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API Reference

[End Event List](#)

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End Event List

Purpose: Lists the End Event resources used to describe the end of a service, state, or task.

Service End Event

Field	Type	Mandatory	Description
service_id	integer	yes	The unique 64-bit ID of the given service.
session_id	string	no	The ID of the related session (for instance, the orchestration session or any other business session). Limited to 32 characters.
interaction_id	string	no	The ID of the interaction at the service event's creation. Limited to 50 characters.
application_type	long or string	no	The unique ID associated with the type or class of application that issued the service event. Refer to Configuration Options for more details on <i>Business Attribute</i> mapping. May be used to group related applications, potentially across resource types.
application_id	integer	no	The Genesys DB ID for the application which issues the service event, such as a GVP VoiceXML application, Orchestration SCXML application, and so on.
resource_type	long or string	no	The unique ID associated with the type or class of resource providing the service (for example, GVP, Agent Desktop, Orchestration).
resource_id	integer	no	The unique DB ID for

Field	Type	Mandatory	Description
			the specific resource which provides the service. For instance: • The Genesys DB ID of a specific GVP or orchestration platform • The DB ID of a given agent, according to the context
media_type	long or string	no	The media type applicable to the given service, such as email, voice, chat, and so on.
disposition	long or string	no	The unique ID for the business disposition assigned to the given service. For instance, this can be the DB ID of a Business Attribute used to enumerate a given organization's business dispositions.
disposition_desc	string	no	A text description that provides additional information about the business disposition. Limited to 64 characters.
timestamp	date/time	no	The UTC time at which the service event was raised, with a precision of milliseconds, using the ISO 8601 representation : [YYYY] - [MM] - [DD]T[HH]:[mm]:[ss].[SSS]Z. If the application does not specify this timestamp, the server adds it when the service event is processed.
expiration_time	string	no	Time at which the service should expire, using the ISO 8601 representation: [YYYY] - [MM] - [DD]T[HH]:[mm]:[ss].[SSS]Z. For example : "2016-09-02T08:00:00.000Z"

Field	Type	Mandatory	Description
			Important This expiration time applies to the whole conversation (service, states, tasks), not only to the given service.
ttl	integer	no	Time to live (TTL) in seconds of the full conversation (service, states, tasks) starting from this event time. If the query includes both the ttl and expiration_time parameters, GMS takes into account only the ttl value and ignores the expiration_time. Important This TTL applies to the whole conversation (service, states, tasks), not only to the given service.
<extension>	Any JSON type	no	Task attached data as key-value pairs. You can add as many key-value pairs as needed.

Related Operations

- [Complete Service](#)

State End Event

Field	Type	Mandatory	Description
service_id	integer	yes	The unique 64-bit ID of the given service.
state_id	integer	yes	The 32-bit ID of the given state.
session_id	string	no	The ID of the related session (for instance, the orchestration session or any other business session). Limited to 32 characters.

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Field	Type	Mandatory	Description
interaction_id	string	no	The ID of the interaction at the service event's creation. Limited to 50 characters.
application_type	long or string	no	The unique ID associated with the type or class of application which issued the state event. Refer to Configuration Options for more details on <i>Business Attribute</i> mapping. May be used to group related applications, potentially across resource types.
application_id	integer	no	The Genesys DB ID for the application which issues the state event, such as a GVP VoiceXML application, Orchestration SCXML application, and so on.
resource_type	long or string	no	The unique ID associated with the type or class of resource providing the related service (for example, GVP, Agent Desktop, Orchestration).
resource_id	integer	no	The unique DB ID for the specific resource which provides the related service. For instance: • The Genesys DB ID of a specific GVP or orchestration platform • The DB ID of a given agent, according to the context
media_type	long or string	no	The media type applicable to the given state, such as email, voice, chat, and so on.
disposition	long or string	no	The unique ID for the business disposition assigned to the given state. For instance, this

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Field	Type	Mandatory	Description
			can be the DB ID of a Business Attribute used to enumerate a given organization's business dispositions.
disposition_desc	string	no	A text description that provides additional information about the business disposition. Limited to 64 characters.
timestamp	date/time	no	The UTC time at which the service event was raised, with a precision of milliseconds, using the ISO 8601 representation : [YYYY] - [MM] - [DD]T[HH]:[mm]:[ss].[SSS]Z. If the application does not specify this timestamp, the server adds it when the service event is processed.
<extension>	Any JSON type	no	Task attached data as key-value pairs. You can add as many key-value pairs as needed.

Related Operations

- **Complete State**

Task End Event

Field	Type	Mandatory	Description
service_id	integer	yes	The unique 64-bit ID of the given service.
state_id	integer	no	The ID of the related state. Important If the task is optional, you have no obligation to associate it with a state. For instance, you can associate this task with a higher service level.

Field	Type	Mandatory	Description
task_id	integer	yes	The ID of the given task.
session_id	string	no	The ID of the related session (for instance, the orchestration session or any other business session). Limited to 32 characters.
interaction_id	string	no	The ID of the interaction at the service event's creation. Limited to 50 characters.
application_type	long or string	no	The unique ID associated with the type or class of application which issued the service event. Refer to Configuration Options for more details on <i>Business Attribute</i> mapping. May be used to group related applications, potentially across resource types.
application_id	integer	no	The Genesys DB ID for the application which issues the service event, such as a GVP VoiceXML application, Orchestration SCXML application, and so on.
resource_type	long or string	no	The unique ID associated with the type or class of resource providing the service (for example, GVP, Agent Desktop, Orchestration).
resource_id	integer	no	The unique DB ID for the specific resource which provides the service. For instance: • The Genesys DB ID of a specific GVP or orchestration platform • The DB ID of a given agent, according to the context
media_type	long or string	no	The media type

Field	Type	Mandatory	Description
			applicable to the given task, such as email, voice, chat, and so on.
disposition	long or string	no	The unique ID for the business disposition assigned to the given task. For instance, this can be the DB ID of a Business Attribute used to enumerate a given organization's business dispositions.
disposition_desc	string	no	A text description that provides additional information about the business disposition. Limited to 64 characters.
timestamp	date/time	no	The UTC time at which the service event was raised, with a precision of milliseconds, using the ISO 8601 representation : [YYYY] - [MM] - [DD]T[HH]:[mm]:[ss].[SSS]Z. If the application does not specify this timestamp, the server adds it when the service event is processed.
<extension>	Any JSON type	no	Task attached data as key-value pairs. You can add as many key-value pairs as needed.

Related Operations

- **Complete Task**