&objectType=string"

POST	/subscriptions Open a subscription
------	---------------------------------------

Open a subscription for the specified set of statistics.

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
statistics		Definitions of the statistics to monitor.	body		true
<pre>{object}</pre>					
verbose	INFO	Specifies whether the Statistics API should return additional information about opened statistics in the response. Possible values are: OFF and INFO.	query	string	

Responses

Code	Reason																																						
200	Ok																																						
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403	Forbidden																						
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data	(object):																		
errors	(array:ErrorResponse):																		
path	(string):																		
status	(ResponseStatus):																		

Usage

```

curl -X POST
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
-d '{object}'
"https://api-demo.com/statistics/v3/subscriptions?verbose=string"

```

DELETE	/subscriptions/{id} Delete a subscription
--------	--

Delete the specified subscription by closing all its statistics. This is a fire-and-forget operation and it always returns a success response.

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
id		The ID of the subscription to delete.	path	string	true

Responses

Code	Reason						
200	Ok						
<pre> { "data": { }, "errors": [{ }] } </pre>	<table border="1"> <tr> <td colspan="2">ResponseStatus</td> </tr> <tr> <td>code</td> <td>(integer):</td> </tr> <tr> <td>detail</td> <td>(object):</td> </tr> </table>	ResponseStatus		code	(integer):	detail	(object):
ResponseStatus							
code	(integer):						
detail	(object):						

Code	Reason																
<pre> "status": { "code": 0, "detail": { }, "message": "string" } }, "path": "string", "status": { "code": 0, "detail": { }, "message": "string" } } </pre>	<table border="1"> <tr> <td>message</td> <td>(string):</td> </tr> <tr> <td colspan="2">ErrorResponse</td> </tr> <tr> <td>status</td> <td>(ResponseStatus):</td> </tr> <tr> <td colspan="2">ApiResponse</td> </tr> <tr> <td>data</td> <td>(object):</td> </tr> <tr> <td>errors</td> <td>(array:ErrorResponse):</td> </tr> <tr> <td>path</td> <td>(string):</td> </tr> <tr> <td>status</td> <td>(ResponseStatus):</td> </tr> </table>	message	(string):	ErrorResponse		status	(ResponseStatus):	ApiResponse		data	(object):	errors	(array:ErrorResponse):	path	(string):	status	(ResponseStatus):
message	(string):																
ErrorResponse																	
status	(ResponseStatus):																
ApiResponse																	
data	(object):																
errors	(array:ErrorResponse):																
path	(string):																
status	(ResponseStatus):																

Usage

```

curl -X DELETE
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"

```

"https://api-demo.com/statistics/v3/subscriptions/{id}?"

GET	/subscriptions/{id}/statistic-values Get the values of statistics in a subscription
-----	--

Get the values of a set of statistics that was opened with a subscription.

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
id		The ID of the subscription.	path	string	true
statisticIds		A comma-delimited list of statistic IDs that belong to the specified subscription. If omitted, the Statistics API returns the current values of all statistics opened within the subscription. If specified, the Statistics API returns values for the	query	string	

Name	Default	Description	Parameter Type	Data Type	Required
		statistics with the specified IDs.			
verbose	INFO	Specifies whether the Statistics API should return additional information about opened statistics in the response. Possible values are: OFF and INFO.	query	string	

Responses

Code	Reason														
200	Ok														
<pre>{ "data": { "operationId": "string", "statistics": [{ "name": "string", "objectId": "string", "objectType": "string", "statisticId": "string", "timestamp": 0, "value": { } }] }, "subscriptionId": "string" }, "errors": [{ "status": { "code": 0, "detail": { } }, "message": "string" }] }, "path": "string", "status": { "code": 0, "detail": { } }, "message": "string" }</pre>	<table border="1"> <thead> <tr> <th colspan="2">StatisticValue</th> </tr> </thead> <tbody> <tr> <td>name</td> <td>(string): The name of the statistic used during the subscribe procedure.</td> </tr> <tr> <td>objectId</td> <td>(string): The ID of the object (in Stat Server's terms).</td> </tr> <tr> <td>objectType</td> <td>(string): The type of object.</td> </tr> <tr> <td>statisticId</td> <td>(string): The ID of the statistic. This ID is unique inside the subscription.</td> </tr> <tr> <td>timestamp</td> <td>(integer): The timestamp when the statistic value was generated (provided by Stat Server).</td> </tr> <tr> <td>value</td> <td>(object): The value of the statistic.</td> </tr> </tbody> </table>	StatisticValue		name	(string): The name of the statistic used during the subscribe procedure.	objectId	(string): The ID of the object (in Stat Server's terms).	objectType	(string): The type of object.	statisticId	(string): The ID of the statistic. This ID is unique inside the subscription.	timestamp	(integer): The timestamp when the statistic value was generated (provided by Stat Server).	value	(object): The value of the statistic.
StatisticValue															
name	(string): The name of the statistic used during the subscribe procedure.														
objectId	(string): The ID of the object (in Stat Server's terms).														
objectType	(string): The type of object.														
statisticId	(string): The ID of the statistic. This ID is unique inside the subscription.														
timestamp	(integer): The timestamp when the statistic value was generated (provided by Stat Server).														
value	(object): The value of the statistic.														

Code	Reason																																
<pre> } </pre>	<table border="1"> <tr> <td></td> <td>Its structure reflects the structure of the Stat Server message.</td> </tr> <tr> <td colspan="2">StatisticData</td> </tr> <tr> <td>operationId</td> <td>(string):</td> </tr> <tr> <td>statistics</td> <td>(array:StatisticValue):</td> </tr> <tr> <td>subscriptionId</td> <td>(string):</td> </tr> <tr> <td colspan="2">ResponseStatus</td> </tr> <tr> <td>code</td> <td>(integer):</td> </tr> <tr> <td>detail</td> <td>(object):</td> </tr> <tr> <td>message</td> <td>(string):</td> </tr> <tr> <td colspan="2">ErrorResponse</td> </tr> <tr> <td>status</td> <td>(ResponseStatus):</td> </tr> <tr> <td colspan="2">StatisticDataResponse</td> </tr> <tr> <td>data</td> <td>(StatisticData):</td> </tr> <tr> <td>errors</td> <td>(array:ErrorResponse):</td> </tr> <tr> <td>path</td> <td>(string):</td> </tr> <tr> <td>status</td> <td>(ResponseStatus):</td> </tr> </table>		Its structure reflects the structure of the Stat Server message.	StatisticData		operationId	(string):	statistics	(array:StatisticValue):	subscriptionId	(string):	ResponseStatus		code	(integer):	detail	(object):	message	(string):	ErrorResponse		status	(ResponseStatus):	StatisticDataResponse		data	(StatisticData):	errors	(array:ErrorResponse):	path	(string):	status	(ResponseStatus):
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ResponseStatus																																	
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message	(string):																																
ErrorResponse																																	
status	(ResponseStatus):																																
StatisticDataResponse																																	
data	(StatisticData):																																
errors	(array:ErrorResponse):																																
path	(string):																																
status	(ResponseStatus):																																
500	Internal server error																																
<pre> { "data": { }, "errors": [{ "status": { "code": 0, "detail": { }, "message": "string" } }], "path": "string", "status": { "code": 0, "detail": { }, "message": "string" } } </pre>	<table border="1"> <tr> <td colspan="2">ResponseStatus</td> </tr> <tr> <td>code</td> <td>(integer):</td> </tr> <tr> <td>detail</td> <td>(object):</td> </tr> <tr> <td>message</td> <td>(string):</td> </tr> <tr> <td colspan="2">ErrorResponse</td> </tr> <tr> <td>status</td> <td>(ResponseStatus):</td> </tr> <tr> <td colspan="2">ApiResponse</td> </tr> <tr> <td>data</td> <td>(object):</td> </tr> <tr> <td>errors</td> <td>(array:ErrorResponse):</td> </tr> <tr> <td>path</td> <td>(string):</td> </tr> <tr> <td>status</td> <td>(ResponseStatus):</td> </tr> </table>	ResponseStatus		code	(integer):	detail	(object):	message	(string):	ErrorResponse		status	(ResponseStatus):	ApiResponse		data	(object):	errors	(array:ErrorResponse):	path	(string):	status	(ResponseStatus):										
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status	(ResponseStatus):																																
ApiResponse																																	
data	(object):																																
errors	(array:ErrorResponse):																																
path	(string):																																
status	(ResponseStatus):																																
503	Service Unavailable																																

Code	Reason																						
<pre> { "data": { }, "errors": [{ "status": { "code": 0, "detail": { }, "message": "string" } }], "path": "string", "status": { "code": 0, "detail": { }, "message": "string" } } </pre>	<table border="1"> <thead> <tr> <th colspan="2">ResponseStatus</th> </tr> </thead> <tbody> <tr> <td>code</td> <td>(integer):</td> </tr> <tr> <td>detail</td> <td>(object):</td> </tr> <tr> <td>message</td> <td>(string):</td> </tr> <tr> <th colspan="2">ErrorResponse</th> </tr> <tr> <td>status</td> <td>(ResponseStatus):</td> </tr> <tr> <th colspan="2">ApiResponse</th> </tr> <tr> <td>data</td> <td>(object):</td> </tr> <tr> <td>errors</td> <td>(array:ErrorResponse):</td> </tr> <tr> <td>path</td> <td>(string):</td> </tr> <tr> <td>status</td> <td>(ResponseStatus):</td> </tr> </tbody> </table>	ResponseStatus		code	(integer):	detail	(object):	message	(string):	ErrorResponse		status	(ResponseStatus):	ApiResponse		data	(object):	errors	(array:ErrorResponse):	path	(string):	status	(ResponseStatus):
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ApiResponse																							
data	(object):																						
errors	(array:ErrorResponse):																						
path	(string):																						
status	(ResponseStatus):																						
504	Backend timeout																						
<pre> { "data": { }, "errors": [{ "status": { "code": 0, "detail": { }, "message": "string" } }], "path": "string", "status": { "code": 0, "detail": { }, "message": "string" } } </pre>	<table border="1"> <thead> <tr> <th colspan="2">ResponseStatus</th> </tr> </thead> <tbody> <tr> <td>code</td> <td>(integer):</td> </tr> <tr> <td>detail</td> <td>(object):</td> </tr> <tr> <td>message</td> <td>(string):</td> </tr> <tr> <th colspan="2">ErrorResponse</th> </tr> <tr> <td>status</td> <td>(ResponseStatus):</td> </tr> <tr> <th colspan="2">ApiResponse</th> </tr> <tr> <td>data</td> <td>(object):</td> </tr> <tr> <td>errors</td> <td>(array:ErrorResponse):</td> </tr> <tr> <td>path</td> <td>(string):</td> </tr> <tr> <td>status</td> <td>(ResponseStatus):</td> </tr> </tbody> </table>	ResponseStatus		code	(integer):	detail	(object):	message	(string):	ErrorResponse		status	(ResponseStatus):	ApiResponse		data	(object):	errors	(array:ErrorResponse):	path	(string):	status	(ResponseStatus):
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status	(ResponseStatus):																						
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data	(object):																						
errors	(array:ErrorResponse):																						
path	(string):																						
status	(ResponseStatus):																						

Usage

```

curl -X GET
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"

```

"https://api-demo.com/statistics/v3/subscriptions/{id}/statistic-values?statisticIds=string&verbose=string"

Statistics Notifications API

Contents

- **1** **Base path:** `/statistics/v3`

Base path: /statistics/v3

POST	/notifications CometD endpoint
------	-----------------------------------

CometD endpoint Responses

Code	Reason
200	Ok
500	Error

Usage

```
curl -X POST
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
```

"https://api-demo.com/statistics/v3/notifications?"

POST	/notifications/connect CometD connect
------	--

See the CometD documentation for details. Responses

Code	Reason
200	Ok
500	Internal Server Error

Usage

```
curl -X POST
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
```

"https://api-demo.com/statistics/v3/notifications/connect?"

POST	/notifications/disconnect CometD disconnect
------	--

See the CometD documentation for details.

Responses

Code	Reason
200	Ok
500	Internal Server Error

Usage

```
curl -X POST
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
```

"https://api-demo.com/statistics/v3/notifications/disconnect?"

POST	/notifications/handshake CometD handshake
------	--

See the CometD documentation for details.

Responses

Code	Reason
200	Ok
500	Internal Server Error

Usage

```
curl -X POST
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
```

"https://api-demo.com/statistics/v3/notifications/handshake?"

POST	/notifications/subscribe Subscribe to CometD channel notification
------	--

See the CometD documentation for details.

Current channels:

- /statistics/v3/service - information about service state
- /statistics/v3/updates - statistics updates

Responses

Code	Reason
200	Ok
500	Internal Server Error

Usage

```
curl -X POST
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
```

"https://api-demo.com/statistics/v3/notifications/subscribe?"

POST	/notifications/unsubscribe Unsubscribe from CometD channel notification
------	--

See the CometD documentation for details.
Responses

Code	Reason
200	Ok
500	Internal Server Error

Usage

```
curl -X POST  
-H "x-api-key: your_API_key"  
-H "Content-Type: application/json"
```

```
"https://api-demo.com/statistics/v3/notifications/unsubscribe?"
```

Task Routing Overview

Contents

- [1 API Overview](#)
- [2 API Details](#)
- [3 Getting Started](#)

Use the Task Routing API to submit workitems to Genesys from third-party applications such as Salesforce or NetSuite. You can also use the API to get, update and stop submitted workitems.

API Overview

Once workitems are submitted to Genesys through the API, you can use other Genesys applications to route them to agents, get interactions that were processed by agents, and view reports about those interactions. See the overview documentation on the PureEngage Docs site for details about Task Routing and how you should use this API as part of the larger solution.

API Details

Find the API requests, responses, and details here:

- [Openmedia API](#)

Getting Started

Make sure to check out the [Introduction to Engage Cloud APIs](#) page for more information about core concepts in the Engage Cloud APIs, such as requests and responses.

Openmedia API

Contents

- **1** Base path: [/nexus/v3](#)

Base path: /nexus/v3

POST	/openmedia/{openMediaService}/interactions Create an interaction
------	---

Create a new open media interaction.

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
x-api-key		A unique key required to use the API. If you do not already have this API key, contact your Customer Care representative.	header	string	true
openMediaService		A unique name of the open media service	path	string	true
data			body		

{object}	createInteractionRequest	
	externalId	(string, optional): The external ID to associate with the new interaction.
	parentInteractionId	(string, optional): The ID of the parent interaction.
	receivedAt	(string, optional):
	userData	(object, optional):
	data	
	data	(object, optional):

Responses

Code	Reason
200	Successful response
{object}	
400	Invalid request parameters provided
{object}	
404	Resource is not found
{object}	
409	Resource already exists
{object}	
500	Internal Server Error
{object}	

Usage

```
curl -X POST
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
-d '{object}'
"https://api-demo.com/nexus/v3/openmedia/{openMediaService}/interactions?"
```

GET	/openmedia/{openMediaService}/interactions/ext_{externalId} Get an interaction by external ID
-----	--

Get the interaction specified by its external ID.

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
x-api-key		A unique key required to use the API. If you do not already have this API key, contact your Customer	header	string	true

Name	Default	Description	Parameter Type	Data Type	Required
		Care representative.			
openMediaService		A unique name of the open media service	path	string	true
externalId		Interaction external ID	path	string	true

Responses

Code	Reason
200	Successful response
{object}	
400	Invalid request parameters provided
{object}	
404	Resource is not found
{object}	
500	Internal Server Error
{object}	

Usage

```
curl -X GET
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
```

"https://api-demo.com/nexus/v3/openmedia/{openMediaService}/interactions/ext_{externalId}?"

POST	/openmedia/{openMediaService}/interactions/ext_{externalId}/stop Stop an interaction by external ID
------	--

Stop the interaction specified by its external ID.

