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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.

Code	Reason	
	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.
"status": { "code": 0, "detail": { }, "message": "string" }] , "path": "string", "status": { "code": 0, "detail": { }, "message": "string" } }	PeekedStatistics statistics (array:PeekedStatisticValue):	
	code	(integer):
	detail	(object):
	message	(string):
	ErrorResponse status (ResponseStatus):	
	PeekedStatisticsResponse data (PeekedStatistics):	
	errors	(array:ErrorResponse):
	path	(string):
	status	(ResponseStatus):

400

Bad Request

{ "data": { }, "errors": [{ "status": { "code": 0, "detail": { }, "message": "string" } }], "path": "string", "status": { "code": 0, "detail": { }, }, }	ResponseStatus code (integer): detail (object): message (string): ErrorResponse status (ResponseStatus): ApiResponse data (object): errors (array:ErrorResponse): path (string): status (ResponseStatus):	
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Code	Reason																
<pre> "message": "string" } } </pre>																	
500	Internal server error																
<pre>{ "data": { }, "errors": [{ "status": { "code": 0, "detail": { }, "message": "string" } }], "path": "string", "status": { "code": 0, "detail": { }, "message": "string" } }</pre>	<p>ResponseStatus</p> <table border="1"> <tr> <td>code</td><td>(integer):</td></tr> <tr> <td>detail</td><td>(object):</td></tr> <tr> <td>message</td><td>(string):</td></tr> </table> <p>ErrorResponse</p> <table border="1"> <tr> <td>status</td><td>(ResponseStatus):</td></tr> </table> <p>ApiResponse</p> <table border="1"> <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>	code	(integer):	detail	(object):	message	(string):	status	(ResponseStatus):	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/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 data-bbox="833 367 1445 409">PeekedStatisticValue</td><td data-bbox="1445 367 1470 409"></td></tr> <tr> <td data-bbox="833 409 1445 494"> name</td><td data-bbox="1445 409 1470 494">(string):</td></tr> <tr> <td data-bbox="833 494 1445 536"></td><td data-bbox="1445 494 1470 536">The name of the statistic.</td></tr> <tr> <td data-bbox="833 536 1445 620"> objectId</td><td data-bbox="1445 536 1470 620">(string):</td></tr> <tr> <td data-bbox="833 620 1445 663"></td><td data-bbox="1445 620 1470 663">The ID of the object (in Stat Server's terms).</td></tr> <tr> <td data-bbox="833 663 1445 747"> objectType</td><td data-bbox="1445 663 1470 747">(string):</td></tr> <tr> <td data-bbox="833 747 1445 789"></td><td data-bbox="1445 747 1470 789">The type of object.</td></tr> <tr> <td data-bbox="833 789 1445 874"> timestamp</td><td data-bbox="1445 789 1470 874">(integer):</td></tr> <tr> <td data-bbox="833 874 1445 958"></td><td data-bbox="1445 874 1470 958">The timestamp when the statistic value was generated (provided by Stat Server).</td></tr> <tr> <td data-bbox="833 958 1445 1043"> value</td><td data-bbox="1445 958 1470 1043">(object):</td></tr> <tr> <td data-bbox="833 1043 1445 1085"></td><td data-bbox="1445 1043 1470 1085">The value of the statistic. Its structure reflects the structure of the Stat Server message.</td></tr> <tr> <td data-bbox="833 1085 1445 1127">PeekedStatistic</td><td data-bbox="1445 1085 1470 1127"></td></tr> <tr> <td data-bbox="833 1127 1445 1170"> statistic</td><td data-bbox="1445 1127 1470 1170">(PeekedStatisticValue):</td></tr> <tr> <td data-bbox="833 1170 1445 1212">ResponseStatus</td><td data-bbox="1445 1170 1470 1212"></td></tr> <tr> <td data-bbox="833 1212 1445 1254"> code</td><td data-bbox="1445 1212 1470 1254">(integer):</td></tr> <tr> <td data-bbox="833 1254 1445 1296"> detail</td><td data-bbox="1445 1254 1470 1296">(object):</td></tr> <tr> <td data-bbox="833 1296 1445 1339"> message</td><td data-bbox="1445 1296 1470 1339">(string):</td></tr> <tr> <td data-bbox="833 1339 1445 1381">ErrorResponse</td><td data-bbox="1445 1339 1470 1381"></td></tr> <tr> <td data-bbox="833 1381 1445 1423"> status</td><td data-bbox="1445 1381 1470 1423">(ResponseStatus):</td></tr> <tr> <td data-bbox="833 1423 1445 1465">PeekedStatisticResponse</td><td data-bbox="1445 1423 1470 1465"></td></tr> <tr> <td data-bbox="833 1465 1445 1507"> data</td><td data-bbox="1445 1465 1470 1507">(PeekedStatistic):</td></tr> <tr> <td data-bbox="833 1507 1445 1550"> errors</td><td data-bbox="1445 1507 1470 1550">(array:ErrorResponse):</td></tr> <tr> <td data-bbox="833 1550 1445 1592"> path</td><td data-bbox="1445 1550 1470 1592">(string):</td></tr> <tr> <td data-bbox="833 1592 1445 1634"> status</td><td data-bbox="1445 1592 1470 1634">(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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errors	(array:ErrorResponse):																		
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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														
<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>															
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<table border="1"> <thead> <tr> <th>StatisticDataResponse</th> <th></th> </tr> </thead> <tbody> <tr> <td>data</td><td>(StatisticData):</td></tr> </tbody> </table>		StatisticDataResponse		data	(StatisticData):										
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Code	Reason																						
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400	Bad Request																						
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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>	<div style="border: 1px solid #ccc; padding: 5px;"> ResponseStatus <table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="padding: 2px;">code</td><td style="padding: 2px;">(integer):</td></tr> <tr><td style="padding: 2px;">detail</td><td style="padding: 2px;">(object):</td></tr> <tr><td style="padding: 2px;">message</td><td style="padding: 2px;">(string):</td></tr> </table> ErrorResponse <table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="padding: 2px;">status</td><td style="padding: 2px;">(ResponseStatus):</td></tr> </table> ApiResponse <table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="padding: 2px;">data</td><td style="padding: 2px;">(object):</td></tr> <tr><td style="padding: 2px;">errors</td><td style="padding: 2px;">(array:ErrorResponse):</td></tr> <tr><td style="padding: 2px;">path</td><td style="padding: 2px;">(string):</td></tr> <tr><td style="padding: 2px;">status</td><td style="padding: 2px;">(ResponseStatus):</td></tr> </table> </div>	code	(integer):	detail	(object):	message	(string):	status	(ResponseStatus):	data	(object):	errors	(array:ErrorResponse):	path	(string):	status	(ResponseStatus):
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503	Service Unavailable																
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504	Backend timeout																
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Code	Reason	
}, "errors": [{ "status": { "code": 0, "detail": { }, "message": "string" } }, {"path": "string", "status": { "code": 0, "detail": { }, "message": "string" }]	detail	(object):
	message	(string):
	ErrorResponse	
	status	(ResponseStatus):
	ApiResponse	
	data	(object):
	errors	(array:ErrorResponse):
	path	(string):
	status	(ResponseStatus):

