Genesys Multicloud CX Web-based API Reference

Cloud Data Download Service API

4/10/2026

Contents

> ## 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

``
{
  "ccid": "string",
  "name": "string",
  "size": 0,
  "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"
```

Code	Reason
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

<table>
<tr><td>

```
[
  {
    "label": "string",
    "value": "string"
  }
]
```

</td><td>

KeyValueItem

label	(string):
value	(string):

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

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>
	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>
	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

<table>
<tr>
<td>

```
[
  {
    "name": "string",
    "source": "string"
  }
]
```

</td>
<td>

DataType

name	(string):
source	(string):

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

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

<table>
<tr><td>

```
{
   "count": 0,
   "from": 0,
   "items": [

   ],
   "size": 0
}
```

</td><td>

PagedResponse

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

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

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=true₀Field=string☆tDate=string&endDate=string&name=string&jobTitle=string&type=string&from=0&s
```

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

{
  "path": "string"
}
	PreSignedUri
	
	path (string):

Code	Reason
400	Bad Request
404	File Not Found

[
  {
    "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

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

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

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

Code	Reason
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$_{o}$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

<table>
<tr><td>

```
{
  "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
}
```

</td><td>

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):

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

Code	Reason
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

``
{
  "progress": 0,
  "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

```
{
  "count": 0,
  "from": 0,
  "items": [

  ],
  "size": 0
}
```

PagedResponse

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

Code	Reason
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		

<table>
<tr><td>

```
{
  "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"
}
```

</td><td>

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

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

Responses

Code	Reason
202	Accepted

<table>
<tr><td>

```
{
  "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
}
```

</td><td>

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):

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

Code	Reason
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

<table>
<tr><td>

```
{
  "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
}
```

</td><td>

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):	

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

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

<table>
<tr><td rowspan="2">
<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>
</td>
<td colspan="2">JobInfo</td></tr>
<tr><td>id</td><td>(integer):</td></tr>
</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):	

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

<table>
<tr><td>

```
{
  "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
}
```

</td><td>

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):	

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

Code	Reason
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		

<table>
<tr><td rowspan="1">

```
{
  "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"
}
```

</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	

Responses

Code	Reason
200	Ok

Code	Reason

Code	Reason

``json
{
  "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
}
``
	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	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}?"
```