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
x-api-key		A unique key	header	string	true

Name	Default	Description	Parameter Type	Data Type	Required
		required to use the API. If you do not already have this API key, contact your Customer Care representative.			
openMediaService		A unique name of the open media service	path	string	true
externalId		Interaction external ID	path	string	true
data			body		
{object}			stopInteractionRequest		
			reasonSystemName	(string, optional):	
			reasonDescription	(string, optional):	
			data		
			data	(stopInteractionRequest, optional):	

Responses

Code	Reason
200	Successful response
{object}	
400	Invalid request parameters provided
{object}	
404	Resource is not found
{object}	
500	Internal Server Error
{object}	

Usage

```
curl -X POST
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
-d '{object}'
"https://api-demo.com/nexus/v3/openmedia/{openMediaService}/interactions/
ext_{externalId}/stop?"
```

POST	/openmedia/{openMediaService}/interactions/ext_{externalId}/update Update an interaction by external ID
------	--

Update the properties of an interaction specified by its external ID.

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
x-api-key		A unique key required to use the API. If you do not already have this API key, contact your Customer Care representative.	header	string	true
openMediaService		A unique name of the open media service	path	string	true
externalId		Interaction external ID	path	string	true
data			body		true
{object}			changePropertiesRequest		
			changedProperties	(object, optional):	
			addedProperties	(object, optional):	
			deletedProperties	(array:string, optional):	
			data	(changePropertiesRequest, optional):	

Responses

Code	Reason
200	Successful response
{object}	

Code	Reason
400	Invalid request parameters provided
{object}	
404	Resource is not found
{object}	
500	Internal Server Error
{object}	

Usage

```
curl -X POST
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
-d '{object}'
"https://api-demo.com/nexus/v3/openmedia/{openMediaService}/interactions/
ext_{externalId}/update?"
```

GET	/openmedia/{openMediaService}/interactions/{interactionId} Get an interaction
-----	--

Get the specified interaction.

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
x-api-key		A unique key required to use the API. If you do not already have this API key, contact your Customer Care representative.	header	string	true
openMediaService		A unique name of the open media service	path	string	true
interactionId		Interaction ID	path	string	true

Responses

Code	Reason
200	Successful response

Code	Reason
{object}	
400	Invalid request parameters provided
{object}	
404	Resource is not found
{object}	
500	Internal Server Error
{object}	

Usage

```
curl -X GET
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
```

"https://api-demo.com/nexus/v3/openmedia/{openMediaService}/interactions/{interactionId}?"

POST	/openmedia/{openMediaService}/interactions/{interactionId}/stop Stop an interaction
------	--

Stop the specified interaction.

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
x-api-key		A unique key required to use the API. If you do not already have this API key, contact your Customer Care representative.	header	string	true
openMediaService		A unique name of the open media service	path	string	true
interactionId		Interaction ID	path	string	true
data			body		

Name	Default	Description	Parameter Type	Data Type	Required
{object}			stopInteractionRequest		
			reasonSystemName	(string, optional):	
			reasonDescription	(string, optional):	
			data		
			data	(stopInteractionRequest, optional):	

Responses

Code	Reason
200	Successful response
{object}	
400	Invalid request parameters provided
{object}	
404	Resource is not found
{object}	
500	Internal Server Error
{object}	

Usage

```
curl -X POST
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
-d '{object}'
"https://api-demo.com/nexus/v3/
openmedia/{openMediaService}/interactions/{interactionId}/stop?"
```

POST	/openmedia/{openMediaService}/interactions/{interactionId}/update Update an interaction
------	--

Update the properties of the specified interaction.

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
x-api-key		A unique key required to use the API. If you do not already have this API key, contact your Customer Care representative.	header	string	true
openMediaService		A unique name of the open media service	path	string	true
interactionId		Interaction ID	path	string	true
data			body		true
{object}			changePropertiesRequest		
			changedProperties	(object, optional):	
			addedProperties	(object, optional):	
			deletedProperties	(array:string, optional):	
			data	(changePropertiesRequest, optional):	

Responses

Code	Reason
200	Successful response
{object}	
400	Invalid request parameters provided
{object}	
404	Resource is not found
{object}	
500	Internal Server Error

Code	Reason
{object}	

Usage

```
curl -X POST
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
-d '{object}'
"https://api-demo.com/nexus/v3/
openmedia/{openMediaService}/interactions/{interactionId}/update?"
```

Third-Party Messaging Overview

Contents

- [1 API Overview](#)
- [2 API Details](#)
- [3 Getting Started](#)
- [4 Example: SMS data flow](#)
 - [4.1 1. Message API request](#)
 - [4.2 2. Message API response](#)
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 - [4.4 4. Message Webhook response](#)
 - [4.5 5. Receipt API request](#)
 - [4.6 6. Receipt API response](#)
- [5 Example: Email data flow](#)
 - [5.1 1. Email Webhook request](#)
 - [5.2 2. Email Webhook response](#)
 - [5.3 3. Receipt API request](#)
 - [5.4 4. Receipt API response](#)
- [6 Delivery receipts](#)

The Third-Party Messaging API delivers messages between external messaging services (such as SMS or email) and Digital Channels.

API Overview

When a consumer sends a message, the third-party system must send a POST request to deliver the message to the agent in Digital Channels chat. In return, the agent's response is delivered to the third-party system through a webhook that Digital Channels sends as a POST request. The third-party system may also send notifications about errors and different types of receipts.

Important

Contact your Genesys representative to configure webhooks for Digital Channels.

Digital Channels requires the third-party system to respond to webhooks as follows:

- Send a response to the webhook within 10 seconds.
- The response for processed webhooks must have a 2XX HTTP code. We recommend **200 OK**. The **201 Accepted** code is reserved for when Digital Channels supports multiple messages per webhook.
- The response body should contain the `messageId` field with the unique identifier of the message. Digital Channels uses this ID when it processes delivery receipts to find the message in the history and possibly update its status.
- The response for webhooks that cannot be processed right now but should be redelivered must have a 5XX HTTP code. Digital Channels tries to redeliver the webhook according to the configuration for retry timeout and retry attempts. Contact your Genesys representative for details about this configuration.

The webhook POST request contains an X-Hub-Signature header with the SHA1 signature of the post payload. The signature is calculated using the keyed-hash message authentication code (HMAC), where the key is the app secret. The signature is then prefixed with `sha1=`. The third-party system should verify this signature to validate the integrity and origin of the payload.

API Details

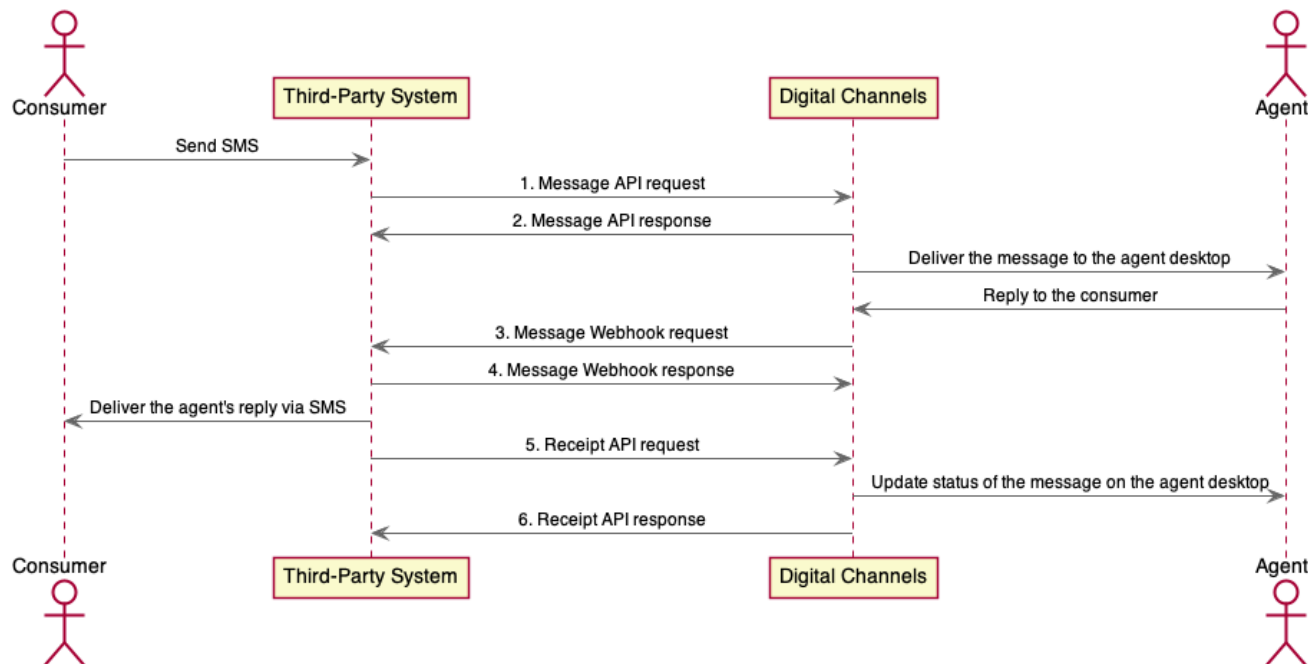
Find the API requests, responses, and details here:

- [Third-Party Messaging API](#)
- [Third-Party Messaging Webhook](#)

Getting Started

Make sure to check out the Introduction to Engage Cloud APIs page for more information about core concepts in the Engage Cloud APIs, such as requests and responses.

Example: SMS data flow



1. Message API request

```

POST /channels/0123456789/messages HTTP/1.1
x-ccid: 0ff723ff-6c6f-44e0-9ce3-ce579337eadd
X-Hub-Signature: sha1=9577d7a3922516701c2e14ca043145eb2057b803
    
```

```

{
  "messages": [
    {
      "channel": {
        "from": {
          "id": "16504661149"
        },
        "to": {
          "id": "0123456789"
        }
      },
      "type": "Text",
      "text": "Consumer message text"
    }
  ]
}
    
```

2. Message API response

```
{
  "status": {
    "code": 0
  },
  "data": {
    "ids": [
      "1613473893265-0"
    ]
  }
}
```

3. Message Webhook request

POST / HTTP/1.1
X-Hub-Signature: sha1=20a00a8efbe06a43e403e1975873930a027a8f67
X-B3-TraceId: 05bb858a-3468-4c82-a8ce-3b1a9c4e4b67

```
{
  "channel": {
    "id": "0123456789",
    "type": "sms",
    "from": {
      "id": "0123456789"
    },
    "to": {
      "id": "16504661149"
    },
    "messageId": "1613474523265-0"
  },
  "type": "Text",
  "text": "Agent message text"
}
```

4. Message Webhook response

```
{
  "messageId": "1613474523265-0"
}
```

5. Receipt API request

POST /channels/0123456789/messages HTTP/1.1
x-ccid: 0ff723ff-6c6f-44e0-9ce3-ce579337eadd
X-Hub-Signature: sha1=8d9652cea2d2289ae76fc8b870b96598c6d94b05

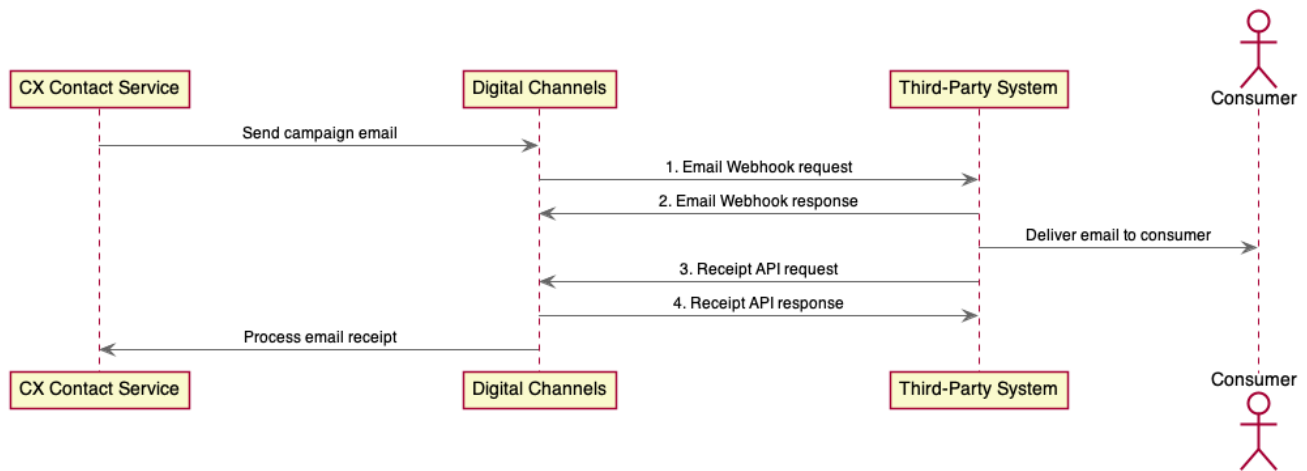
```
{
  "messages": [
    {
      "channel": {
        "from": {
          "id": "0123456789"
        },
        "to": {
          "id": "16504661149"
        },
        "messageId": "1613474523265-0"
      },
      "type": "Receipt",
      "status": "Delivered"
    }
  ]
}
```

```
}  
]  
}
```

6. Receipt API response

```
{  
  "status": {  
    "code": 0  
  }  
}
```

Example: Email data flow



1. Email Webhook request

```
POST / HTTP/1.1  
X-Hub-Signature: sha1=0959a2a00f3f57075d06094e5d9cdc32128f9ec8  
X-B3-TraceId: 5767ea58-1511-4a98-bc56-7f34c43e3a51
```

```
{  
  "channel": {  
    "id": "company.com",  
    "type": "email",  
    "from": {  
      "id": "no-reply@company.com",  
      "name": "Sender display name"  
    },  
    "to": [  
      {  
        "id": "recipient-1@mail.com",  
        "name": "First Recipient"  
      },  
      {  
        "id": "recipient-2@mail.com",  
        "name": "Second Recipient"  
      }  
    ]  
  },  
}
```

```
"messageId": "f7acbac6-68db-4031-aec2-4bbd02627c4b",
"context": {
  "replyTo": {
    "id": "reply-to@company.com",
    "name": "Responder display name"
  }
},
"type": "Email",
"subject": "Subject",
"content": [
  {
    "type": "text",
    "text": "Plain text email body"
  },
  {
    "type": "html",
    "text": "Html email body"
  }
]
}
```

2. Email Webhook response

```
{
  "messageId": "f7acbac6-68db-4031-aec2-4bbd02627c4b"
}
```

3. Receipt API request

```
POST /channels/company.com/messages HTTP/1.1
x-ccid: 0ff723ff-6c6f-44e0-9ce3-ce579337eadd
X-Hub-Signature: sha1=f6d8c023c909270eb2d50abdf519151dc80e128a
```

```
{
  "messages": [
    {
      "channel": {
        "from": {
          "id": "no-reply@company.com"
        },
        "to": {
          "id": "recipient-1@mail.com"
        },
        "messageId": "f7acbac6-68db-4031-aec2-4bbd02627c4b"
      },
      "type": "Receipt",
      "status": "Failed",
      "reasons": [
        {
          "code": 350,
          "message": "Message not allowed. Your account has been suspended."
        }
      ]
    }
  ]
}
```

4. Receipt API response

```
{
```

```
"status": {  
  "code": 0  
}
```

Delivery receipts

The third-party system can use delivery receipts to notify Digital Channels about delivery status or errors sending content messages. For usage examples, see the requests payload above for messages with type="Receipt".

The following table describes possible values of the status field.

Status	Description
Delivered	The message was delivered to the recipient.
Removed	A previously published message was removed.
Failed	The message was not delivered.

If status="Failed", the third-party system can attach a reason code and an optional message to the reasons field of the message.

The following table describes possible values of failure reason codes.

Reason code	Description
305	The message has expired.
310	Rate limit reached.
350	Message not allowed.
510	Unsupported message.
512	Unknown message.
520	Invalid message structure.
530	Invalid destination.
500	General error.

Third-Party Messaging API

Contents

- **1** [Base path: /nexus/v3](#)

Base path: /nexus/v3

POST	/channels/{channelId}/media Upload a media resource
------	--

Upload a binary media file to Genesys to use in a RichMedia message. The response to this request includes a URL you can use as the image in the outgoing message payload.

