Genesys Multicloud CX Web-based API Reference

Cloud Data Download Service Overview

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Contents

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.