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	
{ "data": { }, "errors": [{	ResponseStatus	
	code	(integer):
	detail	(object):

Code	Reason																
<pre> "status": { "code": 0, "detail": { }, "message": "string" }], "path": "string", "status": { "code": 0, "detail": { }, "message": "string" } } </pre>	<table border="1"> <tr> <td>message</td><td>(string):</td></tr> <tr> <td>ErrorResponse</td><td></td></tr> <tr> <td>status</td><td>(ResponseStatus):</td></tr> <tr> <td>ApiResponse</td><td></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>	message	(string):	ErrorResponse		status	(ResponseStatus):	ApiResponse		data	(object):	errors	(array:ErrorResponse):	path	(string):	status	(ResponseStatus):
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ApiResponse																	
data	(object):																
errors	(array:ErrorResponse):																
path	(string):																
status	(ResponseStatus):																

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	<p>Ok</p> <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> <div style="display: flex; justify-content: space-between;"> <div style="flex: 1;"> <p>StatisticValue</p> <table border="1"> <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> </table> </div> </div>	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.
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.												

Code	Reason	
{	Its structure reflects the structure of the Stat Server message.	
StatisticData		
operationId	(string):	
statistics	(array:StatisticValue):	
subscriptionId	(string):	
ResponseStatus		
code	(integer):	
detail	(object):	
message	(string):	
ErrorResponse		
status	(ResponseStatus):	
StatisticDataResponse		
data	(StatisticData):	
errors	(array:ErrorResponse):	
path	(string):	
status	(ResponseStatus):	

500

Internal server error

```
{
  "data": {
  },
  "errors": [
    {
      "status": {
        "code": 0,
        "detail": {
        },
        "message": "string"
      }
    ],
    "path": "string",
    "status": {
      "code": 0,
      "detail": {
      },
      "message": "string"
    }
  ]
}
```

ResponseStatus		
code	(integer):	
detail	(object):	
message	(string):	
ErrorResponse		
status	(ResponseStatus):	
ApiResponse		
data	(object):	
errors	(array:ErrorResponse):	
path	(string):	
status	(ResponseStatus):	

503

Service Unavailable

Code	Reason																
<pre>{ "data": { }, "errors": [{ "status": { "code": 0, "detail": { }, "message": "string" } }], "path": "string", "status": { "code": 0, "detail": { }, "message": "string" } }</pre>	<p>ResponseStatus</p> <table border="1"> <tr> <td>code</td><td>(integer):</td></tr> <tr> <td>detail</td><td>(object):</td></tr> <tr> <td>message</td><td>(string):</td></tr> </table> <p>ErrorResponse</p> <table border="1"> <tr> <td>status</td><td>(ResponseStatus):</td></tr> </table> <p>ApiResponse</p> <table border="1"> <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>	code	(integer):	detail	(object):	message	(string):	status	(ResponseStatus):	data	(object):	errors	(array:ErrorResponse):	path	(string):	status	(ResponseStatus):
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504	Backend timeout																
<pre>{ "data": { }, "errors": [{ "status": { "code": 0, "detail": { }, "message": "string" } }], "path": "string", "status": { "code": 0, "detail": { }, "message": "string" } }</pre>	<p>ResponseStatus</p> <table border="1"> <tr> <td>code</td><td>(integer):</td></tr> <tr> <td>detail</td><td>(object):</td></tr> <tr> <td>message</td><td>(string):</td></tr> </table> <p>ErrorResponse</p> <table border="1"> <tr> <td>status</td><td>(ResponseStatus):</td></tr> </table> <p>ApiResponse</p> <table border="1"> <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>	code	(integer):	detail	(object):	message	(string):	status	(ResponseStatus):	data	(object):	errors	(array:ErrorResponse):	path	(string):	status	(ResponseStatus):
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errors	(array:ErrorResponse):																
path	(string):																
status	(ResponseStatus):																

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"
```