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
X-Hub-Signature		The request signature, for example sha1=hash. The hash is built using the body of the message and secret for the channel.	header	string	true
x-ccid		The ID of the contact center the message is sent within.	header	string	true
X-B3-TraceId		The unique trace ID for the request.	header	string	
channelId		The ID of the channel.	path	string	true
file		The file to upload.	formData	file	

Responses

Code	Reason
200	Operation was successful

Code	Reason																								
<pre> { "status": { "code": 0, "message": "string" }, "data": { "mediaId": "string", "url": "string", "filename": "string", "mimetype": "string", "length": 0 } } </pre>	<table border="1"> <tr> <td colspan="2" data-bbox="813 302 1451 359">status</td> </tr> <tr> <td data-bbox="813 359 1127 512">code</td> <td data-bbox="1127 359 1451 512">(integer): A code that can provide more information when an error occurs.</td> </tr> <tr> <td data-bbox="813 512 1127 665">message</td> <td data-bbox="1127 512 1451 665">(string): Provides additional information when a request returns an error response.</td> </tr> <tr> <td colspan="2" data-bbox="813 665 1451 722">data</td> </tr> <tr> <td data-bbox="813 722 1127 854">mediaId</td> <td data-bbox="1127 722 1451 854">(string): The ID of the media resource. bb4a9f86-dbbb-4464-a669-650da94fbad6</td> </tr> <tr> <td data-bbox="813 854 1127 1052">url</td> <td data-bbox="1127 854 1451 1052">(string): A synthetic URL to be used as reference in the outgoing message payload. genesys://nexus/ bb4a9f86-dbbb-4464-a669-650da94fbad6</td> </tr> <tr> <td data-bbox="813 1052 1127 1184">filename</td> <td data-bbox="1127 1052 1451 1184">(string): The name of the media resource. MyImage</td> </tr> <tr> <td data-bbox="813 1184 1127 1289">mimetype</td> <td data-bbox="1127 1184 1451 1289">(string): The type of file. image/jpeg</td> </tr> <tr> <td data-bbox="813 1289 1127 1394">length</td> <td data-bbox="1127 1289 1451 1394">(integer): The length of the media file.</td> </tr> <tr> <td colspan="2" data-bbox="813 1394 1451 1436">UploadResponse</td> </tr> <tr> <td data-bbox="813 1436 1127 1478">status</td> <td data-bbox="1127 1436 1451 1478">(object):</td> </tr> <tr> <td data-bbox="813 1478 1127 1520">data</td> <td data-bbox="1127 1478 1451 1520">(object):</td> </tr> </table>	status		code	(integer): A code that can provide more information when an error occurs.	message	(string): Provides additional information when a request returns an error response.	data		mediaId	(string): The ID of the media resource. bb4a9f86-dbbb-4464-a669-650da94fbad6	url	(string): A synthetic URL to be used as reference in the outgoing message payload. genesys://nexus/ bb4a9f86-dbbb-4464-a669-650da94fbad6	filename	(string): The name of the media resource. MyImage	mimetype	(string): The type of file. image/jpeg	length	(integer): The length of the media file.	UploadResponse		status	(object):	data	(object):
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data																									
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UploadResponse																									
status	(object):																								
data	(object):																								
400	Bad Request																								
<pre> {} </pre>	<table border="1"> <tr> <td colspan="2" data-bbox="813 1625 1451 1682">BadRequest</td> </tr> <tr> <td data-bbox="813 1682 1127 1724">status</td> <td data-bbox="1127 1682 1451 1724">(object):</td> </tr> <tr> <td data-bbox="813 1724 1127 1787">code</td> <td data-bbox="1127 1724 1451 1787">(integer):</td> </tr> </table>	BadRequest		status	(object):	code	(integer):																		
BadRequest																									
status	(object):																								
code	(integer):																								

Code	Reason	
{}	ServerError	
	status	(object):
	status	
	code	(integer): A code that can provide more information when an error occurs.
	message	(string): Provides additional information when a request returns an error response.
	ResponseError	
	status	(object):

Usage

```
curl -X POST
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
```

"https://api-demo.com/nexus/v3/channels/{channelId}/media?"

GET	/channels/{channelId}/media/{mediaId} Download a media resource
-----	--

Download a media resource you previously uploaded to Genesys with POST /channels/{channelId}/media.

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
X-Hub-Signature		The request signature, for example sha1=hash. The hash is built using the body of the message and secret for the channel.	header	string	true
x-ccid		The ID of the contact center the message is sent within.	header	string	true
X-B3-TraceId		The unique	header	string	

Name	Default	Description	Parameter Type	Data Type	Required
		trace ID for the request.			
channelId		The ID of the channel.	path	string	true
mediaId		The media resource ID.	path	string	true

Responses

Code	Reason														
200	Operation was successful														
400	Bad Request														
{}	<table border="1"> <tr> <td colspan="2">BadRequest</td> </tr> <tr> <td>status</td> <td>(object):</td> </tr> <tr> <td colspan="2">status</td> </tr> <tr> <td>code</td> <td>(integer): A code that can provide more information when an error occurs.</td> </tr> <tr> <td>message</td> <td>(string): Provides additional information when a request returns an error response.</td> </tr> <tr> <td colspan="2">ResponseError</td> </tr> <tr> <td>status</td> <td>(object):</td> </tr> </table>	BadRequest		status	(object):	status		code	(integer): A code that can provide more information when an error occurs.	message	(string): Provides additional information when a request returns an error response.	ResponseError		status	(object):
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	status	(object):													
	status														
	code	(integer): A code that can provide more information when an error occurs.													
message	(string): Provides additional information when a request returns an error response.														
ResponseError															
status	(object):														
401	Unauthorized														
{}	<table border="1"> <tr> <td colspan="2">Unauthorized</td> </tr> <tr> <td>status</td> <td>(object):</td> </tr> <tr> <td colspan="2">status</td> </tr> <tr> <td>code</td> <td>(integer): A code that can provide more information when an error occurs.</td> </tr> <tr> <td>message</td> <td>(string): Provides additional information when a request returns an error response.</td> </tr> </table>	Unauthorized		status	(object):	status		code	(integer): A code that can provide more information when an error occurs.	message	(string): Provides additional information when a request returns an error response.				
	Unauthorized														
	status	(object):													
	status														
	code	(integer): A code that can provide more information when an error occurs.													
message	(string): Provides additional information when a request returns an error response.														

Code	Reason														
	<table border="1"> <tr> <td colspan="2" data-bbox="813 317 1456 359">ResponseError</td> </tr> <tr> <td data-bbox="813 359 1127 401">status</td> <td data-bbox="1127 359 1456 401">(object):</td> </tr> </table>	ResponseError		status	(object):										
ResponseError															
status	(object):														
403	Forbidden														
<pre data-bbox="191 764 217 793">{}</pre>	<table border="1"> <tr> <td colspan="2" data-bbox="813 527 1456 569">Forbidden</td> </tr> <tr> <td data-bbox="813 569 1127 611">status</td> <td data-bbox="1127 569 1456 611">(object):</td> </tr> <tr> <td colspan="2" data-bbox="813 611 1456 653">status</td> </tr> <tr> <td data-bbox="813 653 1127 800">code</td> <td data-bbox="1127 653 1456 800">(integer): A code that can provide more information when an error occurs.</td> </tr> <tr> <td data-bbox="813 800 1127 947">message</td> <td data-bbox="1127 800 1456 947">(string): Provides additional information when a request returns an error response.</td> </tr> <tr> <td colspan="2" data-bbox="813 947 1456 989">ResponseError</td> </tr> <tr> <td data-bbox="813 989 1127 1031">status</td> <td data-bbox="1127 989 1456 1031">(object):</td> </tr> </table>	Forbidden		status	(object):	status		code	(integer): A code that can provide more information when an error occurs.	message	(string): Provides additional information when a request returns an error response.	ResponseError		status	(object):
Forbidden															
status	(object):														
status															
code	(integer): A code that can provide more information when an error occurs.														
message	(string): Provides additional information when a request returns an error response.														
ResponseError															
status	(object):														
404	Channel 1234567890 not found														
<pre data-bbox="191 1394 217 1423">{}</pre>	<table border="1"> <tr> <td colspan="2" data-bbox="813 1157 1456 1199">NotFound</td> </tr> <tr> <td data-bbox="813 1199 1127 1241">status</td> <td data-bbox="1127 1199 1456 1241">(object):</td> </tr> <tr> <td colspan="2" data-bbox="813 1241 1456 1283">status</td> </tr> <tr> <td data-bbox="813 1283 1127 1430">code</td> <td data-bbox="1127 1283 1456 1430">(integer): A code that can provide more information when an error occurs.</td> </tr> <tr> <td data-bbox="813 1430 1127 1577">message</td> <td data-bbox="1127 1430 1456 1577">(string): Provides additional information when a request returns an error response.</td> </tr> <tr> <td colspan="2" data-bbox="813 1577 1456 1619">ResponseError</td> </tr> <tr> <td data-bbox="813 1619 1127 1661">status</td> <td data-bbox="1127 1619 1456 1661">(object):</td> </tr> </table>	NotFound		status	(object):	status		code	(integer): A code that can provide more information when an error occurs.	message	(string): Provides additional information when a request returns an error response.	ResponseError		status	(object):
NotFound															
status	(object):														
status															
code	(integer): A code that can provide more information when an error occurs.														
message	(string): Provides additional information when a request returns an error response.														
ResponseError															
status	(object):														
500	Internal Server Error														

Code	Reason	
{}	ServerError	
	status	(object):
	status	
	code	(integer): A code that can provide more information when an error occurs.
	message	(string): Provides additional information when a request returns an error response.
	ResponseError	
	status	(object):

Usage

```
curl -X GET
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
```

```
"https://api-demo.com/nexus/v3/channels/{channelId}/media/{mediaId}?"
```

DELETE	/channels/{channelId}/media/{mediaId} Delete a media resource
--------	--

Delete a media resource you previously uploaded to Genesys with POST /channels/{channelId}/media.

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
X-Hub-Signature		The request signature, for example sha1=hash. The hash is built using the body of the message and secret for the channel.	header	string	true
x-ccid		The ID of the contact center the message is sent within.	header	string	true
X-B3-TraceId		The unique	header	string	

Name	Default	Description	Parameter Type	Data Type	Required
		trace ID for the request.			
channelId		The ID of the channel.	header	path	true
mediaId		The media resource ID.	header	path	true

Responses

Code	Reason																				
200	Operation was successful																				
<pre>{ "status": { "code": 0, "message": "string" }, "data": { "mediaId": "string", "url": "string", "filename": "string", "mimetype": "string", "length": 0 } }</pre>	<table border="1"> <thead> <tr> <th colspan="2">status</th> </tr> </thead> <tbody> <tr> <td>code</td> <td>(integer): A code that can provide more information when an error occurs.</td> </tr> <tr> <td>message</td> <td>(string): Provides additional information when a request returns an error response.</td> </tr> <tr> <th colspan="2">data</th> </tr> <tr> <td>mediaId</td> <td>(string): The ID of the media resource. bb4a9f86-dbbb-4464-a669-650da94fbad6</td> </tr> <tr> <td>url</td> <td>(string): A synthetic URL to be used as reference in the outgoing message payload. genesys://nexus/ bb4a9f86-dbbb-4464-a669-650da94fbad6</td> </tr> <tr> <td>filename</td> <td>(string): The name of the media resource. MyImage</td> </tr> <tr> <td>mimetype</td> <td>(string): The type of file. image/jpeg</td> </tr> <tr> <td>length</td> <td>(integer): The length of the media file.</td> </tr> <tr> <td colspan="2">UploadResponse</td> </tr> </tbody> </table>	status		code	(integer): A code that can provide more information when an error occurs.	message	(string): Provides additional information when a request returns an error response.	data		mediaId	(string): The ID of the media resource. bb4a9f86-dbbb-4464-a669-650da94fbad6	url	(string): A synthetic URL to be used as reference in the outgoing message payload. genesys://nexus/ bb4a9f86-dbbb-4464-a669-650da94fbad6	filename	(string): The name of the media resource. MyImage	mimetype	(string): The type of file. image/jpeg	length	(integer): The length of the media file.	UploadResponse	
status																					
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filename	(string): The name of the media resource. MyImage																				
mimetype	(string): The type of file. image/jpeg																				
length	(integer): The length of the media file.																				
UploadResponse																					

Code	Reason														
	<table border="1"> <tr> <td data-bbox="816 306 1125 350">status</td> <td data-bbox="1125 306 1438 350">(object):</td> </tr> <tr> <td data-bbox="816 350 1125 394">data</td> <td data-bbox="1125 350 1438 394">(object):</td> </tr> </table>	status	(object):	data	(object):										
status	(object):														
data	(object):														
400	Bad Request														
<pre data-bbox="188 764 217 793">{}</pre>	<table border="1"> <tr> <td colspan="2" data-bbox="816 510 1438 554">BadRequest</td> </tr> <tr> <td data-bbox="816 554 1125 598">status</td> <td data-bbox="1125 554 1438 598">(object):</td> </tr> <tr> <td colspan="2" data-bbox="816 598 1438 642">status</td> </tr> <tr> <td data-bbox="816 642 1125 793">code</td> <td data-bbox="1125 642 1438 793">(integer): A code that can provide more information when an error occurs.</td> </tr> <tr> <td data-bbox="816 793 1125 945">message</td> <td data-bbox="1125 793 1438 945">(string): Provides additional information when a request returns an error response.</td> </tr> <tr> <td colspan="2" data-bbox="816 945 1438 989">ResponseError</td> </tr> <tr> <td data-bbox="816 989 1125 1033">status</td> <td data-bbox="1125 989 1438 1033">(object):</td> </tr> </table>	BadRequest		status	(object):	status		code	(integer): A code that can provide more information when an error occurs.	message	(string): Provides additional information when a request returns an error response.	ResponseError		status	(object):
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ResponseError															
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401	Unauthorized														
<pre data-bbox="188 1394 217 1423">{}</pre>	<table border="1"> <tr> <td colspan="2" data-bbox="816 1140 1438 1184">Unauthorized</td> </tr> <tr> <td data-bbox="816 1184 1125 1228">status</td> <td data-bbox="1125 1184 1438 1228">(object):</td> </tr> <tr> <td colspan="2" data-bbox="816 1228 1438 1272">status</td> </tr> <tr> <td data-bbox="816 1272 1125 1423">code</td> <td data-bbox="1125 1272 1438 1423">(integer): A code that can provide more information when an error occurs.</td> </tr> <tr> <td data-bbox="816 1423 1125 1575">message</td> <td data-bbox="1125 1423 1438 1575">(string): Provides additional information when a request returns an error response.</td> </tr> <tr> <td colspan="2" data-bbox="816 1575 1438 1619">ResponseError</td> </tr> <tr> <td data-bbox="816 1619 1125 1663">status</td> <td data-bbox="1125 1619 1438 1663">(object):</td> </tr> </table>	Unauthorized		status	(object):	status		code	(integer): A code that can provide more information when an error occurs.	message	(string): Provides additional information when a request returns an error response.	ResponseError		status	(object):
Unauthorized															
status	(object):														
status															
code	(integer): A code that can provide more information when an error occurs.														
message	(string): Provides additional information when a request returns an error response.														
ResponseError															
status	(object):														
403	Forbidden														

Code	Reason														
<div style="background-color: #f0f0f0; padding: 10px; min-height: 200px;"> {} </div>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td colspan="2" style="text-align: left; padding: 5px;">Forbidden</td> </tr> <tr> <td style="text-align: right; padding: 5px;">status</td> <td style="padding: 5px;">(object):</td> </tr> <tr> <td colspan="2" style="padding: 5px;">status</td> </tr> <tr> <td style="text-align: right; padding: 5px;">code</td> <td style="padding: 5px;">(integer): A code that can provide more information when an error occurs.</td> </tr> <tr> <td style="text-align: right; padding: 5px;">message</td> <td style="padding: 5px;">(string): Provides additional information when a request returns an error response.</td> </tr> <tr> <td colspan="2" style="text-align: left; padding: 5px;">ResponseError</td> </tr> <tr> <td style="text-align: right; padding: 5px;">status</td> <td style="padding: 5px;">(object):</td> </tr> </table>	Forbidden		status	(object):	status		code	(integer): A code that can provide more information when an error occurs.	message	(string): Provides additional information when a request returns an error response.	ResponseError		status	(object):
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	message	(string): Provides additional information when a request returns an error response.													
ResponseError															
status	(object):														
404	Channel not found														
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	status														
	code	(integer): A code that can provide more information when an error occurs.													
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ResponseError															
status	(object):														
500	Internal Server Error														
<div style="background-color: #f0f0f0; padding: 10px; min-height: 100px;"> {} </div>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td colspan="2" style="text-align: left; padding: 5px;">ServerError</td> </tr> <tr> <td style="text-align: right; padding: 5px;">status</td> <td style="padding: 5px;">(object):</td> </tr> <tr> <td colspan="2" style="padding: 5px;">status</td> </tr> <tr> <td style="text-align: right; padding: 5px;">code</td> <td style="padding: 5px;">(integer): A code that can provide</td> </tr> </table>	ServerError		status	(object):	status		code	(integer): A code that can provide						
	ServerError														
	status	(object):													
	status														
code	(integer): A code that can provide														

Code	Reason
	more information when an error occurs.
message	(string): Provides additional information when a request returns an error response.
ResponseError	
status	(object):

Usage

```
curl -X DELETE
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
```

```
"https://api-demo.com/nexus/v3/channels/{channelId}/media/{mediaId}?"
```

POST	/channels/{channelId}/messages Send a message
------	--

Send a message to an agent in Genesys from an external messaging system, such as SMS.

