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# Genesys Multicloud CX Web-based API Reference

Interactions Webhook

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## Contents

- 1 Base path: /nexus/v3

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POST	/some/interactions/webhook/path Send interaction state change events
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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?"

```