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Genesys Multicloud CX Web-based API Reference

Third-Party Messaging API

Contents

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

Base path: /nexus/v3

POST	/channels/{channelId}/media Upload a media resource
------	--

Upload a binary media file to Genesys to use in a RichMedia message. The response to this request includes a URL you can use as the image in the outgoing message payload.

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-ccid		The ID of the contact center the message is sent within.	header	string	true
X-B3-TraceId		The unique trace ID for the request.	header	string	
channelId		The ID of the channel.	path	string	true
file		The file to upload.	formData	file	

Responses

Code	Reason
200	Operation was successful

Code	Reason																								
<pre> { "status": { "code": 0, "message": "string" }, "data": { "mediaId": "string", "url": "string", "filename": "string", "mimetype": "string", "length": 0 } } </pre>	<table border="1"> <tr> <td colspan="2" data-bbox="828 315 1437 357">status</td> </tr> <tr> <td data-bbox="828 367 1128 514">code</td> <td data-bbox="1131 367 1437 514">(integer): A code that can provide more information when an error occurs.</td> </tr> <tr> <td data-bbox="828 518 1128 665">message</td> <td data-bbox="1131 518 1437 665">(string): Provides additional information when a request returns an error response.</td> </tr> <tr> <td colspan="2" data-bbox="828 669 1437 711">data</td> </tr> <tr> <td data-bbox="828 716 1128 852">mediaId</td> <td data-bbox="1131 716 1437 852">(string): The ID of the media resource. bb4a9f86-dbbb-4464-a669-650da94fbad6</td> </tr> <tr> <td data-bbox="828 856 1128 1052">url</td> <td data-bbox="1131 856 1437 1052">(string): A synthetic URL to be used as reference in the outgoing message payload. genesys://nexus/ bb4a9f86-dbbb-4464-a669-650da94fbad6</td> </tr> <tr> <td data-bbox="828 1056 1128 1182">filename</td> <td data-bbox="1131 1056 1437 1182">(string): The name of the media resource. MyImage</td> </tr> <tr> <td data-bbox="828 1186 1128 1287">mimetype</td> <td data-bbox="1131 1186 1437 1287">(string): The type of file. image/jpeg</td> </tr> <tr> <td data-bbox="828 1291 1128 1392">length</td> <td data-bbox="1131 1291 1437 1392">(integer): The length of the media file.</td> </tr> <tr> <td colspan="2" data-bbox="828 1396 1437 1438">UploadResponse</td> </tr> <tr> <td data-bbox="828 1442 1128 1484">status</td> <td data-bbox="1131 1442 1437 1484">(object):</td> </tr> <tr> <td data-bbox="828 1488 1128 1530">data</td> <td data-bbox="1131 1488 1437 1530">(object):</td> </tr> </table>	status		code	(integer): A code that can provide more information when an error occurs.	message	(string): Provides additional information when a request returns an error response.	data		mediaId	(string): The ID of the media resource. bb4a9f86-dbbb-4464-a669-650da94fbad6	url	(string): A synthetic URL to be used as reference in the outgoing message payload. genesys://nexus/ bb4a9f86-dbbb-4464-a669-650da94fbad6	filename	(string): The name of the media resource. MyImage	mimetype	(string): The type of file. image/jpeg	length	(integer): The length of the media file.	UploadResponse		status	(object):	data	(object):
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Code	Reason	
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	message	(string): Provides additional information when a request returns an error response.
	ResponseError	
	status	(object):

Usage

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

"https://api-demo.com/nexus/v3/channels/{channelId}/media?"

GET	/channels/{channelId}/media/{mediaId} Download a media resource
-----	--

Download a media resource you previously uploaded to Genesys with POST /channels/{channelId}/media.

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-ccid		The ID of the contact center the message is sent within.	header	string	true
X-B3-TraceId		The unique	header	string	

Name	Default	Description	Parameter Type	Data Type	Required
		trace ID for the request.			
channelId		The ID of the channel.	path	string	true
mediaId		The media resource ID.	path	string	true

Responses

Code	Reason														
200	Operation was successful														
400	Bad Request														
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401	Unauthorized														
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Code	Reason	
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	status	
	code	(integer): A code that can provide more information when an error occurs.
	message	(string): Provides additional information when a request returns an error response.
	ResponseError	
	status	(object):

Usage

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

"https://api-demo.com/nexus/v3/channels/{channelId}/media/{mediaId}?"

