How APIs work in Genesys Multicloud CX

5/17/2026

Learn about the APIs you can use to customize your applications and integrate with Genesys.

Contents

APIs in Genesys Multicloud CX fall under two categories: Web APIs that your web application accesses through Genesys Multicloud CX and JavaScript APIs that you install in a location your web application can access.

Authentication API

Provides OAuth2 authentication and authorization with the Authorization Code Grant and Assertion Grant types.

- API Reference
- Client libraries
- Sample application

CX Contact Service API

Create and manage outbound campaigns, import and work with contact lists, and enable compliance rules.

- API reference

Consumer Messaging API

Create a session, send and fetch messages, and manage participants.

- API reference

Engagement API

Manage callbacks, query availability, estimated wait times, and create call-in requests.

- API reference
- Client libraries
- Tutorials

Intelligent Workload Distribution API

Create, update, delete or find workitems that come from third-party applications.

- API reference

Provisioning API

Configure your Genesys environment, create users, and retrieve configuration data.

- API reference
- Client libraries
- Tutorials

Service Client API

Extend the UI integration when Agent Workspace is configured to embed other web client business applications.

- Get started
- API reference

Statistics API

Subscribe to statistics and get notifications when they change.

- API reference
- Client libraries
- Tutorials

Task Routing API

Submit workitems to Genesys from third-party applications.

- API Reference

User Data Management API

Securely export your contact center data.

> **Tip**
> This API used to be called the Cloud Data Download Service API. Any references to Cloud Data Download Service have been deprecated, and replaced by User Data Management.

- API Reference

Widgets

A collection of JavaScript APIs that provide UIs (and their supporting services) you can use in your own web applications. For example, chat and co-browse.

- Deployment
- API reference

Workspace API

Manage agent state, access to voice and chat channels, and supervisor monitoring.

- API reference
- Client libraries
- Tutorials