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
X-Hub-Signature		The request signature, for example sha1=hash. The hash is built using the body of the message and secret for the channel.	header	string	true
x-ccid		The ID of the contact center the message is sent within.	header	string	true
X-B3-TraceId		The unique trace ID for the request.	header	string	
channelId		The ID of the channel.	path	string	true
messages		Message	body		true

Name	Default	Description	Parameter Type	Data Type	Required
{}					

Responses

Code	Reason																				
200	Operation was successful																				
<pre>{ "status": { "code": 0, "message": "string" }, "data": { "ids": [{ "id": "string" }] } }</pre>	<table border="1"> <tr> <td colspan="2">status</td> </tr> <tr> <td>code</td> <td>(integer): A code that can provide more information when an error occurs.</td> </tr> <tr> <td>message</td> <td>(string): Provides additional information when a request returns an error response.</td> </tr> <tr> <td colspan="2">ids</td> </tr> <tr> <td>id</td> <td>(string):</td> </tr> <tr> <td colspan="2">data</td> </tr> <tr> <td>ids</td> <td>(array:object): The ID of the accepted message, if provided.</td> </tr> <tr> <td colspan="2">InboundMessageResponse</td> </tr> <tr> <td>status</td> <td>(object):</td> </tr> <tr> <td>data</td> <td>(object):</td> </tr> </table>	status		code	(integer): A code that can provide more information when an error occurs.	message	(string): Provides additional information when a request returns an error response.	ids		id	(string):	data		ids	(array:object): The ID of the accepted message, if provided.	InboundMessageResponse		status	(object):	data	(object):
status																					
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message	(string): Provides additional information when a request returns an error response.																				
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id	(string):																				
data																					
ids	(array:object): The ID of the accepted message, if provided.																				
InboundMessageResponse																					
status	(object):																				
data	(object):																				
400	Bad Request																				
<pre>{}</pre>	<table border="1"> <tr> <td colspan="2">BadRequest</td> </tr> <tr> <td>status</td> <td>(object):</td> </tr> <tr> <td colspan="2">status</td> </tr> <tr> <td>code</td> <td>(integer): A code that can provide more information when an error occurs.</td> </tr> <tr> <td>message</td> <td>(string):</td> </tr> </table>	BadRequest		status	(object):	status		code	(integer): A code that can provide more information when an error occurs.	message	(string):										
BadRequest																					
status	(object):																				
status																					
code	(integer): A code that can provide more information when an error occurs.																				
message	(string):																				

Code	Reason														
	<table border="1"> <tr> <td data-bbox="813 302 1127 443"></td> <td data-bbox="1127 302 1451 443">Provides additional information when a request returns an error response.</td> </tr> <tr> <td colspan="2" data-bbox="813 443 1451 485">ResponseError</td> </tr> <tr> <td data-bbox="813 485 1127 527">status</td> <td data-bbox="1127 485 1451 527">(object):</td> </tr> </table>		Provides additional information when a request returns an error response.	ResponseError		status	(object):								
	Provides additional information when a request returns an error response.														
ResponseError															
status	(object):														
401	Unauthorized														
<pre data-bbox="191 890 217 919">{}</pre>	<table border="1"> <tr> <td colspan="2" data-bbox="813 646 1451 688">Unauthorized</td> </tr> <tr> <td data-bbox="813 688 1127 730">status</td> <td data-bbox="1127 688 1451 730">(object):</td> </tr> <tr> <td colspan="2" data-bbox="813 730 1451 772">status</td> </tr> <tr> <td data-bbox="813 772 1127 919">code</td> <td data-bbox="1127 772 1451 919">(integer): A code that can provide more information when an error occurs.</td> </tr> <tr> <td data-bbox="813 919 1127 1073">message</td> <td data-bbox="1127 919 1451 1073">(string): Provides additional information when a request returns an error response.</td> </tr> <tr> <td colspan="2" data-bbox="813 1073 1451 1115">ResponseError</td> </tr> <tr> <td data-bbox="813 1115 1127 1157">status</td> <td data-bbox="1127 1115 1451 1157">(object):</td> </tr> </table>	Unauthorized		status	(object):	status		code	(integer): A code that can provide more information when an error occurs.	message	(string): Provides additional information when a request returns an error response.	ResponseError		status	(object):
Unauthorized															
status	(object):														
status															
code	(integer): A code that can provide more information when an error occurs.														
message	(string): Provides additional information when a request returns an error response.														
ResponseError															
status	(object):														
403	Forbidden														
<pre data-bbox="191 1520 217 1549">{}</pre>	<table border="1"> <tr> <td colspan="2" data-bbox="813 1276 1451 1318">Forbidden</td> </tr> <tr> <td data-bbox="813 1318 1127 1360">status</td> <td data-bbox="1127 1318 1451 1360">(object):</td> </tr> <tr> <td colspan="2" data-bbox="813 1360 1451 1402">status</td> </tr> <tr> <td data-bbox="813 1402 1127 1549">code</td> <td data-bbox="1127 1402 1451 1549">(integer): A code that can provide more information when an error occurs.</td> </tr> <tr> <td data-bbox="813 1549 1127 1703">message</td> <td data-bbox="1127 1549 1451 1703">(string): Provides additional information when a request returns an error response.</td> </tr> <tr> <td colspan="2" data-bbox="813 1703 1451 1745">ResponseError</td> </tr> <tr> <td data-bbox="813 1745 1127 1787">status</td> <td data-bbox="1127 1745 1451 1787">(object):</td> </tr> </table>	Forbidden		status	(object):	status		code	(integer): A code that can provide more information when an error occurs.	message	(string): Provides additional information when a request returns an error response.	ResponseError		status	(object):
Forbidden															
status	(object):														
status															
code	(integer): A code that can provide more information when an error occurs.														
message	(string): Provides additional information when a request returns an error response.														
ResponseError															
status	(object):														

Code	Reason														
404	Channel not found														
<pre>{}</pre>	<table border="1"> <tr> <td colspan="2" data-bbox="813 363 1456 403">NotFound</td> </tr> <tr> <td data-bbox="813 403 1127 443">status</td> <td data-bbox="1127 403 1456 443">(object):</td> </tr> <tr> <td colspan="2" data-bbox="813 443 1456 483">status</td> </tr> <tr> <td data-bbox="813 483 1127 638">code</td> <td data-bbox="1127 483 1456 638">(integer): A code that can provide more information when an error occurs.</td> </tr> <tr> <td data-bbox="813 638 1127 793">message</td> <td data-bbox="1127 638 1456 793">(string): Provides additional information when a request returns an error response.</td> </tr> <tr> <td colspan="2" data-bbox="813 793 1456 833">ResponseError</td> </tr> <tr> <td data-bbox="813 833 1127 873">status</td> <td data-bbox="1127 833 1456 873">(object):</td> </tr> </table>	NotFound		status	(object):	status		code	(integer): A code that can provide more information when an error occurs.	message	(string): Provides additional information when a request returns an error response.	ResponseError		status	(object):
	NotFound														
	status	(object):													
	status														
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	message	(string): Provides additional information when a request returns an error response.													
ResponseError															
status	(object):														
500	Internal Server Error														
<pre>{}</pre>	<table border="1"> <tr> <td colspan="2" data-bbox="813 993 1456 1033">ServerError</td> </tr> <tr> <td data-bbox="813 1033 1127 1073">status</td> <td data-bbox="1127 1033 1456 1073">(object):</td> </tr> <tr> <td colspan="2" data-bbox="813 1073 1456 1113">status</td> </tr> <tr> <td data-bbox="813 1113 1127 1268">code</td> <td data-bbox="1127 1113 1456 1268">(integer): A code that can provide more information when an error occurs.</td> </tr> <tr> <td data-bbox="813 1268 1127 1423">message</td> <td data-bbox="1127 1268 1456 1423">(string): Provides additional information when a request returns an error response.</td> </tr> <tr> <td colspan="2" data-bbox="813 1423 1456 1463">ResponseError</td> </tr> <tr> <td data-bbox="813 1463 1127 1503">status</td> <td data-bbox="1127 1463 1456 1503">(object):</td> </tr> </table>	ServerError		status	(object):	status		code	(integer): A code that can provide more information when an error occurs.	message	(string): Provides additional information when a request returns an error response.	ResponseError		status	(object):
	ServerError														
	status	(object):													
	status														
	code	(integer): A code that can provide more information when an error occurs.													
	message	(string): Provides additional information when a request returns an error response.													
ResponseError															
status	(object):														

Usage

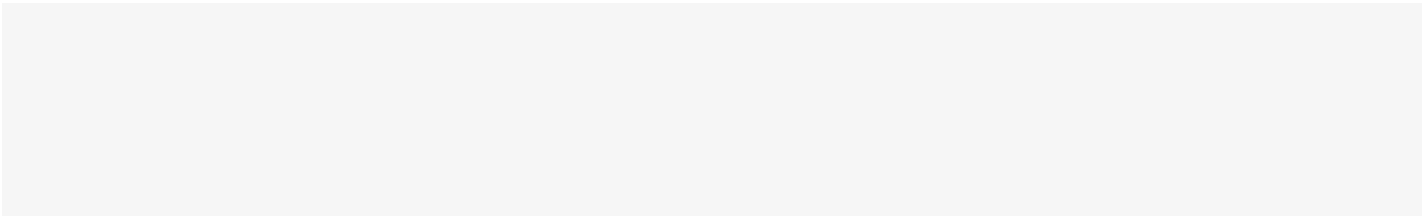
```
curl -X POST
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
-d '{}'
```

"https://api-demo.com/nexus/v3/channels/{channelId}/messages?"

Third-Party Messaging Webhook

Contents

- **1** Base path: [/nexus/v3](#)



Base path: /nexus/v3

POST	/some/webhook/path Send a message to the third-party system
------	--

Send a message to the third-party system. Refer to `OutgoingSmsMessage` and `OutgoingEmailMessage` models for examples and channel-specific differences.
Parameters

Name	Default	Description	Parameter Type	Data Type	Required
X-Hub-Signature		The request signature, for example sha1=hash. The hash is built using the body of the message and secret for the channel.	header	string	true
X-B3-TraceId		The unique trace ID for the request.	header	string	
messages		Message	body		true

```
{}
```

Responses

Code	Reason
200	Message has been sent

```
{
  "messageId": "string"
}
```

OutgoingMessageResponse

messageId (string):

Code	Reason		
	<table border="1"><tr><td data-bbox="812 285 1127 403"></td><td data-bbox="1127 285 1455 403">Unique message ID</td></tr></table>		Unique message ID
	Unique message ID		
500	Error occurred while sending message		

Usage

```
curl -X POST
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
-d '{}'
```

"https://api-demo.com/nexus/v3/some/webhook/path?"

User Data Management Overview

Contents

- [1 API Overview](#)
- [2 API Details](#)
- [3 Getting started](#)

You can use the User Data Management (UDM) API to develop custom applications that can integrate with Genesys to export and download your contact center data.

API Overview

Some of the UDM features you can add to your applications include:

- create a manual data export job
- download exported data file
- clone a manual export job
- view a list of jobs/files
- cancel a job
- delete a job/file
- create/suspend/resume scheduled jobs
- obtain job parameters
- add/view/update certificate

Currently, UDM only supports the export and download of contacts and interaction-based data sourced from Universal Contact Server (UCS).

API Details

Find the API requests, responses, and details here:

- [User Data Management API](#)

Getting started

Make sure to check out the [Introduction to Engage Cloud APIs](#) page for more information about core concepts in the Engage Cloud APIs, such as requests, responses, and CometD notifications.

User Data Management API

Contents

- **1 Base path: /udm**
 - 1.1 Version 10 API Requests
 - 1.2 Version 4 API Requests
 - 1.3 Version 3 API Requests

Base path: /udm

Version 10 API Requests

GET	/v10/cipher
-----	-------------

This request is intended to get already uploaded certificate info.

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
x-api-key		API key provided by Genesys. UDM deployments are accessed through GAPI-based URLs, for example, https://gapi-use1.genesyscloud.com/udm	header	string	
Authorization		Bearer token in the format, Authorization: Bearer . See details about GAuth token.	header	string	Yes

Responses

Code	Reason								
200	200 response								
<pre>{ "ccid": "string", "name": "string", "size": 0, "lastModified": "string" }</pre>	<table border="1"> <thead> <tr> <th colspan="2">CertificateInfo</th> </tr> </thead> <tbody> <tr> <td>ccid</td> <td>(string):</td> </tr> <tr> <td>name</td> <td>(string):</td> </tr> <tr> <td>size</td> <td>(integer):</td> </tr> </tbody> </table>	CertificateInfo		ccid	(string):	name	(string):	size	(integer):
CertificateInfo									
ccid	(string):								
name	(string):								
size	(integer):								

Code	Reason
}	lastModified (string):

Usage

```
curl -X GET
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
-H "Authorization: Bearer eyJhbGciOiJSU...afA1Q"
"https://api-demo.com/udm/v10/cipher?"
```

POST	/v10/cipher/{certificatefilename}
------	-----------------------------------

This request is intended to upload a certificate.

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
x-api-key		API key provided by Genesys. UDM deployments are accessed through GAPI-based URLs, for example, https://gapi-use1.genesyscloud.com/udm	header	string	
certificatefilename			path	string	true
file		The certificate content, field name must be 'file'	formData	file	true
Authorization		Bearer token in the format, Authorization: Bearer . See details about GAuth token.	header	string	Yes

Responses

Code	Reason
201	201 response
"string"	
400	400 response

Usage

```
curl -X POST
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
-H "Authorization: Bearer eyJhbGciOiJSU...afA1Q"
"https://api-demo.com/udm/v10/cipher/{certificatefilename}?"
```

GET	/v10/data/attributes
-----	----------------------

This request is intended to get allow filtering on top of interaction attributes.
Parameters

Name	Default	Description	Parameter Type	Data Type	Required
entities			query	string	
Authorization		Bearer token in the format, Authorization: Bearer . See details about GAuth token.	header	string	Yes

Responses

Code	Reason
200	200 response
<pre>{}</pre>	

Usage

```
curl -X GET
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
-H "Authorization: Bearer eyJhbGciOiJSU...afA1Q"
"https://api-demo.com/udm/v10/data/attributes?entities=string"
```

GET	/v10/data/job-statuses
-----	------------------------

This request is intended to get a list of job statuses.
Parameters

Name	Default	Description	Parameter Type	Data Type	Required
x-api-key		API key provided by Genesys. UDM deployments are accessed through GAPI-based URLs, for example,	header	string	

Name	Default	Description	Parameter Type	Data Type	Required
		https://gapi-use1.genesyscloud.com/udm			
Authorization		Bearer token in the format, Authorization: Bearer . See details about GAuth token.	header	string	Yes

Responses

Code	Reason
200	200 response
{ }	

Usage

```
curl -X GET
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
-H "Authorization: Bearer eyJhbGciOiJSU...afA1Q"
"https://api-demo.com/udm/v10/data/job-statuses?"
```

GET	/v10/data/sources
-----	-------------------

This request is intended to get a list of sources.