DELETE	/channels/{channelId}/media/{mediaId} Delete a media resource
--------	--

Delete a media resource you previously uploaded to Genesys with POST /channels/{channelId}/media.

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-ccid		The ID of the contact center the message is sent within.	header	string	true
X-B3-TraceId		The unique	header	string	

Name	Default	Description	Parameter Type	Data Type	Required
		trace ID for the request.			
channelId		The ID of the channel.	header	path	true
mediaId		The media resource ID.	header	path	true

Responses

Code	Reason																				
200	Operation was successful																				
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status	(object):														
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Code	Reason														
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404	Channel not found														
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ResponseError															
status	(object):														
500	Internal Server Error														
{}	<table border="1"> <tr> <td colspan="2" data-bbox="812 1526 1456 1568">ServerError</td> </tr> <tr> <td data-bbox="812 1568 1127 1631">status</td> <td data-bbox="1130 1568 1456 1631">(object):</td> </tr> <tr> <td colspan="2" data-bbox="812 1631 1456 1673">status</td> </tr> <tr> <td data-bbox="812 1673 1127 1835">code</td> <td data-bbox="1130 1673 1456 1835">(integer): A code that can provide</td> </tr> </table>	ServerError		status	(object):	status		code	(integer): A code that can provide						
	ServerError														
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Code	Reason
	more information when an error occurs.
	(string): Provides additional information when a request returns an error response.
	message
	ResponseError
	status (object):

Usage

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

```
"https://api-demo.com/nexus/v3/channels/{channelId}/media/{mediaId}?"
```

POST	/channels/{channelId}/messages Send a message
------	--

Send a message to an agent in Genesys from an external messaging system, such as SMS.

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-ccid		The ID of the contact center the message is sent within.	header	string	true
X-B3-TraceId		The unique trace ID for the request.	header	string	
channelId		The ID of the channel.	path	string	true
messages		Message	body		true

Name	Default	Description	Parameter Type	Data Type	Required

Responses

Code	Reason																				
200	Operation was successful																				
<pre>{ "status": { "code": 0, "message": "string" }, "data": { "ids": [{ "id": "string" }] } }</pre>	<table border="1"> <tr> <td colspan="2">status</td> </tr> <tr> <td>code</td> <td>(integer): A code that can provide more information when an error occurs.</td> </tr> <tr> <td>message</td> <td>(string): Provides additional information when a request returns an error response.</td> </tr> <tr> <td colspan="2">ids</td> </tr> <tr> <td>id</td> <td>(string):</td> </tr> <tr> <td colspan="2">data</td> </tr> <tr> <td>ids</td> <td>(array:object): The ID of the accepted message, if provided.</td> </tr> <tr> <td colspan="2">InboundMessageResponse</td> </tr> <tr> <td>status</td> <td>(object):</td> </tr> <tr> <td>data</td> <td>(object):</td> </tr> </table>	status		code	(integer): A code that can provide more information when an error occurs.	message	(string): Provides additional information when a request returns an error response.	ids		id	(string):	data		ids	(array:object): The ID of the accepted message, if provided.	InboundMessageResponse		status	(object):	data	(object):
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message	(string):																				

Code	Reason
404	Channel not found
{}	NotFound
	status (object):
	status
	code (integer):
	A code that can provide more information when an error occurs.
	message (string):
Provides additional information when a request returns an error response.	
ResponseError	
status (object):	
500	Internal Server Error
{}	ServerError
	status (object):
	status
	code (integer):
	A code that can provide more information when an error occurs.
	message (string):
Provides additional information when a request returns an error response.	
ResponseError	
status (object):	

Usage

```
curl -X POST
-H "x-api-key: your_API_key"
-H "Content-Type: application/json"
-d '{}'
```

"https://api-demo.com/nexus/v3/channels/{channelId}/messages?"