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# Genesys Multicloud CX Web-based API Reference

Authentication API

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## Contents

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

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Base path: /auth/v3

|      |                                     |
|------|-------------------------------------|
| POST | /change-password<br>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:<br>Authorization:<br>bearer<br>a4b5da75-a584-4053-9227-0f0ab23ff06e | header   | string    |          |                         |  |             |                     |             |                     |          |                     |                                     |  |      |                                      |             |   |
| request  |   | Request  | body   |           | true     |                         |  |             |                     |             |                     |          |                     |                                     |  |      |                                      |             |   |
| <pre>{<br/>  "data": {<br/>    "newPassword": "string",<br/>    "oldPassword": "string",<br/>    "userName": "string"<br/>  },<br/>  "operationId": "string"<br/>}</pre> |   |  | <table><thead><tr><th colspan="2">ChangePasswordOperation</th></tr></thead><tbody><tr><td>newPassword</td><td>(string, required):</td></tr><tr><td>oldPassword</td><td>(string, required):</td></tr><tr><td>userName</td><td>(string, optional):</td></tr><tr><th colspan="2">ApiRequestOfChangePasswordOperation</th></tr><tr><td>data</td><td>(ChangePasswordOperation, required):</td></tr><tr><td>operationId</td><td>(string, optional):<br/>Used for asynchronous operations to map request and response</td></tr></tbody></table> |           |          | ChangePasswordOperation |  | newPassword | (string, required): | oldPassword | (string, required): | userName | (string, optional): | ApiRequestOfChangePasswordOperation |  | data | (ChangePasswordOperation, required): | operationId | (string, optional):<br>Used for asynchronous operations to map request and response |
| ChangePasswordOperation  |   |  |  |           |          |                         |  |             |                     |             |                     |          |                     |                                     |  |      |                                      |             |   |
| newPassword  | (string, required):   |  |  |           |          |                         |  |             |                     |             |                     |          |                     |                                     |  |      |                                      |             |   |
| oldPassword  | (string, required):   |  |  |           |          |                         |  |             |                     |             |                     |          |                     |                                     |  |      |                                      |             |   |
| userName   | (string, optional):   |  |  |           |          |                         |  |             |                     |             |                     |          |                     |                                     |  |      |                                      |             |   |
| ApiRequestOfChangePasswordOperation  |   |  |  |           |          |                         |  |             |                     |             |                     |          |                     |                                     |  |      |                                      |             |   |
| data   | (ChangePasswordOperation, required):  |  |  |           |          |                         |  |             |                     |             |                     |          |                     |                                     |  |      |                                      |             |   |
| operationId  | (string, optional):<br>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): |
| ResponseStatus   |   |                |  |      |            |        |           |         |           |               |  |        |                   |               |  |      |           |        |                        |      |           |        |                   |
| code   | (integer):  |                |  |      |            |        |           |         |           |               |  |        |                   |               |  |      |           |        |                        |      |           |        |                   |
| detail   | (object):   |                |  |      |            |        |           |         |           |               |  |        |                   |               |  |      |           |        |                        |      |           |        |                   |
| message  | (string):   |                |  |      |            |        |           |         |           |               |  |        |                   |               |  |      |           |        |                        |      |           |        |                   |
| ErrorResponse  |   |                |  |      |            |        |           |         |           |               |  |        |                   |               |  |      |           |        |                        |      |           |        |                   |
| 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<br>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): |
| ResponseStatus   |   |                |  |      |            |        |           |         |           |               |  |        |                   |             |  |      |           |        |                        |      |           |        |                   |
| code   | (integer):  |                |  |      |            |        |           |         |           |               |  |        |                   |             |  |      |           |        |                        |      |           |        |                   |
| detail   | (object):   |                |  |      |            |        |           |         |           |               |  |        |                   |             |  |      |           |        |                        |      |           |        |                   |
| message  | (string):   |                |  |      |            |        |           |         |           |               |  |        |                   |             |  |      |           |        |                        |      |           |        |                   |
| ErrorResponse  |   |                |  |      |            |        |           |         |           |               |  |        |                   |             |  |      |           |        |                        |      |           |        |                   |
| 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<br>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 <b>tenant</b> 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<br>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):<br/>The access token.</td> </tr> <tr> <td>expires_in</td> <td>(integer):</td> </tr> </tbody> </table> | DefaultOAuth2AccessToken |  | access_token | (string):<br>The access token. | expires_in | (integer): |
| DefaultOAuth2AccessToken   |   |                          |  |              |                                |            |            |
| access_token   | (string):<br>The access token.  |                          |  |              |                                |            |            |
| expires_in   | (integer):  |                          |  |              |                                |            |            |