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
x-api-key		API key provided by Genesys. UDM deployments are accessed through GAPI-based URLs, for example, https://gapi-use1.genesyscloud.com/udm	header	string	
Authorization		Bearer token in the format, Authorization: Bearer . See details about GAuth token.	header	string	Yes

Responses

Code	Reason
200	200 response
<pre>{}</pre>	
204	204 response

Usage

```
curl -X GET
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
-H "Authorization: Bearer eyJhbGciOiJSU...afA1Q"
"https://api-demo.com/udm/v10/data/sources?"
```

GET	/v10/data/sub-types
-----	---------------------

This request is intended to get a list of entities for specific type and source.

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
x-api-key		API key provided by Genesys. UDM deployments are accessed through GAPI-based URLs, for example, https://gapi-use1.genesyscloud.com/udm	header	string	
dataType			query	string	
source			query	string	
Authorization		Bearer token in the format, Authorization: Bearer . See details about GAuth token.	header	string	Yes

Responses

Code	Reason
200	200 response
<pre>{}</pre>	
204	204 response

Code	Reason
400	400 response

Usage

```
curl -X GET
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
-H "Authorization: Bearer eyJhbGciOiJSU...afA1Q"
"https://api-demo.com/udm/v10/data/sub-types?dataType=string&source=string"
```

GET	/v10/data/types
-----	-----------------

This request is intended to get a list of types for specific source.

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
x-api-key		API key provided by Genesys. UDM deployments are accessed through GAPI-based URLs, for example, https://gapi-use1.genesyscloud.com/udm	header	string	
source			query	string	
Authorization		Bearer token in the format, Authorization: Bearer . See details about GAuth token.	header	string	Yes

Responses

Code	Reason
200	200 response
	<pre>{}</pre>
204	204 response

Usage

```
curl -X GET
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
-H "Authorization: Bearer eyJhbGciOiJSU...afA1Q"
"https://api-demo.com/udm/v10/data/types?source=string"
```

GET /v10/export/history

This request is intended to get a list of history records.
Parameters

Name	Default	Description	Parameter Type	Data Type	Required
x-api-key		API key provided by Genesys. UDM deployments are accessed through GAPI-based URLs, for example, https://gapi-use1.genesyscloud.com/udm	header	string	
descAsc			query	string	
jobId			query	string	
type			query	string	
orderField			query	string	
fileName			query	string	
status			query	string	
from			query	string	
title			query	string	
size			query	string	
source			query	string	
bgUpdate			query	string	
Authorization		Bearer token in the format, Authorization: Bearer . See details about GAAuth token.	header	string	Yes

Responses

Code	Reason										
200	200 response										
<pre>{ "count": 0, "from": 0, "items": [], "size": 0 }</pre>	<table border="1"> <thead> <tr> <th colspan="2">items</th> </tr> <tr> <th colspan="2">PagedResponse</th> </tr> </thead> <tbody> <tr> <td>count</td> <td>(integer):</td> </tr> <tr> <td>from</td> <td>(integer):</td> </tr> <tr> <td>items</td> <td>(array:object):</td> </tr> </tbody> </table>	items		PagedResponse		count	(integer):	from	(integer):	items	(array:object):
items											
PagedResponse											
count	(integer):										
from	(integer):										
items	(array:object):										

Code	Reason
204	204 response

Usage

```
curl -X GET
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
-H "Authorization: Bearer eyJhbGciOiJSU...afA1Q"
"https://api-demo.com/udm/v10/export/history?descAsc=string&jobId=string&type=string&ofield=string&fileName=string&status=string&from=string&title=string"
```

DELETE	/v10/export/history
--------	---------------------

This request is intended to delete a bunch of history records.

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
x-api-key		API key provided by Genesys. UDM deployments are accessed through GAPI-based URLs, for example, https://gapi-use1.genesyscloud.com/udm	header	string	
jobIDs			query	string	true
Authorization		Bearer token in the format, Authorization: Bearer . See details about GAuth token.	header	string	Yes

Responses

Code	Reason
204	204 response
400	400 response

Usage

```
curl -X DELETE
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
-H "Authorization: Bearer eyJhbGciOiJSU...afA1Q"
"https://api-demo.com/udm/v10/export/history?jobIDs=string"
```

GET	/v10/export/history/{id}
-----	--------------------------

This request is intended to get history record info.

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
x-api-key		API key provided by Genesys. UDM deployments are accessed through GAPI-based URLs, for example, https://gapi-use1.genesyscloud.com/udm	header	string	
id			path	string	true
Authorization		Bearer token in the format, Authorization: Bearer . See details about GAuth token.	header	string	Yes

Responses

Code	Reason																														
200	200 response																														
<pre>{ "id": 0, "type": "string", "source": "string", "title": "string", "fileSplitSize": "string", "fileName": "string", "fileSize": 0, "status": "string", "createdDate": "string", "dateFrom": "string", "dateTo": "string", "description": "string", "media": [], "progress": 0, "parentId": 0, "exportAttachments": true }</pre>	<table border="1"> <thead> <tr> <th colspan="2">JobInfo</th> </tr> </thead> <tbody> <tr> <td>id</td> <td>(integer):</td> </tr> <tr> <td>type</td> <td>(string):</td> </tr> <tr> <td>source</td> <td>(string):</td> </tr> <tr> <td>title</td> <td>(string):</td> </tr> <tr> <td>fileSplitSize</td> <td>(string):</td> </tr> <tr> <td>fileName</td> <td>(string):</td> </tr> <tr> <td>fileSize</td> <td>(integer):</td> </tr> <tr> <td>status</td> <td>(string):</td> </tr> <tr> <td>createdDate</td> <td>(string):</td> </tr> <tr> <td>dateFrom</td> <td>(string):</td> </tr> <tr> <td>dateTo</td> <td>(string):</td> </tr> <tr> <td>description</td> <td>(string):</td> </tr> <tr> <td>media</td> <td>(array:string):</td> </tr> <tr> <td>progress</td> <td>(integer):</td> </tr> </tbody> </table>	JobInfo		id	(integer):	type	(string):	source	(string):	title	(string):	fileSplitSize	(string):	fileName	(string):	fileSize	(integer):	status	(string):	createdDate	(string):	dateFrom	(string):	dateTo	(string):	description	(string):	media	(array:string):	progress	(integer):
JobInfo																															
id	(integer):																														
type	(string):																														
source	(string):																														
title	(string):																														
fileSplitSize	(string):																														
fileName	(string):																														
fileSize	(integer):																														
status	(string):																														
createdDate	(string):																														
dateFrom	(string):																														
dateTo	(string):																														
description	(string):																														
media	(array:string):																														
progress	(integer):																														

Code	Reason				
	<table border="1"> <tr> <td>parentId</td> <td>(integer):</td> </tr> <tr> <td>exportAttachments</td> <td>(boolean):</td> </tr> </table>	parentId	(integer):	exportAttachments	(boolean):
parentId	(integer):				
exportAttachments	(boolean):				
400	400 response				
404	404 response				

Usage

```
curl -X GET
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
-H "Authorization: Bearer eyJhbGciOiJSU...afA1Q"
"https://api-demo.com/udm/v10/export/history/{id}?"
```

DELETE	/v10/export/history/{id}
--------	--------------------------

This request is intended to delete a history record.

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
x-api-key		API key provided by Genesys. UDM deployments are accessed through GAPI-based URLs, for example, https://gapi-use1.genesyscloud.com/udm	header	string	
id			path	string	true
Authorization		Bearer token in the format, Authorization: Bearer . See details about GAuth token.	header	string	Yes

Responses

Code	Reason
204	204 response
400	400 response

Usage

```
curl -X DELETE
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
```

```
-H "Authorization: Bearer eyJhbGciOiJSU...afA1Q"
"https://api-demo.com/udm/v10/export/history/{id}?"
```

GET	/v10/export/history/{id}/progress
-----	-----------------------------------

This request is intended to get job progress.

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
x-api-key		API key provided by Genesys. UDM deployments are accessed through GAPI-based URLs, for example, https://gapi-use1.genesyscloud.com/udm	header	string	
id			path	string	true
Authorization		Bearer token in the format, Authorization: Bearer . See details about GAAuth token.	header	string	Yes

Responses

Code	Reason						
200	200 response						
<pre>{ "progress": 0, "status": "string" }</pre>	<table border="1"> <thead> <tr> <th colspan="2">JobProgress</th> </tr> </thead> <tbody> <tr> <td>progress</td> <td>(integer):</td> </tr> <tr> <td>status</td> <td>(string):</td> </tr> </tbody> </table>	JobProgress		progress	(integer):	status	(string):
JobProgress							
progress	(integer):						
status	(string):						
400	400 response						

Usage

```
curl -X GET
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
-H "Authorization: Bearer eyJhbGciOiJSU...afA1Q"
"https://api-demo.com/udm/v10/export/history/{id}/progress?"
```

GET	/v10/export/jobs
-----	------------------

This request is intended to get a list of jobs.

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
descAsc			query	string	
scheduleType			query	string	
x-api-key		API key provided by Genesys. UDM deployments are accessed through GAPI-based URLs, for example, https://gapi-use1.genesyscloud.com/udm	header	string	
type			query	string	
orderField			query	string	
suspend			query	string	
from			query	string	
title			query	string	
size			query	string	
source			query	string	
bgUpdate			query	string	
Authorization		Bearer token in the format, Authorization: Bearer . See details about GAAuth token.	header	string	Yes

Responses

Code	Reason												
200	200 response												
<pre>{ "count": 0, "from": 0, "items": [], "size": 0 }</pre>	<table border="1"> <thead> <tr> <th colspan="2">items</th> </tr> <tr> <th colspan="2">PagedResponse</th> </tr> </thead> <tbody> <tr> <td>count</td> <td>(integer):</td> </tr> <tr> <td>from</td> <td>(integer):</td> </tr> <tr> <td>items</td> <td>(array:object):</td> </tr> <tr> <td>size</td> <td>(integer):</td> </tr> </tbody> </table>	items		PagedResponse		count	(integer):	from	(integer):	items	(array:object):	size	(integer):
items													
PagedResponse													
count	(integer):												
from	(integer):												
items	(array:object):												
size	(integer):												
204	204 response												

Usage

```
curl -X GET
```

```
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
-H "Authorization: Bearer eyJhbGciOiJSU...afA1Q"
"https://api-demo.com/udm/v10/export/
jobs?descAsc=string>heduleType=string&type=string_0Field=string&suspend=string&from=string&title=string&size=string"
```

POST /v10/export/jobs

This request is intended to create a job.
Parameters

Name	Default	Description	Parameter Type	Data Type	Required
x-api-key		API key provided by Genesys. UDM deployments are accessed through GAPI-based URLs, for example, https://gapi-use1.genesyscloud.com/udm	header	string	
Authorization		Bearer token in the format, Authorization: Bearer . See details about GAuth token.	header	string	Yes
Job			body		true

```
{
  "source": "string",
  "type": "string",
  "title": "string",
  "timeFrame": {
    "all": true,
    "dateFrom": "string",
    "dateTo": "string"
  },
  "description": "string",
  "schedulerParam": {
    "immediately": true,
    "cron": "string",
    "runs": "string",
    "startDate": "string"
  },
  "jobParams": {
    "fileSplitSize": "string",
    "type": "string",
    "media": [
    ],
    "exportAttachments": true
  },
}
```

TimeFrame	
all	(boolean, optional):
dateFrom	(string, optional):
dateTo	(string, optional):
SchedulerParam	
immediately	(boolean, optional):
cron	(string, optional):
runs	(string, optional):
startDate	(string, optional):
UcsJobParams	
fileSplitSize	(string, optional):
type	(string, required):
media	(array:string, required):
exportAttachments	(boolean, optional):

Name	Default	Description	Parameter Type	Data Type	Required
<pre>"suspended": true }</pre>			Job		
			source	(string, required): source of job	
			type	(string, required): UCS or DataSync	
			title	(string, required): title of job	
			timeFrame	(TimeFrame, required): export time parameter of job	
			description	(string, optional): A description	
			schedulerParam	(SchedulerParam, required): scheduler parameter of job	
			jobParams	(UcsJobParams, required): parameters of job	
		suspended	(boolean, required): suspended job		

Responses

Code	Reason	
202	202 response	
<pre>{ "id": 0, "type": "string", "source": "string", "title": "string", "fileSplitSize": "string", "fileName": "string", "fileSize": 0, "status": "string", "createdDate": "string", "dateFrom": "string", "dateTo": "string", "description": "string", "media": [], "progress": 0, "parentId": 0, "exportAttachments": true }</pre>	JobInfo	
	id	(integer):
	type	(string):
	source	(string):
	title	(string):
	fileSplitSize	(string):
	fileName	(string):
	fileSize	(integer):
	status	(string):
	createdDate	(string):
	dateFrom	(string):
	dateTo	(string):
	description	(string):

Code	Reason								
	<table border="1"> <tr> <td>media</td> <td>(array:string):</td> </tr> <tr> <td>progress</td> <td>(integer):</td> </tr> <tr> <td>parentId</td> <td>(integer):</td> </tr> <tr> <td>exportAttachments</td> <td>(boolean):</td> </tr> </table>	media	(array:string):	progress	(integer):	parentId	(integer):	exportAttachments	(boolean):
media	(array:string):								
progress	(integer):								
parentId	(integer):								
exportAttachments	(boolean):								
400	400 response								

Usage

```
curl -X POST
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
-H "Authorization: Bearer eyJhbGciOiJSU...afA1Q"
-d '{
  "source": "string",
  "type": "string",
  "title": "string",
  "timeFrame": {
    "all": true,
    "dateFrom": "string",
    "dateTo": "string"
  },
  "description": "string",
  "schedulerParam": {
    "immediately": true,
    "cron": "string",
    "runs": "string",
    "startDate": "string"
  },
  "jobParams": {
    "fileSplitSize": "string",
    "type": "string",
    "media": [
      ],
    "exportAttachments": true
  },
  "suspended": true
}'
"https://api-demo.com/udm/v10/export/jobs?"
```

DELETE	/v10/export/jobs
--------	------------------

This request is intended to delete a bunch of jobs.

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
x-api-key		API key provided by Genesys. UDM deployments are accessed through GAPI-	header	string	

Name	Default	Description	Parameter Type	Data Type	Required
		based URLs, for example, https://gapi-use1.genesyscloud.com/udm			
jobIDs			query	string	true
Authorization		Bearer token in the format, Authorization: Bearer . See details about GAuth token.	header	string	Yes

Responses

Code	Reason
204	204 response
400	400 response

Usage

```
curl -X DELETE
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
-H "Authorization: Bearer eyJhbGciOiJSU...afA1Q"
"https://api-demo.com/udm/v10/export/jobs?jobIDs=string"
```

POST	/v10/export/jobs/cancel/{id}
------	------------------------------

This request is intended to cancel an unfinished job.

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
x-api-key		API key provided by Genesys. UDM deployments are accessed through GAPI-based URLs, for example, https://gapi-use1.genesyscloud.com/udm	header	string	
id			path	string	true
Authorization		Bearer token in the format, Authorization: Bearer . See details about GAuth token.	header	string	Yes

Responses

Code	Reason
200	200 response
400	400 response
404	404 response

Usage

```
curl -X POST
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
-H "Authorization: Bearer eyJhbGciOiJSU...afA1Q"
"https://api-demo.com/udm/v10/export/jobs/cancel/{id}?"
```

POST	/v10/export/jobs/resume/{id}
------	------------------------------

This request is intended to resume an unfinished job.

