Genesys Multicloud CX Web-based API Reference

Interactions Webhook

5/23/2026

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

<table>
<tr>
<td rowspan="3">

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

</td>
<td colspan="2">entity</td>
</tr>
<tr>
<td>id</td>
<td>(string, optional): The interaction ID.
8e09e19f-b8ba-4db0-b6e7-dfc8a7776176</td>
</tr>
<tr>
<td>mediaType</td>
<td>(string, optional): The interaction's media type.
chat Valid Values:</td>
</tr>
</table>

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

<table>
<tr><td>

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

</td><td>

status		
	code	(integer):
	message	(string):
ids		

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

Code	Reason

`"ids": [`
`  {`
`    "id": "string"`
`  }`
`]`
`}`
`}`
	See nested table below

500	Internal Server Error

The Reason column (first row) contains the following nested structure:

	id	(string):
data		
	ids	(array:object):
EventsResponse		
	status	(object):
	data	(object):

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?"
```