| Code   | Reason   |                |  |               |                                 |        |                                      |            |  |               |  |        |                   |
|--|--|----------------|--|---------------|---------------------------------|--------|--------------------------------------|------------|--|---------------|--|--------|-------------------|
|  | <table border="1"> <tr> <td data-bbox="815 300 1128 420"></td> <td data-bbox="1135 300 1455 420">The time, in seconds, before the token expiration.</td> </tr> <tr> <td data-bbox="815 428 1128 527">refresh_token</td> <td data-bbox="1135 428 1455 527">(string):<br/>The refresh token.</td> </tr> <tr> <td data-bbox="815 535 1128 634">scope</td> <td data-bbox="1135 535 1455 634">(string):<br/>The scope of the token.</td> </tr> <tr> <td data-bbox="815 642 1128 787">token_type</td> <td data-bbox="1135 642 1455 787">(string):<br/>The type of access token — always 'bearer'.</td> </tr> </table>                                    |                | The time, in seconds, before the token expiration. | refresh_token | (string):<br>The refresh token. | scope  | (string):<br>The scope of the token. | token_type | (string):<br>The type of access token — always 'bearer'. |               |  |        |                   |
|  | The time, in seconds, before the token expiration.   |                |  |               |                                 |        |                                      |            |  |               |  |        |                   |
| refresh_token  | (string):<br>The refresh token.  |                |  |               |                                 |        |                                      |            |  |               |  |        |                   |
| scope  | (string):<br>The scope of the token.   |                |  |               |                                 |        |                                      |            |  |               |  |        |                   |
| token_type   | (string):<br>The type of access token — always 'bearer'.   |                |  |               |                                 |        |                                      |            |  |               |  |        |                   |
| 400  | Error as specified by standard (username/password is wrong, for example)   |                |  |               |                                 |        |                                      |            |  |               |  |        |                   |
| <pre data-bbox="186 934 495 1144"> {   "status": {     "code": 0,     "detail": {     },     "message": "string"   } } </pre>  | <table border="1"> <tr> <td colspan="2" data-bbox="815 888 1455 955">ResponseStatus</td> </tr> <tr> <td data-bbox="815 963 1128 997">code</td> <td data-bbox="1135 963 1455 997">(integer):</td> </tr> <tr> <td data-bbox="815 1005 1128 1039">detail</td> <td data-bbox="1135 1005 1455 1039">(object):</td> </tr> <tr> <td data-bbox="815 1047 1128 1081">message</td> <td data-bbox="1135 1047 1455 1081">(string):</td> </tr> <tr> <td colspan="2" data-bbox="815 1089 1455 1123">ErrorResponse</td> </tr> <tr> <td data-bbox="815 1131 1128 1165">status</td> <td data-bbox="1135 1131 1455 1165">(ResponseStatus):</td> </tr> </table>       | ResponseStatus |  | code          | (integer):                      | detail | (object):                            | message    | (string):  | ErrorResponse |  | status | (ResponseStatus): |
| ResponseStatus   |  |                |  |               |                                 |        |                                      |            |  |               |  |        |                   |
| code   | (integer):   |                |  |               |                                 |        |                                      |            |  |               |  |        |                   |
| detail   | (object):  |                |  |               |                                 |        |                                      |            |  |               |  |        |                   |
| message  | (string):  |                |  |               |                                 |        |                                      |            |  |               |  |        |                   |