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
x-api-key		API key provided by Genesys. UDM deployments are accessed through GAPI-based URLs, for example, https://gapi-use1.genesyscloud.com/udm	header	string	
id			path	string	true
Authorization		Bearer token in the format, Authorization: Bearer . See details about GAuth token.	header	string	Yes

Responses

Code	Reason
200	200 response
<pre>{ "id": 0, "type": "string", "source": "string", "title": "string", "fileSplitSize": "string", "JobInfo": { "id": (integer): "type": (string): "source": (string): } }</pre>	

Code	Reason																										
<pre> "fileName": "string", "fileSize": 0, "status": "string", "createdDate": "string", "dateFrom": "string", "dateTo": "string", "description": "string", "media": [], "progress": 0, "parentId": 0, "exportAttachments": true } </pre>	<table border="1"> <tr><td>source</td><td>(string):</td></tr> <tr><td>fileSplitSize</td><td>(string):</td></tr> <tr><td>fileName</td><td>(string):</td></tr> <tr><td>fileSize</td><td>(integer):</td></tr> <tr><td>status</td><td>(string):</td></tr> <tr><td>createdDate</td><td>(string):</td></tr> <tr><td>createdDate</td><td>(string):</td></tr> <tr><td>dateTo</td><td>(string):</td></tr> <tr><td>description</td><td>(string):</td></tr> <tr><td>media</td><td>(array:string):</td></tr> <tr><td>progress</td><td>(integer):</td></tr> <tr><td>parentId</td><td>(integer):</td></tr> <tr><td>exportAttachments</td><td>(boolean):</td></tr> </table>	source	(string):	fileSplitSize	(string):	fileName	(string):	fileSize	(integer):	status	(string):	createdDate	(string):	createdDate	(string):	dateTo	(string):	description	(string):	media	(array:string):	progress	(integer):	parentId	(integer):	exportAttachments	(boolean):
source	(string):																										
fileSplitSize	(string):																										
fileName	(string):																										
fileSize	(integer):																										
status	(string):																										
createdDate	(string):																										
createdDate	(string):																										
dateTo	(string):																										
description	(string):																										
media	(array:string):																										
progress	(integer):																										
parentId	(integer):																										
exportAttachments	(boolean):																										
400	400 response																										
404	404 response																										

Usage

```

curl -X POST
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
-H "Authorization: Bearer eyJhbGciOiJSU...afA1Q"
"https://api-demo.com/udm/v10/export/jobs/resume/{id}?"
                    
```

POST	/v10/export/jobs/suspend/{id}
------	-------------------------------

This request is intended to suspend an unfinished job.

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
x-api-key		API key provided by Genesys. UDM deployments are accessed through GAPI-based URLs, for example, https://gapi-use1.genesyscloud.com/udm	header	string	
id			path	string	true
Authorization		Bearer token in the format,	header	string	Yes

Name	Default	Description	Parameter Type	Data Type	Required
		Authorization: Bearer . See details about GAAuth token.			

Responses

Code	Reason																																		
200	200 response																																		
<pre>{ "id": 0, "type": "string", "source": "string", "title": "string", "fileSplitSize": "string", "fileName": "string", "fileSize": 0, "status": "string", "createdDate": "string", "dateFrom": "string", "dateTo": "string", "description": "string", "media": [], "progress": 0, "parentId": 0, "exportAttachments": true }</pre>	<table border="1"> <thead> <tr> <th colspan="2">JobInfo</th> </tr> </thead> <tbody> <tr> <td>id</td> <td>(integer):</td> </tr> <tr> <td>type</td> <td>(string):</td> </tr> <tr> <td>source</td> <td>(string):</td> </tr> <tr> <td>source</td> <td>(string):</td> </tr> <tr> <td>fileSplitSize</td> <td>(string):</td> </tr> <tr> <td>fileName</td> <td>(string):</td> </tr> <tr> <td>fileSize</td> <td>(integer):</td> </tr> <tr> <td>status</td> <td>(string):</td> </tr> <tr> <td>createdDate</td> <td>(string):</td> </tr> <tr> <td>createdDate</td> <td>(string):</td> </tr> <tr> <td>dateTo</td> <td>(string):</td> </tr> <tr> <td>description</td> <td>(string):</td> </tr> <tr> <td>media</td> <td>(array:string):</td> </tr> <tr> <td>progress</td> <td>(integer):</td> </tr> <tr> <td>parentId</td> <td>(integer):</td> </tr> <tr> <td>exportAttachments</td> <td>(boolean):</td> </tr> </tbody> </table>	JobInfo		id	(integer):	type	(string):	source	(string):	source	(string):	fileSplitSize	(string):	fileName	(string):	fileSize	(integer):	status	(string):	createdDate	(string):	createdDate	(string):	dateTo	(string):	description	(string):	media	(array:string):	progress	(integer):	parentId	(integer):	exportAttachments	(boolean):
JobInfo																																			
id	(integer):																																		
type	(string):																																		
source	(string):																																		
source	(string):																																		
fileSplitSize	(string):																																		
fileName	(string):																																		
fileSize	(integer):																																		
status	(string):																																		
createdDate	(string):																																		
createdDate	(string):																																		
dateTo	(string):																																		
description	(string):																																		
media	(array:string):																																		
progress	(integer):																																		
parentId	(integer):																																		
exportAttachments	(boolean):																																		
400	400 response																																		
404	404 response																																		

Usage

```
curl -X POST
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
-H "Authorization: Bearer eyJhbGciOiJSU...afA1Q"
"https://api-demo.com/udm/v10/export/jobs/suspend/{id}?"
```

GET	/v10/export/jobs/{id}
-----	-----------------------

This request is intended to get job info.

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
x-api-key		API key provided by Genesys. UDM deployments are accessed through GAPI-based URLs, for example, https://gapi-use1.genesyscloud.com/udm	header	string	
id			path	string	true
Authorization		Bearer token in the format, Authorization: Bearer . See details about GAuth token.	header	string	Yes

Responses

Code	Reason																																		
200	200 response																																		
<pre> { "id": 0, "type": "string", "source": "string", "title": "string", "fileSplitSize": "string", "fileName": "string", "fileSize": 0, "status": "string", "createdDate": "string", "dateFrom": "string", "dateTo": "string", "description": "string", "media": [], "progress": 0, "parentId": 0, "exportAttachments": true } </pre>	<table border="1"> <thead> <tr> <th colspan="2">JobInfo</th> </tr> </thead> <tbody> <tr> <td>id</td> <td>(integer):</td> </tr> <tr> <td>type</td> <td>(string):</td> </tr> <tr> <td>source</td> <td>(string):</td> </tr> <tr> <td>source</td> <td>(string):</td> </tr> <tr> <td>fileSplitSize</td> <td>(string):</td> </tr> <tr> <td>fileName</td> <td>(string):</td> </tr> <tr> <td>fileSize</td> <td>(integer):</td> </tr> <tr> <td>status</td> <td>(string):</td> </tr> <tr> <td>createdDate</td> <td>(string):</td> </tr> <tr> <td>createdDate</td> <td>(string):</td> </tr> <tr> <td>dateTo</td> <td>(string):</td> </tr> <tr> <td>description</td> <td>(string):</td> </tr> <tr> <td>media</td> <td>(array:string):</td> </tr> <tr> <td>progress</td> <td>(integer):</td> </tr> <tr> <td>parentId</td> <td>(integer):</td> </tr> <tr> <td>exportAttachments</td> <td>(boolean):</td> </tr> </tbody> </table>	JobInfo		id	(integer):	type	(string):	source	(string):	source	(string):	fileSplitSize	(string):	fileName	(string):	fileSize	(integer):	status	(string):	createdDate	(string):	createdDate	(string):	dateTo	(string):	description	(string):	media	(array:string):	progress	(integer):	parentId	(integer):	exportAttachments	(boolean):
JobInfo																																			
id	(integer):																																		
type	(string):																																		
source	(string):																																		
source	(string):																																		
fileSplitSize	(string):																																		
fileName	(string):																																		
fileSize	(integer):																																		
status	(string):																																		
createdDate	(string):																																		
createdDate	(string):																																		
dateTo	(string):																																		
description	(string):																																		
media	(array:string):																																		
progress	(integer):																																		
parentId	(integer):																																		
exportAttachments	(boolean):																																		
400	400 response																																		

Code	Reason
404	404 response

Usage

```
curl -X GET
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
-H "Authorization: Bearer eyJhbGciOiJSU...afA1Q"
"https://api-demo.com/udm/v10/export/jobs/{id}?"
```

PUT	/v10/export/jobs/{id}
-----	-----------------------

This request is intended to update not started job.

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
x-api-key		API key provided by Genesys. UDM deployments are accessed through GAPI-based URLs, for example, https://gapi-use1.genesyscloud.com/udm	header	string	
id			path	string	true
Authorization		Bearer token in the format, Authorization: Bearer . See details about GAuth token.	header	string	Yes
Job			body		true

```
{
  "source": "string",
  "type": "string",
  "title": "string",
  "timeFrame": {
    "all": true,
    "dateFrom": "string",
    "dateTo": "string"
  },
  "description": "string",
  "schedulerParam": {
    "immediately": true,
    "cron": "string",
    "runs": "string",
    "startDate": "string"
  },
}
```

TimeFrame	
all	(boolean, optional):
dateFrom	(string, optional):
dateTo	(string, optional):
SchedulerParam	
immediately	(boolean, optional):
cron	(string, optional):
runs	(string, optional):
startDate	(string, optional):
UcsJobParams	

Name	Default	Description	Parameter Type	Data Type	Required
<pre> "jobParams": { "fileSplitSize": "string", "type": "string", "media": [], "exportAttachments": true }, "suspended": true } </pre>			fileSplitSize	(string, optional):	
			type	(string, required):	
			media	(array:string, required):	
			exportAttachments	(boolean, optional):	
			Job		
			source	(string, required): source of job	
			type	(string, required): UCS or DataSync	
			title	(string, required): title of job	
			timeFrame	(TimeFrame, required): export time parameter of job	
			description	(string, optional): A description	
			schedulerParam	(SchedulerParam, required): scheduler parameter of job	
			jobParams	(UcsJobParams, required): parameters of job	
		suspended	(boolean, required): suspended job		

Responses

Code	Reason																
200	200 response																
<pre> { "id": 0, "type": "string", "source": "string", "title": "string", "fileSplitSize": "string", "fileName": "string", "fileSize": 0, "status": "string", "createdDate": "string", "dateFrom": "string", "dateTo": "string", "description": "string", } </pre>	<table border="1"> <thead> <tr> <th colspan="2">JobInfo</th> </tr> </thead> <tbody> <tr> <td>id</td> <td>(integer):</td> </tr> <tr> <td>type</td> <td>(string):</td> </tr> <tr> <td>source</td> <td>(string):</td> </tr> <tr> <td>title</td> <td>(string):</td> </tr> <tr> <td>fileSplitSize</td> <td>(string):</td> </tr> <tr> <td>fileName</td> <td>(string):</td> </tr> <tr> <td>fileSize</td> <td>(integer):</td> </tr> </tbody> </table>	JobInfo		id	(integer):	type	(string):	source	(string):	title	(string):	fileSplitSize	(string):	fileName	(string):	fileSize	(integer):
JobInfo																	
id	(integer):																
type	(string):																
source	(string):																
title	(string):																
fileSplitSize	(string):																
fileName	(string):																
fileSize	(integer):																

Code	Reason																		
<pre> "media": [], "progress": 0, "parentId": 0, "exportAttachments": true } </pre>	<table border="1"> <tr><td>status</td><td>(string):</td></tr> <tr><td>createdDate</td><td>(string):</td></tr> <tr><td>dateFrom</td><td>(string):</td></tr> <tr><td>dateTo</td><td>(string):</td></tr> <tr><td>description</td><td>(string):</td></tr> <tr><td>media</td><td>(array:string):</td></tr> <tr><td>progress</td><td>(integer):</td></tr> <tr><td>parentId</td><td>(integer):</td></tr> <tr><td>exportAttachments</td><td>(boolean):</td></tr> </table>	status	(string):	createdDate	(string):	dateFrom	(string):	dateTo	(string):	description	(string):	media	(array:string):	progress	(integer):	parentId	(integer):	exportAttachments	(boolean):
status	(string):																		
createdDate	(string):																		
dateFrom	(string):																		
dateTo	(string):																		
description	(string):																		
media	(array:string):																		
progress	(integer):																		
parentId	(integer):																		
exportAttachments	(boolean):																		
400	400 response																		
404	404 response																		

Usage

```

curl -X PUT
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
-H "Authorization: Bearer eyJhbGciOiJSU...afA1Q"
-d '{
  "source": "string",
  "type": "string",
  "title": "string",
  "timeFrame": {
    "all": true,
    "dateFrom": "string",
    "dateTo": "string"
  },
  "description": "string",
  "schedulerParam": {
    "immediately": true,
    "cron": "string",
    "runs": "string",
    "startDate": "string"
  },
  "jobParams": {
    "fileSplitSize": "string",
    "type": "string",
    "media": [
      ],
      "exportAttachments": true
    ],
    "suspended": true
  }
}'
"https://api-demo.com/udm/v10/export/jobs/{id}?"
                    
```

DELETE	/v10/export/jobs/{id}
--------	-----------------------

This request is intended to delete finished job.

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
x-api-key		API key provided by Genesys. UDM deployments are accessed through GAPI-based URLs, for example, https://gapi-use1.genesyscloud.com/udm	header	string	
id			path	string	true
Authorization		Bearer token in the format, Authorization: Bearer . See details about GAuth token.	header	string	Yes

Responses

Code	Reason
204	204 response
400	400 response

Usage

```
curl -X DELETE
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
-H "Authorization: Bearer eyJhbGciOiJSU...afA1Q"
"https://api-demo.com/udm/v10/export/jobs/{id}?"
```

GET	/v10/file-metadatas
-----	---------------------

This request is intended to get a list of files data.

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
historyId			query	string	
descAsc			query	string	
jobTitle			query	string	
x-api-key			query	string	
name			query	string	
type			query	string	
source			query	string	
endDate			query	string	
orderField			query	string	

Name	Default	Description	Parameter Type	Data Type	Required
startDate			query	string	
from			query	string	
size			query	string	
bgUpdate			query	string	
Authorization		Bearer token in the format, Authorization: Bearer . See details about GAuth token.	header	string	Yes

Responses

Code	Reason												
200	200 response												
<pre>{ "count": 0, "from": 0, "items": [], "size": 0 }</pre>	<table border="1"> <thead> <tr> <th colspan="2">items</th> </tr> <tr> <th colspan="2">PagedResponse</th> </tr> </thead> <tbody> <tr> <td>count</td> <td>(integer):</td> </tr> <tr> <td>from</td> <td>(integer):</td> </tr> <tr> <td>items</td> <td>(array:object):</td> </tr> <tr> <td>size</td> <td>(integer):</td> </tr> </tbody> </table>	items		PagedResponse		count	(integer):	from	(integer):	items	(array:object):	size	(integer):
items													
PagedResponse													
count	(integer):												
from	(integer):												
items	(array:object):												
size	(integer):												

Usage

```
curl -X GET
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
-H "Authorization: Bearer eyJhbGciOiJSU...afA1Q"
"https://api-demo.com/udm/v10/file-metadatas?historyId=string&descAsc=string&jobTitle=string&name=string&type=string&source=string&endDate=string"
```

GET	/v10/files
-----	------------

This request is intended to get a bunch of links to download files.

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
filename			query	string	
x-api-key		API key provided by Genesys. UDM deployments are accessed through GAPI-based URLs,	header	string	

Name	Default	Description	Parameter Type	Data Type	Required
		for example, https://gapi-use1.genesyscloud.com/udm			
Authorization		Bearer token in the format, Authorization: Bearer . See details about GAuth token.	header	string	Yes

Responses

Code	Reason		
200	200 response		
<pre>{ "path": "string" }</pre>	<table border="1"> <thead> <tr> <th>PreSignedUri</th> </tr> </thead> <tbody> <tr> <td>path (string):</td> </tr> </tbody> </table>	PreSignedUri	path (string):
PreSignedUri			
path (string):			
400	400 response		
404	404 response		
<pre>{}</pre>			

Usage

```
curl -X GET
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
-H "Authorization: Bearer eyJhbGciOiJSU...afA1Q"
"https://api-demo.com/udm/v10/files?filename=string"
```

DELETE	/v10/files
--------	------------

This request is intended to delete a bunch of files.

