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Genesys Multicloud CX Web-based API Reference

Statistics API

Contents

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

Base path: /statistics/v3

POST	/operations/get-statistic-ex Get the values of a set of statistics
------	---

Get the current value of predefined statistics from Stat Server without a subscription.

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
statistics		The set of statistics you want to get the values of from Stat Server.	body		true

{object}

Responses

Code	Reason
200	Ok

```
{
  "data": {
    "statistics": [
      {
        "name": "string",
        "objectId": "string",
        "objectType": "string",
        "timestamp": 0,
        "value": {
          }
        }
      ]
    },
    "errors": [
      {
        }
      ]
    }
  }
```

PeekedStatisticValue	
name	(string): The name of the statistic.
objectId	(string): The ID of the object (in Stat Server's terms).
objectType	(string): The type of object.

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Usage

```

curl -X POST
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
-d '{object}'
"https://api-demo.com/statistics/v3/operations/get-statistic-ex?"

```

GET	/statistic-values/{statisticName} Get the value of a single statistic
-----	--

Get the current value of a statistic from Stat Server.

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
objectId		The ID of the object.	query	string	true
objectType		The type of object to which the statistic is applied.	query	string	true
statisticName		The name of the pre-configured statistic to retrieve.	path	string	true

Responses

Code	Reason																																						
200	Ok																																						
<pre> { "data": { "statistic": { "name": "string", "objectId": "string", "objectType": "string", "timestamp": 0, "value": { } } }, "errors": [{ "status": { "code": 0, "detail": { }, "message": "string" } }], "path": "string", "status": { "code": 0, "detail": { }, "message": "string" } } </pre>	<table border="1"> <tr> <td colspan="2" data-bbox="836 367 1429 399">PeekedStatisticValue</td> </tr> <tr> <td data-bbox="1047 441 1120 472">name</td> <td data-bbox="1144 409 1421 483">(string): The name of the statistic.</td> </tr> <tr> <td data-bbox="1015 556 1120 588">objectId</td> <td data-bbox="1144 514 1421 609">(string): The ID of the object (in Stat Server's terms).</td> </tr> <tr> <td data-bbox="982 672 1120 703">objectType</td> <td data-bbox="1144 640 1421 714">(string): The type of object.</td> </tr> <tr> <td data-bbox="982 808 1120 840">timestamp</td> <td data-bbox="1144 745 1421 892">(integer): The timestamp when the statistic value was generated (provided by Stat Server).</td> </tr> <tr> <td data-bbox="1047 987 1120 1018">value</td> <td data-bbox="1144 924 1421 1071">(object): The value of the statistic. Its structure reflects the structure of the Stat Server message.</td> </tr> <tr> <td colspan="2" data-bbox="836 1102 1429 1134">PeekedStatistic</td> </tr> <tr> <td data-bbox="1015 1144 1120 1176">statistic</td> <td data-bbox="1144 1134 1421 1165">(PeekedStatisticValue):</td> </tr> <tr> <td colspan="2" data-bbox="836 1186 1429 1218">ResponseStatus</td> </tr> <tr> <td data-bbox="1047 1228 1120 1260">code</td> <td data-bbox="1144 1218 1421 1249">(integer):</td> </tr> <tr> <td data-bbox="1047 1270 1120 1302">detail</td> <td data-bbox="1144 1260 1421 1291">(object):</td> </tr> <tr> <td data-bbox="998 1312 1120 1344">message</td> <td data-bbox="1144 1302 1421 1333">(string):</td> </tr> <tr> <td colspan="2" data-bbox="836 1354 1429 1386">ErrorResponse</td> </tr> <tr> <td data-bbox="1047 1396 1120 1428">status</td> <td data-bbox="1144 1386 1421 1417">(ResponseStatus):</td> </tr> <tr> <td colspan="2" data-bbox="836 1438 1429 1470">PeekedStatisticResponse</td> </tr> <tr> <td data-bbox="1047 1480 1120 1512">data</td> <td data-bbox="1144 1470 1421 1501">(PeekedStatistic):</td> </tr> <tr> <td data-bbox="1031 1522 1120 1554">errors</td> <td data-bbox="1144 1512 1421 1543">(array:ErrorResponse):</td> </tr> <tr> <td data-bbox="1047 1564 1120 1596">path</td> <td data-bbox="1144 1554 1421 1585">(string):</td> </tr> <tr> <td data-bbox="1047 1606 1120 1638">status</td> <td data-bbox="1144 1596 1421 1627">(ResponseStatus):</td> </tr> </table>	PeekedStatisticValue		name	(string): The name of the statistic.	objectId	(string): The ID of the object (in Stat Server's terms).	objectType	(string): The type of object.	timestamp	(integer): The timestamp when the statistic value was generated (provided by Stat Server).	value	(object): The value of the statistic. Its structure reflects the structure of the Stat Server message.	PeekedStatistic		statistic	(PeekedStatisticValue):	ResponseStatus		code	(integer):	detail	(object):	message	(string):	ErrorResponse		status	(ResponseStatus):	PeekedStatisticResponse		data	(PeekedStatistic):	errors	(array:ErrorResponse):	path	(string):	status	(ResponseStatus):
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Usage

```

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

```

"https://api-demo.com/statistics/v3/statistic-values/{statisticName}?objectId=string&objectType=string"

POST	/subscriptions Open a subscription
------	---------------------------------------

Open a subscription for the specified set of statistics.

