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# Genesys Multicloud CX Web-based API Reference

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This guide provides an overview of Genesys Multicloud CX web-based APIs. The Introduction to Engage Cloud APIs provides generic information you will find helpful when working with these APIs. Once you have reviewed that content, details about specific APIs are provided on the following pages:

## Authentication Overview

- Authentication API

## CX Contact Service Overview

- Administration
- Analytics
- Automation jobs
- Callerid-sets
- Campaigns
- Compliance
- Contact-lists
- Dial
- Environment
- Labels
- Mapping-schemas
- Metadata
- Outbound schedules
- Profiles
- Security
- Specifications
- Templates

## Cloud Data Download Service Overview

**Warning**

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The Cloud Data Download Server (CDDS) API has been deprecated. Please use the User Data Management API instead.

- Cloud Data Download Service API

## Consumer Messaging Overview

- Chat session

## Engagement Overview

- Availability
- Call-in
- Callbacks
- Estimated-wait-time
- Queue-status
- Statistics

## Intelligent Workload Distribution Overview

- Actions
- Basic
- Search

## Interactions Webhook Overview

- Interactions Webhook

## Provisioning Overview

- Session
- Objects
- Operations
- Capacity-rules
- Email-settings
- Export
- Import

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- Notifications
  - Options
  - Recording-certificates
  - Settings
  - Statistics
  - Storage
  - Users-deprecated
  - Whitelist

## Secure Email Overview

- Secure email

## Statistics Overview

- Statistics API
- Statistics Notifications API

## Task Routing Overview

- Openmedia API

## Third-Party Messaging Overview

- Third-Party Messaging API
- Third-Party Messaging Webhook

## User Data Management Overview

- User Data Management API

## Workspace Overview

- Session
- Voice
- Media
- Chat
- Notifications
- Reporting

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- Targets