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
filename			query	string	true
x-api-key		API key provided by Genesys. UDM deployments are accessed through GAPI-based URLs,	header	string	

Name	Default	Description	Parameter Type	Data Type	Required
		for example, https://gapi-use1.genesyscloud.com/udm			
Authorization		Bearer token in the format, Authorization: Bearer . See details about GAAuth token.	header	string	Yes

Responses

Code	Reason
204	204 response

Usage

```
curl -X DELETE
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
-H "Authorization: Bearer eyJhbGciOiJSU...afA1Q"
"https://api-demo.com/udm/v10/files?filename=string"
```

GET	/v10/files/{filename}
-----	-----------------------

This request is intended to download a file.

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
filename			path	string	true
x-api-key		API key provided by Genesys. UDM deployments are accessed through GAPI-based URLs, for example, https://gapi-use1.genesyscloud.com/udm	header	string	
Authorization		Bearer token in the format, Authorization: Bearer . See details about GAAuth token.	header	string	Yes

Responses

Code	Reason
303	303 response
404	404 response

Usage

```
curl -X GET
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
-H "Authorization: Bearer eyJhbGciOiJSU...afA1Q"
"https://api-demo.com/udm/v10/files/{filename}?"
```

DELETE	/v10/files/{filename}
--------	-----------------------

This request is intended to delete a file.

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
filename			path	string	true
x-api-key		API key provided by Genesys. UDM deployments are accessed through GAPI-based URLs, for example, https://gapi-use1.genesyscloud.com/udm	header	string	
Authorization		Bearer token in the format, Authorization: Bearer . See details about GAuth token.	header	string	Yes

Responses

Code	Reason
204	204 response

Usage

```
curl -X DELETE
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
-H "Authorization: Bearer eyJhbGciOiJSU...afA1Q"
"https://api-demo.com/udm/v10/files/{filename}?"
```

GET	/v10/resources/labels
-----	-----------------------

This request is intended to get labels and their values.

Responses

Code	Reason
200	200 response

Usage

```
curl -X GET
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
-H "Authorization: Bearer eyJhbGciOiJSU...afA1Q"
"https://api-demo.com/udm/v10/resources/labels?"
```

GET	/v10/version
-----	--------------

This request is intended to get service info.

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
x-api-key		API key provided by Genesys. UDM deployments are accessed through GAPI-based URLs, for example, https://gapi-use1.genesyscloud.com/udm	header	string	

Responses

Code	Reason
200	200 response

```
{
  "version": "string",
  "buildNumber": "string",
  "changeset": "string",
  "name": "string"
}
```

VersionInfo	
version	(string):
buildNumber	(string):
changeset	(string):
name	(string):

Usage

```
curl -X GET
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
"https://api-demo.com/udm/v10/version?"
```

Version 4 API Requests

Important

Although the User Data Management API still supports version 4 API calls documented below, they have been deprecated.

GET Deprecated	/v4/export/history Get list of jobs info
--------------------------	---

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
descAsc		Specifies the sort order of orderField. False for ascending order, true for descending	query	boolean	
orderField		By which field to order	query	string	
title		Filter that title contains	query	string	
fileName		Filter that file name contains	query	string	
type		Filter that type contains	query	string	
status		Filter that file name contains	query	string	
from	0	Index of the first item to return	query	integer	
size	999999999	Maximum number of items to return	query	integer	

Responses

Code	Reason				
200	Ok				
<pre>{ "count": 0, "from": 0, }</pre>	<table border="1"> <tr> <td colspan="2">PagedResponse</td> </tr> <tr> <td>count</td> <td>(integer):</td> </tr> </table>	PagedResponse		count	(integer):
PagedResponse					
count	(integer):				

Code	Reason						
<pre>"items": [], "size": 0 }</pre>	<table border="1"> <tr> <td>from</td> <td>(integer):</td> </tr> <tr> <td>items</td> <td>(array:object):</td> </tr> <tr> <td>size</td> <td>(integer):</td> </tr> </table>	from	(integer):	items	(array:object):	size	(integer):
from	(integer):						
items	(array:object):						
size	(integer):						
204	No Content						

Usage

```
curl -X GET
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
```

```
"https://api-demo.com/udm/v4/export/history?descAsc=true&field=string&title=string&fileName=string&type=string&status=string&from=0&size=0"
```

DELETE	/v4/export/history
Deprecated	Delete the specified jobs list

In case if some jobs cannot be deleted internal server error is returned with a list of jobs that weren't deleted as json array in the body. A job with status in progress cannot be deleted.

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
jobIDs		A comma-separated list of job IDs	query	string	true

Responses

Code	Reason
204	No Content
400	Bad Request

Usage

```
curl -X DELETE
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
```

```
"https://api-demo.com/udm/v4/export/history?jobIDs=string"
```

GET	/v4/export/history/{id}
Deprecated	Get specified jobs history

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
id		The id of the job	path	string	true

Responses

Code	Reason																																
200	Ok																																
<pre>{ "id": 0, "type": "string", "source": "string", "title": "string", "fileSplitSize": "string", "fileName": "string", "fileSize": 0, "status": "string", "createdDate": "string", "dateFrom": "string", "dateTo": "string", "description": "string", "media": [], "progress": 0, "parentId": 0 }</pre>	<table border="1"> <thead> <tr> <th colspan="2">JobInfo</th> </tr> </thead> <tbody> <tr> <td>id</td> <td>(integer):</td> </tr> <tr> <td>type</td> <td>(string):</td> </tr> <tr> <td>source</td> <td>(string):</td> </tr> <tr> <td>title</td> <td>(string):</td> </tr> <tr> <td>fileSplitSize</td> <td>(string):</td> </tr> <tr> <td>filename</td> <td>(string):</td> </tr> <tr> <td>fileSize</td> <td>(integer):</td> </tr> <tr> <td>status</td> <td>(string):</td> </tr> <tr> <td>createdDate</td> <td>(string):</td> </tr> <tr> <td>dateFrom</td> <td>(string):</td> </tr> <tr> <td>dateTo</td> <td>(string):</td> </tr> <tr> <td>description</td> <td>(string):</td> </tr> <tr> <td>media</td> <td>(array:string):</td> </tr> <tr> <td>progress</td> <td>(integer):</td> </tr> <tr> <td>parentId</td> <td>(integer):</td> </tr> </tbody> </table>	JobInfo		id	(integer):	type	(string):	source	(string):	title	(string):	fileSplitSize	(string):	filename	(string):	fileSize	(integer):	status	(string):	createdDate	(string):	dateFrom	(string):	dateTo	(string):	description	(string):	media	(array:string):	progress	(integer):	parentId	(integer):
JobInfo																																	
id	(integer):																																
type	(string):																																
source	(string):																																
title	(string):																																
fileSplitSize	(string):																																
filename	(string):																																
fileSize	(integer):																																
status	(string):																																
createdDate	(string):																																
dateFrom	(string):																																
dateTo	(string):																																
description	(string):																																
media	(array:string):																																
progress	(integer):																																
parentId	(integer):																																
400	Bad Request																																
404	ManualJob Not Found																																

Usage

```
curl -X GET
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"

"https://api-demo.com/udm/v4/export/history/{id}?"
```

DELETE Deprecated	/v4/export/history/{id} Delete the specified job
------------------------------------	---

A job in progress can not be deleted.

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
id		The id of the job	path	string	true

Responses

Code	Reason
204	No Content
400	Bad Request

Usage

```
curl -X DELETE
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
```

"https://api-demo.com/udm/v4/export/history/{id}?"

GET Deprecated	/v4/export/history/{id}/progress Get currently running job completion progress
--------------------------	---

Return value is between 0 and 100 percent.

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
id		The id of the job history	path	string	true

Responses

Code	Reason						
200	Ok						
<pre>{ "progress": 0, "status": "string" }</pre>	<table border="1"> <thead> <tr> <th colspan="2">JobProgress</th> </tr> </thead> <tbody> <tr> <td>progress</td> <td>(integer):</td> </tr> <tr> <td>status</td> <td>(string):</td> </tr> </tbody> </table>	JobProgress		progress	(integer):	status	(string):
JobProgress							
progress	(integer):						
status	(string):						
400	Bad Request						

Usage

```
curl -X GET
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
```

"https://api-demo.com/udm/v4/export/history/{id}/progress?"

GET Deprecated	/v4/export/jobs Get list of jobs info
--------------------------	--

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
descAsc		Specifies the sort order of orderField. False for ascending order, true for descending	query	boolean	
orderField		By which field to order	query	string	
title		Filter that title contains	query	string	
type		Filter that type contains	query	string	
scheduleType		Filter that file name contains	query	string	
suspend		Filter that schedule type contains	query	boolean	
from	0	Index of the first item to return	query	integer	
size	999999999	Maximum number of items to return	query	integer	

Responses

Code	Reason										
200	Ok										
<pre>{ "count": 0, "from": 0, "items": [], "size": 0 }</pre>	<table border="1"> <thead> <tr> <th colspan="2">PagedResponse</th> </tr> </thead> <tbody> <tr> <td>count</td> <td>(integer):</td> </tr> <tr> <td>from</td> <td>(integer):</td> </tr> <tr> <td>items</td> <td>(array:object):</td> </tr> <tr> <td>size</td> <td>(integer):</td> </tr> </tbody> </table>	PagedResponse		count	(integer):	from	(integer):	items	(array:object):	size	(integer):
PagedResponse											
count	(integer):										
from	(integer):										
items	(array:object):										
size	(integer):										
204	No Content										

Usage

```
curl -X GET
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
```

```
"https://api-demo.com/udm/v4/export/jobs?descAsc=true&orderField=string&title=string&type=string&scheduleType=string&suspend=true&from=0&size=0"
```

POST Deprecated	/v4/export/jobs Save specified manualJob
---------------------------	---

Parameters

Name	Default	Description	Parameter Type	Data Type	Required																																																																		
body			body																																																																				
<pre>{ "source": "string", "title": "string", "timeFrame": { "all": true, "dateFrom": "string", "dateTo": "string" }, "fileSplitSize": "string", "description": "string", "schedulerParam": { "immediately": true, "cron": "string", "runs": "string", "startDate": "string" }, "jobParams": { "fileSplitSize": "string", "type": "string", "media": [] }, "suspended": "string" }</pre>			<table border="1"> <tr> <td colspan="3">TimeFrame</td> </tr> <tr> <td>all</td> <td>(boolean, optional):</td> <td></td> </tr> <tr> <td>dateFrom</td> <td>(string, optional):</td> <td></td> </tr> <tr> <td>dateTo</td> <td>(string, optional):</td> <td></td> </tr> <tr> <td colspan="3">SchedulerParam</td> </tr> <tr> <td>immediately</td> <td>(boolean, optional):</td> <td></td> </tr> <tr> <td>cron</td> <td>(string, optional):</td> <td></td> </tr> <tr> <td>runs</td> <td>(string, optional):</td> <td></td> </tr> <tr> <td>startDate</td> <td>(string, optional):</td> <td></td> </tr> <tr> <td colspan="3">UcsJobParams</td> </tr> <tr> <td>fileSplitSize</td> <td>(string, optional):</td> <td></td> </tr> <tr> <td>type</td> <td>(string, required):</td> <td></td> </tr> <tr> <td>media</td> <td>(array:string, required):</td> <td></td> </tr> <tr> <td colspan="3">Job</td> </tr> <tr> <td>source</td> <td>(string, required): source of job</td> <td></td> </tr> <tr> <td>title</td> <td>(string, required): title of job</td> <td></td> </tr> <tr> <td>timeFrame</td> <td>(TimeFrame, required): export time parameter of job</td> <td></td> </tr> <tr> <td>fileSplitSize</td> <td>(string, optional): size of splitted file</td> <td></td> </tr> <tr> <td>description</td> <td>(string, optional): A description</td> <td></td> </tr> <tr> <td>schedulerParam</td> <td>(SchedulerParam, required): scheduler parameter of job</td> <td></td> </tr> <tr> <td>jobParams</td> <td>(UcsJobParams, required): parameters of job</td> <td></td> </tr> <tr> <td>suspended</td> <td>(string, required): suspended job</td> <td></td> </tr> </table>			TimeFrame			all	(boolean, optional):		dateFrom	(string, optional):		dateTo	(string, optional):		SchedulerParam			immediately	(boolean, optional):		cron	(string, optional):		runs	(string, optional):		startDate	(string, optional):		UcsJobParams			fileSplitSize	(string, optional):		type	(string, required):		media	(array:string, required):		Job			source	(string, required): source of job		title	(string, required): title of job		timeFrame	(TimeFrame, required): export time parameter of job		fileSplitSize	(string, optional): size of splitted file		description	(string, optional): A description		schedulerParam	(SchedulerParam, required): scheduler parameter of job		jobParams	(UcsJobParams, required): parameters of job		suspended	(string, required): suspended job	
TimeFrame																																																																							
all	(boolean, optional):																																																																						
dateFrom	(string, optional):																																																																						
dateTo	(string, optional):																																																																						
SchedulerParam																																																																							
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runs	(string, optional):																																																																						
startDate	(string, optional):																																																																						
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fileSplitSize	(string, optional):																																																																						
type	(string, required):																																																																						
media	(array:string, required):																																																																						
Job																																																																							
source	(string, required): source of job																																																																						
title	(string, required): title of job																																																																						
timeFrame	(TimeFrame, required): export time parameter of job																																																																						
fileSplitSize	(string, optional): size of splitted file																																																																						
description	(string, optional): A description																																																																						
schedulerParam	(SchedulerParam, required): scheduler parameter of job																																																																						
jobParams	(UcsJobParams, required): parameters of job																																																																						
suspended	(string, required): suspended job																																																																						

Responses

Code	Reason																																
202	Accepted																																
<pre>{ "id": 0, "type": "string", "source": "string", "title": "string", "fileSplitSize": "string", "fileName": "string", "fileSize": 0, "status": "string", "createdDate": "string", "dateFrom": "string", "dateTo": "string", "description": "string", "media": [], "progress": 0, "parentId": 0 }</pre>	<table border="1"> <thead> <tr> <th colspan="2">JobInfo</th> </tr> </thead> <tbody> <tr> <td>id</td> <td>(integer):</td> </tr> <tr> <td>type</td> <td>(string):</td> </tr> <tr> <td>source</td> <td>(string):</td> </tr> <tr> <td>title</td> <td>(string):</td> </tr> <tr> <td>fileSplitSize</td> <td>(string):</td> </tr> <tr> <td>fileName</td> <td>(string):</td> </tr> <tr> <td>fileSize</td> <td>(integer):</td> </tr> <tr> <td>status</td> <td>(string):</td> </tr> <tr> <td>createdDate</td> <td>(string):</td> </tr> <tr> <td>dateFrom</td> <td>(string):</td> </tr> <tr> <td>dateTo</td> <td>(string):</td> </tr> <tr> <td>description</td> <td>(string):</td> </tr> <tr> <td>media</td> <td>(array:string):</td> </tr> <tr> <td>progress</td> <td>(integer):</td> </tr> <tr> <td>parentId</td> <td>(integer):</td> </tr> </tbody> </table>	JobInfo		id	(integer):	type	(string):	source	(string):	title	(string):	fileSplitSize	(string):	fileName	(string):	fileSize	(integer):	status	(string):	createdDate	(string):	dateFrom	(string):	dateTo	(string):	description	(string):	media	(array:string):	progress	(integer):	parentId	(integer):
JobInfo																																	
id	(integer):																																
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title	(string):																																
fileSplitSize	(string):																																
fileName	(string):																																
fileSize	(integer):																																
status	(string):																																
createdDate	(string):																																
dateFrom	(string):																																
dateTo	(string):																																
description	(string):																																
media	(array:string):																																
progress	(integer):																																
parentId	(integer):																																
400	Bad Request																																

Usage

```
curl -X POST
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
-d '{
  "source": "string",
  "title": "string",
  "timeFrame": {
    "all": true,
    "dateFrom": "string",
    "dateTo": "string"
  },
  "fileSplitSize": "string",
  "description": "string",
  "schedulerParam": {
    "immediately": true,
    "cron": "string",
    "runs": "string",
    "startDate": "string"
  },
  "jobParams": {
    "fileSplitSize": "string",
    "type": "string",
    "media": [

```

```

    ]
  },
  "suspended": "string"
}'
"https://api-demo.com/udm/v4/export/jobs?"

