Genesys Multicloud CX Web-based API Reference

Interactions Webhook

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Contents

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-a0c2-1d904ff709b 8e09e19f- 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

```{ "status": { "code": 0, "message": "string" }, "data": {```	status
	code (integer):
	message (string):
	ids

Code	Reason		
```"ids": [{ "id": "string" }] } }```		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?"
```