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# Genesys Multicloud CX Web-based API Reference

User Data Management Overview

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You can use the User Data Management (UDM) API to develop custom applications that can integrate with Genesys to export and download your contact center data.

## API Overview

Some of the UDM features you can add to your applications include:

- create a manual data export job
- download exported data file
- clone a manual export job
- view a list of jobs/files
- cancel a job
- delete a job/file
- create/suspend/resume scheduled jobs
- obtain job parameters
- add/view/update certificate

Currently, UDM only supports the export and download of contacts and interaction-based data sourced from Universal Contact Server (UCS).

## API Details

Find the API requests, responses, and details here:

- [User Data Management API](#)

## Getting started

Make sure to check out the [Introduction to Engage Cloud APIs](#) page for more information about core concepts in the Engage Cloud APIs, such as requests, responses, and CometD notifications.