```

DELETE Deprecated	/v4/export/jobs Delete the specified jobs list
------------------------------------	---

In case if some jobs cannot be deleted internal server error is returned with a list of jobs that weren't deleted as json array in the body. A job with status in progress cannot be deleted.

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
jobIDs		A comma-separated list of job IDs	query	string	true

Responses

Code	Reason
204	No Content
400	Bad Request

Usage

```

curl -X DELETE
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
"https://api-demo.com/udm/v4/export/jobs?jobIDs=string"

```

POST Deprecated	/v4/export/jobs/cancel/{id} Cancel running
----------------------------------	---

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
id		The id of the job	path	string	true

Responses

Code	Reason
200	Ok
400	Bad Request
404	Not Found

Usage

```

curl -X POST
-H "x-api-key: your_API_key"

```

-H "Content-Type: application/json"

"https://api-demo.com/udm/v4/export/jobs/cancel/{id}?"

POST Deprecated	/v4/export/jobs/resume/{id} Save specified manualjob
---------------------------	---

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
id		The id of the job	path	string	true

Responses

Code	Reason
200	Ok
<pre>{ "status": { "code": 0, "detail": {}, "message": "successful" } }</pre>	
400	Bad Request
404	Job Not Found

Usage

```
curl -X POST
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
```

"https://api-demo.com/udm/v4/export/jobs/resume/{id}?"

POST Deprecated	/v4/export/jobs/suspend/{id} Save specified manualjob
---------------------------	--

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
id		The id of the job	path	string	true

Responses

Code	Reason
200	Ok

Code	Reason
<pre>{ "status": { "code": 0, "detail": {}, "message": "successful" } }</pre>	
400	Bad Request
404	Job Not Found

Usage

```
curl -X POST
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
```

"https://api-demo.com/udm/v4/export/jobs/suspend/{id}?"

GET	/v4/export/jobs/{id}
Deprecated	Get specified job

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
id		The id of the job	path	string	true

Responses

Code	Reason
200	Ok
<pre>{ "id": "", "source": "string", "title": "string", "timeFrame": { "all": true, "dateFrom": "string", "dateTo": "string" }, "fileSplitSize": "string", "description": "string", "schedulerParam": { "immediately": true, "cron": "string", "runs": "string", "startDate": "string" }, "jobParams": {</pre>	

Code	Reason
<pre> "fileSplitSize": "string", "type": "string", "media": [] }, "suspended": "string" } </pre>	
400	Bad Request
404	ManualJob Not Found

Usage

```

curl -X GET
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
                    
```

"https://api-demo.com/udm/v4/export/jobs/{id}?"

PUT	/v4/export/jobs/{id}
Deprecated	Save specified manualJob

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
id			path	string	true
body			body		

<pre> { "source": "string", "title": "string", "type": "string", "timeFrame": { "all": true, "dateFrom": "string", "dateTo": "string" }, "fileSplitSize": "string", "description": "string", "schedulerParam": { "immediately": true, "cron": "string", "runs": "string", "startDate": "string" }, "jobParams": { "fileSplitSize": "string", "type": "string", "media": [] } } </pre>	TimeFrame					
		all	(boolean, optional):			
		dateFrom	(string, optional):			
		dateTo	(string, optional):			
		SchedulerParam				
		immediately	(boolean, optional):			
		cron	(string, optional):			
		runs	(string, optional):			
		startDate	(string, optional):			
		UcsJobParams				
		fileSplitSize	(string, optional):			
		type	(string, required):			
		media	(array:string, required):			
		Job				

Name	Default	Description	Parameter Type	Data Type	Required
<pre> }, "suspended": "string" } </pre>			source	(string, required): source of job	
			title	(string, required): title of job	
			type	(string, required): type of job	
			timeFrame	(TimeFrame, required): export time parameter of job	
			fileSplitSize	(string, optional): size of splitted file	
			description	(string, optional): A description	
			schedulerParam	(SchedulerParam, required): scheduler parameter of job	
			jobParams	(UcsJobParams, required): parameters of job	
		suspended	(string, required): suspended job		

Responses

Code	Reason																								
200	Ok																								
<pre> { "id": 0, "type": "string", "source": "string", "title": "string", "fileSplitSize": "string", "fileName": "string", "fileSize": 0, "status": "string", "createdDate": "string", "dateFrom": "string", "dateTo": "string", "description": "string", "media": [], "progress": 0, "parentId": 0 } </pre>	<table border="1"> <thead> <tr> <th colspan="2">JobInfo</th> </tr> </thead> <tbody> <tr> <td>id</td> <td>(integer):</td> </tr> <tr> <td>type</td> <td>(string):</td> </tr> <tr> <td>source</td> <td>(string):</td> </tr> <tr> <td>title</td> <td>(string):</td> </tr> <tr> <td>fileSplitSize</td> <td>(string):</td> </tr> <tr> <td>fileName</td> <td>(string):</td> </tr> <tr> <td>fileSize</td> <td>(integer):</td> </tr> <tr> <td>status</td> <td>(string):</td> </tr> <tr> <td>createdDate</td> <td>(string):</td> </tr> <tr> <td>dateFrom</td> <td>(string):</td> </tr> <tr> <td>dateTo</td> <td>(string):</td> </tr> </tbody> </table>	JobInfo		id	(integer):	type	(string):	source	(string):	title	(string):	fileSplitSize	(string):	fileName	(string):	fileSize	(integer):	status	(string):	createdDate	(string):	dateFrom	(string):	dateTo	(string):
JobInfo																									
id	(integer):																								
type	(string):																								
source	(string):																								
title	(string):																								
fileSplitSize	(string):																								
fileName	(string):																								
fileSize	(integer):																								
status	(string):																								
createdDate	(string):																								
dateFrom	(string):																								
dateTo	(string):																								

Code	Reason								
	<table border="1"> <tr> <td>description</td> <td>(string):</td> </tr> <tr> <td>media</td> <td>(array:string):</td> </tr> <tr> <td>progress</td> <td>(integer):</td> </tr> <tr> <td>parentId</td> <td>(integer):</td> </tr> </table>	description	(string):	media	(array:string):	progress	(integer):	parentId	(integer):
description	(string):								
media	(array:string):								
progress	(integer):								
parentId	(integer):								
400	Bad Request								
404	Job Not Found								

Usage

```
curl -X PUT
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
-d '{
  "source": "string",
  "title": "string",
  "timeFrame": {
    "all": true,
    "dateFrom": "string",
    "dateTo": "string"
  },
  "fileSplitSize": "string",
  "description": "string",
  "schedulerParam": {
    "immediately": true,
    "cron": "string",
    "runs": "string",
    "startDate": "string"
  },
  "jobParams": {
    "fileSplitSize": "string",
    "type": "string",
    "media": [
      ]
    },
  "suspended": "string"
}'
"https://api-demo.com/udm/v4/export/jobs/{id}?"
```

DELETE Deprecated	/v4/export/jobs/{id} Delete the specified job
------------------------------------	--

A job in progress can not be deleted.

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
id		The id of the job	path	string	true

Responses

Code	Reason
204	No Content
400	Bad Request

Usage

```
curl -X DELETE
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
"https://api-demo.com/udm/v4/export/jobs/{id}?"
```

Version 3 API Requests

Important

Although the User Data Management API still supports version 3 API calls documented below, they have been deprecated.

GET Deprecated	/v3/cipher Get certificate information
--------------------------	---

Responses

Code	Reason
200	Ok

<pre>{ "ccid": "string", "name": "string", "size": 0, "lastModified": "string" }</pre>	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="2">CertificateInfo</th> </tr> </thead> <tbody> <tr> <td style="text-align: right;">ccid</td> <td>(string):</td> </tr> <tr> <td style="text-align: right;">name</td> <td>(string):</td> </tr> <tr> <td style="text-align: right;">size</td> <td>(integer):</td> </tr> <tr> <td style="text-align: right;">lastModified</td> <td>(string):</td> </tr> </tbody> </table>	CertificateInfo		ccid	(string):	name	(string):	size	(integer):	lastModified	(string):
CertificateInfo											
ccid	(string):										
name	(string):										
size	(integer):										
lastModified	(string):										

Usage

```
curl -X GET
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
"https://api-demo.com/udm/v3/cipher?"
```

POST Deprecated	/v3/cipher/{certificatefilename} POST the specified certificate
---------------------------	--

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
certificatefilename			path	string	true
file			formData	file	

Responses

Code	Reason
201	Created
"string"	
400	Bad Request

Usage

```
curl -X POST
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"

"https://api-demo.com/udm/v3/cipher/{certificatefilename}?"
```

GET Deprecated	/v3/data/job-statuses Get list of job statuses
--------------------------	---

Responses

Code	Reason						
200	Ok						
<pre>[{ "label": "string", "value": "string" }]</pre>							
<table border="1"> <thead> <tr> <th colspan="2">KeyValueItem</th> </tr> </thead> <tbody> <tr> <td>label</td> <td>(string):</td> </tr> <tr> <td>value</td> <td>(string):</td> </tr> </tbody> </table>		KeyValueItem		label	(string):	value	(string):
KeyValueItem							
label	(string):						
value	(string):						

Usage

```
curl -X GET
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"

"https://api-demo.com/udm/v3/data/job-statuses?"
```

GET Deprecated	/v3/data/sources Get list of sources
--------------------------	---

Responses

Code	Reason
200	Ok

Code	Reason						
<pre>[{ "label": "string", "value": "string" }]</pre>	<table border="1"> <thead> <tr> <th colspan="2">KeyValueItem</th> </tr> </thead> <tbody> <tr> <td>label</td> <td>(string):</td> </tr> <tr> <td>value</td> <td>(string):</td> </tr> </tbody> </table>	KeyValueItem		label	(string):	value	(string):
KeyValueItem							
label	(string):						
value	(string):						
204	No Content						

Usage

```
curl -X GET
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
```

"https://api-demo.com/udm/v3/data/sources?"

GET	/v3/data/sub-types
Deprecated	Get list of data subtypes

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
source		Filter data sub types by source	query	string	
dataType		Filter data types by type	query	string	

Responses

Code	Reason												
200	Ok												
<pre>[{ "name": "string", "displayName": "string", "source": "string", "dataType": "string", "enabled": true }]</pre>	<table border="1"> <thead> <tr> <th colspan="2">SubType</th> </tr> </thead> <tbody> <tr> <td>name</td> <td>(string):</td> </tr> <tr> <td>displayName</td> <td>(string):</td> </tr> <tr> <td>source</td> <td>(string):</td> </tr> <tr> <td>dataType</td> <td>(string):</td> </tr> <tr> <td>enabled</td> <td>(boolean):</td> </tr> </tbody> </table>	SubType		name	(string):	displayName	(string):	source	(string):	dataType	(string):	enabled	(boolean):
SubType													
name	(string):												
displayName	(string):												
source	(string):												
dataType	(string):												
enabled	(boolean):												
204	No Content												
400	Bad Request												

Usage

```
curl -X GET
-H "x-api-key: your_API_key"
```

-H "Content-Type: application/json"

"https://api-demo.com/udm/v3/data/sub-types?source=string&dataType=string"

GET Deprecated	/v3/data/types Get list of types
--------------------------	-------------------------------------

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
source		Filter data types by source	query	string	

Responses

Code	Reason						
200	Ok						
<pre>[{ "name": "string", "source": "string" }]</pre>	<table border="1"> <thead> <tr> <th colspan="2">DataType</th> </tr> </thead> <tbody> <tr> <td>name</td> <td>(string):</td> </tr> <tr> <td>source</td> <td>(string):</td> </tr> </tbody> </table>	DataType		name	(string):	source	(string):
DataType							
name	(string):						
source	(string):						
204	No Content						

Usage

```
curl -X GET
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
```

"https://api-demo.com/udm/v3/data/types?source=string"

GET Deprecated	/v3/file-metadatas Get list of files metadata
--------------------------	--

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
descAsc		Specifies the sort order of orderField. False for ascending order, true for descending	query	boolean	
orderField		By which field to order	query	string	
startDate		startDate	query	string	

Name	Default	Description	Parameter Type	Data Type	Required
endDate		Filter to which upload date	query	string	
name		Filter that file name contains	query	string	
jobTitle		Filter that job title contains	query	string	
type		Filter that file type contains	query	string	
from	0	Index of the first item to return	query	integer	
size	999999999	Maximum number of items to return	query	integer	

Responses

Code	Reason
200	Ok

```

{
  "count": 0,
  "from": 0,
  "items": [
  ],
  "size": 0
}
    
```

PagedResponse	
count	(integer):
from	(integer):
items	(array:object):
size	(integer):

Usage

```

curl -X GET
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
    
```

"https://api-demo.com/udm/v3/file-metadatas?descAsc=true&field=string&tDate=string&endDate=string&name=string&jobTitle=string&type=string&from=0&size=100"

GET	/v3/files
Deprecated	Get the list of pre-signed url for specified files list

The maximum number of files is limited to 100. Also if some files cannot be found HTTP 404 is returned with a list of the files that weren't found as json array in the body

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
filename		A comma-	query	string	

Name	Default	Description	Parameter Type	Data Type	Required
		separated list of file names			

Responses

Code	Reason		
200	Ok		
<pre>{ "path": "string" }</pre>	<table border="1"> <thead> <tr> <th>PreSignedUri</th> </tr> </thead> <tbody> <tr> <td>path (string):</td> </tr> </tbody> </table>	PreSignedUri	path (string):
PreSignedUri			
path (string):			
400	Bad Request		
404	File Not Found		
<pre>[{ "path": "string" }]</pre>	<table border="1"> <thead> <tr> <th>PreSignedUri</th> </tr> </thead> <tbody> <tr> <td>path (string):</td> </tr> </tbody> </table>	PreSignedUri	path (string):
PreSignedUri			
path (string):			

Usage

```
curl -X GET
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
```

```
"https://api-demo.com/udm/v3/files?filename=string"
```

DELETE	/v3/files
Deprecated	Delete the specified files list

In case if some files cannot be deleted internal server error is returned with a list of files that weren't deleted as json array in the body.

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
filename		A comma-separated list of file names	query	string	true

Responses

Code	Reason
204	No Content

Usage

```
curl -X DELETE
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"

"https://api-demo.com/udm/v3/files?filename=string"
```

GET Deprecated	/v3/files/{filename} Get the specified file
--------------------------	--

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
filename		The name of the file	path	string	true

Responses

Code	Reason
303	See Other
404	File Not Found

Usage

```
curl -X GET
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"

"https://api-demo.com/udm/v3/files/{filename}?"
```

DELETE Deprecated	/v3/files/{filename} Delete the specified file
-----------------------------	---

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
filename		The name of the file	path	string	true

Responses

Code	Reason
204	No Content

Usage

```
curl -X DELETE
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"

"https://api-demo.com/udm/v3/files/{filename}?"
```

GET Deprecated	/v3/version Get version information
--------------------------	--

Responses

Code	Reason										
200	Ok										
<pre data-bbox="186 388 535 546"> { "version": "string", "buildNumber": "string", "changeset": "string", "name": "string" } </pre>	<table border="1" data-bbox="824 361 1429 571"> <thead> <tr> <th colspan="2" data-bbox="829 367 1424 401">VersionInfo</th> </tr> </thead> <tbody> <tr> <td data-bbox="829 401 1128 443">version</td> <td data-bbox="1128 401 1424 443">(string):</td> </tr> <tr> <td data-bbox="829 443 1128 485">buildNumber</td> <td data-bbox="1128 443 1424 485">(string):</td> </tr> <tr> <td data-bbox="829 485 1128 527">changeset</td> <td data-bbox="1128 485 1424 527">(string):</td> </tr> <tr> <td data-bbox="829 527 1128 569">name</td> <td data-bbox="1128 527 1424 569">(string):</td> </tr> </tbody> </table>	VersionInfo		version	(string):	buildNumber	(string):	changeset	(string):	name	(string):
VersionInfo											
version	(string):										
buildNumber	(string):										
changeset	(string):										
name	(string):										

Usage

```

curl -X GET
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
"https://api-demo.com/udm/v3/version?"

```