Genesys Multicloud CX Web-based API Reference

Authentication API

5/3/2026

Contents

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

``json
{
  "data": {
  },
  "errors": [
    {
      "status": {
        "code": 0,
        "detail": {
        },
        "message": "string"
      }
    }
  ],
  "path": "string",
  "status": {
    "code": 0,
    "detail": {
    },
    "message": "string"
  }
}
``
	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 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

```
{
  "data": {
  },
  "errors": [
    {
      "status": {
        "code": 0,
        "detail": {
        },
        "message": "string"
      }
    }
  ],
  "path": "string",
  "status": {
    "code": 0,
    "detail": {
    },
    "message": "string"
  }
}
```

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 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 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

<table>
<tr>
<td>

```
{
  "access_token": "string",
  "expires_in": 0,
  "refresh_token": "string",
  "scope": "string",
  "token_type": "string"
}
```

</td>
<td>

DefaultOAuth2AccessToken

access_token	(string): The access token.
expires_in	(integer):

</td>
</tr>
</table>

Code	Reason
	<table><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>
400	Error as specified by standard (username/password is wrong, for example)

```
{
  "status": {
    "code": 0,
    "detail": {
    },
    "message": "string"
  }
}
```

ResponseStatus		
	code	(integer):
	detail	(object):
	message	(string):
ErrorResponse		
	status	(ResponseStatus):

Code	Reason
401	Unauthorized

```
{
  "status": {
    "code": 0,
    "detail": {
    },
    "message": "string"
  }
}
```

ResponseStatus		
	code	(integer):
	detail	(object):
	message	(string):
ErrorResponse		
	status	(ResponseStatus):

Code	Reason
403	Forbidden

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

ResponseStatus		
	code	(integer):
	detail	(object):

Code	Reason
``` "message": "string" } } ```	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
```{ "aud": "string", "authorities": [{ "name": "string", "privileges": [ ] }], "contact_center_id": "string", "dbid": 0,```	UserRole name (string): privileges (array:string): OpenIdUserInfo aud — (string): OpenID Connect 'aud' claim. This is present if user authenticated with openid scope.

Code	Reason

`    "email": "string",`
`    "environment_id": "string",`
`    "family_name": "string",`
`    "given_name": "string",`
`    "properties": {`
`        "": ""`
`    },`
`    "sub": "string",`
`    "user_name": "string"`
`}`
	authorities (array:UserRole): Authorities assigned to the user.

	contact_center_id (string): OpenID Connect 'aud' claim. This is present if user authenticated with openid scope.
	dbid (integer): The DBID of the corresponding user record in Configuration Server. This is present if the user belongs to a contact center.
	email (string): OpenID Connect 'email' claim. This is present if user authenticated with openid scope.
	environment_id (string): OpenID Connect 'environment_id' claim. This is present if user authenticated with openid scope.
	family_name (string): OpenID Connect 'family_name' (last name) claim. This is present if user authenticated with openid scope.
	given_name (string): OpenID Connect 'given_name' (first name) claim. This is present if user authenticated with openid scope.
	properties (object): The user's properties
	sub (string): OpenID Connect 'sub' claim. This is present if user

Code	Reason
		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

<table>
<tr><td>

```
{
  "data": {
  },
  "errors": [
    {
      "status": {
        "code": 0,
        "detail": {
        },
        "message": "string"
      }
    }
  ],
  "path": "string",
  "status": {
    "code": 0,
    "detail": {
    },
    "message": "string"
  }
}
```

</td><td>

ResponseStatus	
code	(integer):
detail	(object):
message	(string):

ErrorResponse	
status	(ResponseStatus):

ApiResponse	
data	(object):
errors	(array:ErrorResponse):
path	(string):
status	(ResponseStatus):

</td></tr>
</table>

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>
	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

<table>
<tr>
<td>

```
{
  "data": {
  },
  "errors": [
    {
      "status": {
        "code": 0,
        "detail": {
        },
        "message": "string"
      }
    }
  ],
  "path": "string",
  "status": {
    "code": 0,
    "detail": {
    },
    "message": "string"
  }
}
```

</td>
<td>

ResponseStatus

code	(integer):
detail	(object):
message	(string):

ErrorResponse

status	(ResponseStatus):

ApiResponse

data	(object):
errors	(array:ErrorResponse):
path	(string):
status	(ResponseStatus):

</td>
</tr>
</table>

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

<table>
<tr><td rowspan="13">

```
{
  "authorities": [
    {
      "name": "string",
      "privileges": [

      ]
    }
  ],
  "cmeUserName": "string",
  "contactCenterId": "string",
  "dbid": 0,
  "environmentId": "string",
  "loginName": "string",
  "properties": {
    "": ""
  },
  "username": "string"
}
```

</td><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">CloudUserDetails</td></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>
</table>

Code	Reason		
			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?"
```