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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																														
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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 1430 405">PeekedStatisticValue</td> </tr> <tr> <td data-bbox="1047 447 1112 478">name</td> <td data-bbox="1144 409 1388 489">(string): The name of the statistic.</td> </tr> <tr> <td data-bbox="1015 562 1112 594">objectId</td> <td data-bbox="1144 520 1412 615">(string): The ID of the object (in Stat Server's terms).</td> </tr> <tr> <td data-bbox="982 678 1112 709">objectType</td> <td data-bbox="1144 646 1323 720">(string): The type of object.</td> </tr> <tr> <td data-bbox="982 814 1112 846">timestamp</td> <td data-bbox="1144 751 1421 898">(integer): The timestamp when the statistic value was generated (provided by Stat Server).</td> </tr> <tr> <td data-bbox="1047 993 1112 1024">value</td> <td data-bbox="1144 930 1404 1077">(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 1098 1430 1136">PeekedStatistic</td> </tr> <tr> <td data-bbox="1015 1140 1112 1171">statistic</td> <td data-bbox="1144 1140 1421 1171">(PeekedStatisticValue):</td> </tr> <tr> <td colspan="2" data-bbox="836 1182 1430 1220">ResponseStatus</td> </tr> <tr> <td data-bbox="1047 1224 1112 1255">code</td> <td data-bbox="1144 1224 1258 1255">(integer):</td> </tr> <tr> <td data-bbox="1047 1266 1112 1297">detail</td> <td data-bbox="1144 1266 1242 1297">(object):</td> </tr> <tr> <td data-bbox="998 1308 1112 1339">message</td> <td data-bbox="1144 1308 1242 1339">(string):</td> </tr> <tr> <td colspan="2" data-bbox="836 1350 1430 1388">ErrorResponse</td> </tr> <tr> <td data-bbox="1047 1392 1112 1423">status</td> <td data-bbox="1144 1392 1356 1423">(ResponseStatus):</td> </tr> <tr> <td colspan="2" data-bbox="836 1434 1430 1472">PeekedStatisticResponse</td> </tr> <tr> <td data-bbox="1047 1476 1112 1507">data</td> <td data-bbox="1144 1476 1356 1507">(PeekedStatistic):</td> </tr> <tr> <td data-bbox="1031 1518 1112 1549">errors</td> <td data-bbox="1144 1518 1412 1549">(array:ErrorResponse):</td> </tr> <tr> <td data-bbox="1047 1560 1112 1591">path</td> <td data-bbox="1144 1560 1242 1591">(string):</td> </tr> <tr> <td data-bbox="1047 1602 1112 1633">status</td> <td data-bbox="1144 1602 1356 1633">(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"