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How APIs work in Genesys Multicloud CX

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

Contents

- [1 Authentication API](#)
- [2 CX Contact Service API](#)
- [3 Consumer Messaging API](#)
- [4 Engagement API](#)
- [5 Intelligent Workload Distribution API](#)
- [6 Provisioning API](#)
- [7 Service Client API](#)
- [8 Statistics API](#)
- [9 Task Routing API](#)
- [10 User Data Management API](#)
- [11 Widgets](#)
- [12 Workspace API](#)

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
