



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Genesys Multicloud CX Web-based API Reference

Interactions Webhook

Contents

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

Base path: /nexus/v3

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

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

Parameters

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

```
{
  "operationId":
  "f6c49d91-926b-4473-b2f3-8d8fd295c968",
  "data": {
    "entities": [
      {
      }
    ]
  }
}
```

entity

id

(string, optional): The interaction ID. 8e09e19f-b8ba-4db0-b6e7-dfc8a7776176

mediaType

(string, optional): The interaction's media type. chat Valid Values:

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

Responses

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

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

Usage

```

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

```