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# How APIs work in Genesys Multicloud CX

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

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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](#)

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## CX Contact Service API

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

- [API reference](#)

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## Consumer Messaging API

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

- [API reference](#)

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## Engagement API

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

- [API reference](#)
- [Client libraries](#)
- [Tutorials](#)

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## Intelligent Workload Distribution API

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

- [API reference](#)

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## Provisioning API

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

- [API reference](#)
- [Client libraries](#)
- [Tutorials](#)

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## Service Client API

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

- [Get started](#)
- [API reference](#)

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## Statistics API

Subscribe to statistics and get notifications when they change.

- [API reference](#)
- [Client libraries](#)
- [Tutorials](#)

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## Task Routing API

Submit workitems to Genesys from third-party applications.

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- [API Reference](#)
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## 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](#)
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## 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](#)
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## Workspace API

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

- [API reference](#)
  - [Client libraries](#)
  - [Tutorials](#)
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