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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.