| ErrorResponse  |  |                |  |               |                                 |        |                                      |            |  |               |  |        |                   |
| status   | (ResponseStatus):  |                |  |               |                                 |        |                                      |            |  |               |  |        |                   |
| 401  | Unauthorized   |                |  |               |                                 |        |                                      |            |  |               |  |        |                   |
| <pre data-bbox="186 1312 495 1522"> {   "status": {     "code": 0,     "detail": {     },     "message": "string"   } } </pre> | <table border="1"> <tr> <td colspan="2" data-bbox="815 1266 1455 1333">ResponseStatus</td> </tr> <tr> <td data-bbox="815 1341 1128 1375">code</td> <td data-bbox="1135 1341 1455 1375">(integer):</td> </tr> <tr> <td data-bbox="815 1383 1128 1417">detail</td> <td data-bbox="1135 1383 1455 1417">(object):</td> </tr> <tr> <td data-bbox="815 1425 1128 1459">message</td> <td data-bbox="1135 1425 1455 1459">(string):</td> </tr> <tr> <td colspan="2" data-bbox="815 1467 1455 1501">ErrorResponse</td> </tr> <tr> <td data-bbox="815 1509 1128 1543">status</td> <td data-bbox="1135 1509 1455 1543">(ResponseStatus):</td> </tr> </table> | ResponseStatus |  | code          | (integer):                      | detail | (object):                            | message    | (string):  | ErrorResponse |  | status | (ResponseStatus): |
| ResponseStatus   |  |                |  |               |                                 |        |                                      |            |  |               |  |        |                   |
| code   | (integer):   |                |  |               |                                 |        |                                      |            |  |               |  |        |                   |
| detail   | (object):  |                |  |               |                                 |        |                                      |            |  |               |  |        |                   |
| message  | (string):  |                |  |               |                                 |        |                                      |            |  |               |  |        |                   |
| ErrorResponse  |  |                |  |               |                                 |        |                                      |            |  |               |  |        |                   |
| status   | (ResponseStatus):  |                |  |               |                                 |        |                                      |            |  |               |  |        |                   |
| 403  | Forbidden  |                |  |               |                                 |        |                                      |            |  |               |  |        |                   |
| <pre data-bbox="186 1690 397 1795"> {   "status": {     "code": 0,     "detail": {     },   }, } </pre>                        | <table border="1"> <tr> <td colspan="2" data-bbox="815 1644 1455 1711">ResponseStatus</td> </tr> <tr> <td data-bbox="815 1719 1128 1753">code</td> <td data-bbox="1135 1719 1455 1753">(integer):</td> </tr> <tr> <td data-bbox="815 1761 1128 1795">detail</td> <td data-bbox="1135 1761 1455 1795">(object):</td> </tr> </table>   | ResponseStatus |  | code          | (integer):                      | detail | (object):                            |            |  |               |  |        |                   |
| ResponseStatus   |  |                |  |               |                                 |        |                                      |            |  |               |  |        |                   |
| code   | (integer):   |                |  |               |                                 |        |                                      |            |  |               |  |        |                   |
| detail   | (object):  |                |  |               |                                 |        |                                      |            |  |               |  |        |                   |

