



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

API Reference

Extension

Extension

Purpose: Describes an extension.

Description

An extension is an attached data, available as a key-value pair where the key is a string and the value a JSON type (object, array, numbers, etc.) You can add, remove, and update extensions added to services, states, and tasks. In 8.5 and further releases, there is no schema definition for extensions. Your application can create and add extension records when dealing with standard services, states, and task operations. For instance, if **you start a task**, you can specify extensions in your operation body as shown in the following query:

```
POST /genesys/1/cs/services/21456878/tasks/start
{
  "interaction_id":42,
  "est_duration":460,
  "state_id":24,
  "task_type":customer info,
  "Survey":
  {
    "url":"http://ourServer/storage/userAnswers",
    "question1":7,
    "question2":true,
    "question3":"will be better with cable tv and on-demand video"
  },
  "Proposal": [
    {
      "car type":"cabriolet",
      "price":25 000,
      "seats":2,
      "comments":"200 cv, hardtop"
    },
    {
      "car type":"S.U.V.",
      "price":70 000,
      "seats":8,
      "comments":"4wd, leather seats"
    }
  ]
}
```

There is no specific field for service extensions. In the API reference, you can see that extensions are available when the <extension key> parameter is present, as follows:

Service/State/Task Extension

Field	Type	Mandatory	Description
<extension key>	Any JSON type	no	Attached data as key-value pairs. You can use as many key-value pairs as needed.

Extension

<references />