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
statistics		Definitions of the statistics to monitor.	body		true
{object}					
verbose	INFO	Specifies whether the Statistics API should return additional information about opened statistics in the response. Possible values are: OFF and INFO.	query	string	

Responses

Code	Reason																																						
200	Ok																																						
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400	Bad Request																						
<pre> { "data": { }, "errors": [{ "status": { "code": 0, "detail": { }, "message": "string" } }], "path": "string", "status": { "code": 0, "detail": { }, "message": "string" } } </pre>	<table border="1"> <tr> <td colspan="2">ResponseStatus</td> </tr> <tr> <td>code</td> <td>(integer):</td> </tr> <tr> <td>detail</td> <td>(object):</td> </tr> <tr> <td>message</td> <td>(string):</td> </tr> <tr> <td colspan="2">ErrorResponse</td> </tr> <tr> <td>status</td> <td>(ResponseStatus):</td> </tr> <tr> <td colspan="2">ApiResponse</td> </tr> <tr> <td>data</td> <td>(object):</td> </tr> <tr> <td>errors</td> <td>(array:ErrorResponse):</td> </tr> <tr> <td>path</td> <td>(string):</td> </tr> <tr> <td>status</td> <td>(ResponseStatus):</td> </tr> </table>	ResponseStatus		code	(integer):	detail	(object):	message	(string):	ErrorResponse		status	(ResponseStatus):	ApiResponse		data	(object):	errors	(array:ErrorResponse):	path	(string):	status	(ResponseStatus):
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403	Forbidden																						
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Code	Reason																						
500	Internal server error																						
<pre> { "data": { }, "errors": [{ "status": { "code": 0, "detail": { }, "message": "string" } }], "path": "string", "status": { "code": 0, "detail": { }, "message": "string" } } </pre>	<table border="1"> <thead> <tr> <th colspan="2">ResponseStatus</th> </tr> </thead> <tbody> <tr> <td>code</td> <td>(integer):</td> </tr> <tr> <td>detail</td> <td>(object):</td> </tr> <tr> <td>message</td> <td>(string):</td> </tr> <tr> <th colspan="2">ErrorResponse</th> </tr> <tr> <td>status</td> <td>(ResponseStatus):</td> </tr> <tr> <th colspan="2">ApiResponse</th> </tr> <tr> <td>data</td> <td>(object):</td> </tr> <tr> <td>errors</td> <td>(array:ErrorResponse):</td> </tr> <tr> <td>path</td> <td>(string):</td> </tr> <tr> <td>status</td> <td>(ResponseStatus):</td> </tr> </tbody> </table>	ResponseStatus		code	(integer):	detail	(object):	message	(string):	ErrorResponse		status	(ResponseStatus):	ApiResponse		data	(object):	errors	(array:ErrorResponse):	path	(string):	status	(ResponseStatus):
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Usage

```

curl -X POST
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
-d '{object}'
"https://api-demo.com/statistics/v3/subscriptions?verbose=string"

```

DELETE	/subscriptions/{id} Delete a subscription
--------	--

Delete the specified subscription by closing all its statistics. This is a fire-and-forget operation and it always returns a success response.

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
id		The ID of the subscription to delete.	path	string	true

Responses

Code	Reason						
200	Ok						
<pre> { "data": { }, "errors": [{ }] } </pre>	<table border="1"> <tr> <td colspan="2">ResponseStatus</td> </tr> <tr> <td>code</td> <td>(integer):</td> </tr> <tr> <td>detail</td> <td>(object):</td> </tr> </table>	ResponseStatus		code	(integer):	detail	(object):
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Usage

```

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

```

"https://api-demo.com/statistics/v3/subscriptions/{id}?"

GET	/subscriptions/{id}/statistic-values Get the values of statistics in a subscription
-----	--

Get the values of a set of statistics that was opened with a subscription.

Parameters

Name	Default	Description	Parameter Type	Data Type	Required
id		The ID of the subscription.	path	string	true
statisticIds		A comma-delimited list of statistic IDs that belong to the specified subscription. If omitted, the Statistics API returns the current values of all statistics opened within the subscription. If specified, the Statistics API returns values for the	query	string	

Name	Default	Description	Parameter Type	Data Type	Required
		statistics with the specified IDs.			
verbose	INFO	Specifies whether the Statistics API should return additional information about opened statistics in the response. Possible values are: OFF and INFO.	query	string	

Responses

Code	Reason														
200	Ok														
<pre>{ "data": { "operationId": "string", "statistics": [{ "name": "string", "objectId": "string", "objectType": "string", "statisticId": "string", "timestamp": 0, "value": { } }] }, "subscriptionId": "string" }, "errors": [{ "status": { "code": 0, "detail": { } }, "message": "string" }] }, "path": "string", "status": { "code": 0, "detail": { } }, "message": "string" }</pre>	<table border="1"> <thead> <tr> <th colspan="2">StatisticValue</th> </tr> </thead> <tbody> <tr> <td>name</td> <td>(string): The name of the statistic used during the subscribe procedure.</td> </tr> <tr> <td>objectId</td> <td>(string): The ID of the object (in Stat Server's terms).</td> </tr> <tr> <td>objectType</td> <td>(string): The type of object.</td> </tr> <tr> <td>statisticId</td> <td>(string): The ID of the statistic. This ID is unique inside the subscription.</td> </tr> <tr> <td>timestamp</td> <td>(integer): The timestamp when the statistic value was generated (provided by Stat Server).</td> </tr> <tr> <td>value</td> <td>(object): The value of the statistic.</td> </tr> </tbody> </table>	StatisticValue		name	(string): The name of the statistic used during the subscribe procedure.	objectId	(string): The ID of the object (in Stat Server's terms).	objectType	(string): The type of object.	statisticId	(string): The ID of the statistic. This ID is unique inside the subscription.	timestamp	(integer): The timestamp when the statistic value was generated (provided by Stat Server).	value	(object): The value of the statistic.
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Usage

```

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

```

"https://api-demo.com/statistics/v3/subscriptions/{id}/statistic-values?statisticIds=string&verbose=string"