| 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<br>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):<br/>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):<br>OpenID Connect 'aud' claim. This is present if user authenticated with openid scope. |
| UserRole  |   |          |  |      |           |            |                 |                |  |     |   |
| name  | (string):   |          |  |      |           |            |                 |                |  |     |   |
| privileges  | (array:string):   |          |  |      |           |            |                 |                |  |     |   |
| OpenIdUserInfo  |   |          |  |      |           |            |                 |                |  |     |   |
| aud   | (string):<br>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><b>authorities</b></p>       | <p>(array:UserRole):<br/>         Authorities assigned to the user.</p>  |
|   | <p><b>contact_center_id</b></p> | <p>(string):<br/>         OpenID Connect 'aud' claim. This is present if user authenticated with openid scope.</p>   |
|   | <p><b>dbid</b></p>              | <p>(integer):<br/>         The DBID of the corresponding user record in Configuration Server. This is present if the user belongs to a contact center.</p> |
|   | <p><b>email</b></p>             | <p>(string):<br/>         OpenID Connect 'email' claim. This is present if user authenticated with openid scope.</p>                                       |
|   | <p><b>environment_id</b></p>    | <p>(string):<br/>         OpenID Connect 'environment_id' claim. This is present if user authenticated with openid scope.</p>                              |
|   | <p><b>family_name</b></p>       | <p>(string):<br/>         OpenID Connect 'family_name' (last name) claim. This is present if user authenticated with openid scope.</p>                     |
|   | <p><b>given_name</b></p>        | <p>(string):<br/>         OpenID Connect 'given_name' (first name) claim. This is present if user authenticated with openid scope.</p>                     |
|   | <p><b>properties</b></p>        | <p>(object):<br/>         The user's properties</p>  |
|   | <p><b>sub</b></p>               | <p>(string):<br/>         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):<br/>OpenID Connect 'aud' claim. This is present if user authenticated with openid scope.</td> </tr> </table> |  | authenticated with openid scope. | user_name | (string):<br>OpenID Connect 'aud' claim. This is present if user authenticated with openid scope. |
|           | authenticated with openid scope.   |  |                                  |           |   |
| user_name | (string):<br>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<br>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<br>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<br>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<br>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):<br/>Authorities assigned to the user.</td> </tr> <tr> <td>cmeUserName</td> <td>(string):<br/>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):<br/>The ID of the contact center the user belongs to (if any).</td> </tr> <tr> <td>dbid</td> <td>(integer):<br/>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):<br/>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):<br>Authorities assigned to the user. | cmeUserName | (string):<br>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):<br>The ID of the contact center the user belongs to (if any). | dbid | (integer):<br>The DBID of the corresponding user record in Configuration Server. This is present if the user belongs to a contact center. | environmentId | (string):<br>The ID of the Genesys environment the user belongs to (if any). | loginName | (string): |
| UserRole   |  |          |  |      |           |            |                 |                  |  |             |  |             |  |                 |   |      |   |               |  |           |           |
| name   | (string):  |          |  |      |           |            |                 |                  |  |             |  |             |  |                 |   |      |   |               |  |           |           |
| privileges   | (array:string):  |          |  |      |           |            |                 |                  |  |             |  |             |  |                 |   |      |   |               |  |           |           |
| CloudUserDetails   |  |          |  |      |           |            |                 |                  |  |             |  |             |  |                 |   |      |   |               |  |           |           |
| authorities  | (array:UserRole):<br>Authorities assigned to the user.   |          |  |      |           |            |                 |                  |  |             |  |             |  |                 |   |      |   |               |  |           |           |
| cmeUserName  | (string):<br>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):<br>The ID of the contact center the user belongs to (if any).  |          |  |      |           |            |                 |                  |  |             |  |             |  |                 |   |      |   |               |  |           |           |
| dbid   | (integer):<br>The DBID of the corresponding user record in Configuration Server. This is present if the user belongs to a contact center.  |          |  |      |           |            |                 |                  |  |             |  |             |  |                 |   |      |   |               |  |           |           |
| environmentId  | (string):<br>The ID of the Genesys environment the user belongs to (if any).   |          |  |      |           |            |                 |                  |  |             |  |             |  |                 |   |      |   |               |  |           |           |
| loginName  | (string):  |          |  |      |           |            |                 |                  |  |             |  |             |  |                 |   |      |   |               |  |           |           |

| Code       | Reason   |  |   |            |                                    |          |   |
|------------|--|--|---|------------|------------------------------------|----------|---|
|            | <table border="1"> <tr> <td></td> <td>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>properties</td> <td>(object):<br/>The user's properties</td> </tr> <tr> <td>username</td> <td>(string):<br/>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):<br>The user's properties | username | (string):<br>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):<br>The user's properties   |  |   |            |                                    |          |   |
| username   | (string):<br>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?"
```