GENESYS™

Genesys Multicloud CX Web-based API Reference

Openmedia API

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Contents

Base path: /nexus/v3

POST	/openmedia/{openMediaService}/interactions Create an interaction

Create a new open media interaction.
Parameters

Name	Default	Description	Parameter Type	Data Type	Required
x-api-key		A unique key required to use the API. If you do not already have this API key, contact your Customer Care representative.	header	string	true
openMediaService		A unique name of the open media service	path	string	true
data			body		

{object}	createInteractionRequest		
	externalId	(string, optional): The external ID to associate with the new interaction.	
	parentInteractionId	(string, optional): The ID of the parent interaction.	
	receivedAt	(string, optional):	
	userData	(object, optional):	
	data		
	data	(object, optional):	

Responses

Code	Reason
200	Successful response
{object}	
400	Invalid request parameters provided
{object}	
404	Resource is not found
{object}	
409	Resource already exists
{object}	
500	Internal Server Error
{object}	

Usage

```
curl -X POST
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
-d '{object}'
"https://api-demo.com/nexus/v3/openmedia/{openMediaService}/interactions?"
```

GET	/openmedia/{openMediaService}/interactions/ext_{externalId} Get an interaction by external ID

Get the interaction specified by its external ID.
Parameters

Name	Default	Description	Parameter Type	Data Type	Required
x-api-key		A unique key required to use the API. If you do not already have this API key, contact your Customer	header	string	true

Name	Default	Description	Parameter Type	Data Type	Required
		Care representative.			
openMediaService		A unique name of the open media service	path	string	true
externalId		Interaction external ID	path	string	true

Responses

Code	Reason
200	Successful response
`{object}`	
400	Invalid request parameters provided
`{object}`	
404	Resource is not found
`{object}`	
500	Internal Server Error
`{object}`	

Usage

```
curl -X GET
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"

"https://api-demo.com/nexus/v3/openmedia/{openMediaService}/interactions/ext_{externalId}?"
```

POST	/openmedia/{openMediaService}/interactions/ext_{externalId}/stop Stop an interaction by external ID

Stop the interaction specified by its external ID.
Parameters

Name	Default	Description	Parameter Type	Data Type	Required
x-api-key		A unique key	header	string	true

Name	Default	Description	Parameter Type	Data Type	Required
		required to use the API. If you do not already have this API key, contact your Customer Care representative.			
openMediaService		A unique name of the open media service	path	string	true
externalId		Interaction external ID	path	string	true
data			body		

{object}	stopInteractionRequest		
	reasonSystemName	(string, optional):	
	reasonDescription	(string, optional):	
	data		
		data	(stopInteractionRequest, optional):

Responses

Code	Reason
200	Successful response
{object}	
400	Invalid request parameters provided
{object}	
404	Resource is not found
{object}	
500	Internal Server Error
{object}	

Usage

```
curl -X POST
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
-d '{object}'
"https://api-demo.com/nexus/v3/openmedia/{openMediaService}/interactions/
ext_{externalId}/stop?"
```

POST	/openmedia/{openMediaService}/interactions/ext_{externalId}/update Update an interaction by external ID

Update the properties of an interaction specified by its external ID.
Parameters

Name	Default	Description	Parameter Type	Data Type	Required
x-api-key		A unique key required to use the API. If you do not already have this API key, contact your Customer Care representative.	header	string	true
openMediaService		A unique name of the open media service	path	string	true
externalId		Interaction external ID	path	string	true
data			body		true

{object}	changePropertiesRequest		
	changedProperties	(object, optional):	
	addedProperties	(object, optional):	
	deletedProperties	(array:string, optional):	
	data		
		data	(changePropertiesRequest, optional):

Responses

Code	Reason
200	Successful response
{object}	

Code	Reason
400	Invalid request parameters provided
`{object}`	
404	Resource is not found
`{object}`	
500	Internal Server Error
`{object}`	

Usage

```
curl -X POST
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
-d '{object}'
"https://api-demo.com/nexus/v3/openmedia/{openMediaService}/interactions/
ext_{externalId}/update?"
```

GET	/openmedia/{openMediaService}/interactions/{interactionId} Get an interaction

Get the specified interaction.
Parameters

Name	Default	Description	Parameter Type	Data Type	Required
x-api-key		A unique key required to use the API. If you do not already have this API key, contact your Customer Care representative.	header	string	true
openMediaService		A unique name of the open media service	path	string	true
interactionId		Interaction ID	path	string	true

Responses

Code	Reason
200	Successful response

Code	Reason
{object}	
400	Invalid request parameters provided
{object}	
404	Resource is not found
{object}	
500	Internal Server Error
{object}	

Usage

```
curl -X GET
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"

"https://api-demo.com/nexus/v3/openmedia/{openMediaService}/interactions/{interactionId}?"
```

POST	/openmedia/{openMediaService}/interactions/{interactionId}/stop Stop an interaction

Stop the specified interaction.
Parameters

Name	Default	Description	Parameter Type	Data Type	Required
x-api-key		A unique key required to use the API. If you do not already have this API key, contact your Customer Care representative.	header	string	true
openMediaService		A unique name of the open media service	path	string	true
interactionId		Interaction ID	path	string	true
data			body		

Name	Default	Description	Parameter Type	Data Type	Required
{object}			stopInteractionRequest		
			reasonSystemName	(string, optional):	
			reasonDescription	(string, optional):	
			data		
			data	(stopInteractionRequest, optional):	

Responses

Code	Reason
200	Successful response
{object}	
400	Invalid request parameters provided
{object}	
404	Resource is not found
{object}	
500	Internal Server Error
{object}	

Usage

```
curl -X POST
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
-d '{object}'
"https://api-demo.com/nexus/v3/
openmedia/{openMediaService}/interactions/{interactionId}/stop?"
```

POST	/openmedia/{openMediaService}/interactions/{interactionId}/update Update an interaction

Update the properties of the specified interaction.
Parameters

Name	Default	Description	Parameter Type	Data Type	Required
x-api-key		A unique key required to use the API. If you do not already have this API key, contact your Customer Care representative.	header	string	true
openMediaService		A unique name of the open media service	path	string	true
interactionId		Interaction ID	path	string	true
data			body		true

{object}		changePropertiesRequest		
		changedProperties	(object, optional):	
		addedProperties	(object, optional):	
		deletedProperties	(array:string, optional):	
		data		
			data	(changePropertiesRequest, optional):

Responses

Code	Reason
200	Successful response
{object}	
400	Invalid request parameters provided
{object}	
404	Resource is not found
{object}	
500	Internal Server Error

Code	Reason
`{object}`	

Usage

```
curl -X POST
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
-d '{object}'
"https://api-demo.com/nexus/v3/
openmedia/{openMediaService}/interactions/{interactionId}/update?"
```