API Reference

Query State by ID

3/14/2025

Query State by ID

GET /genesys/1/cs/services/${service_id}/states/${state_id}

Contents

Description

This operation allows you to retrieve a single state for a given service. By default, no task information in returned with the state representation. Optional URI parameters enable to include the state's nested tasks in the response.

Operation

ID	CV.WS.SRV.15		
Method	GET		
URL	/genesys/1/cs/services/**${service_id}**/states/**${state_id}**		
Field name	**Type**	**Mandatory**	**Description**
URI Parameters			
${service_id}	integer	yes	The service ID.
${state_id}	integer	yes	The state ID.
active_tasks	bool	no	*true* to include information on the service's active tasks in the results. *false* (default)
completed_tasks	bool	no	*true* to include information on the service's completed tasks in the results. *false* (default)
<extension key>	Any JSON type	no	Service attached data as key-value pairs. You can add as many key-value pairs as needed.

Response

The Context Management Service API answers with HTTP codes for every request. The following table shows the correct response for a successful request. See HTTP Response Codes and Errors for further details on the possible codes that this operation can return.

Response

HTTP code	200		
HTTP message	OK		
Field Name	**Type**	**Mandatory**	**Description**
Body: State<ref>This response includes the State representation with the state ID.</ref>			
state_id	integer	yes	The 32-bit integer ID of the state, assigned by the UCS when the state is started.
state_type	long or string	yes	The unique ID associated with the state type. For instance, this ID can be the DB ID of a value in the Service Type Business Attribute. Enumerated values could be one of the following: 1. Customer identification 2. Service identification 3. Assign service agent 4. Waiting for service agent 5. Offering another service while waiting for agent 6. Offering callback 7. Callback pending 8. Delivering service 9. Waiting for customer input 10. Offering another service while delivering service Refer to Configuration Options for more details on *Business Attribute* mapping.
service_id	integer	yes if not nested in service resource	The service's unique ID if the state is not part of a top-level service resource which includes a service ID.<ref name="toplevel">Only top-level representations include

HTTP code	200		
			this field. For instance, if your application retrieves a service which includes nested states and tasks, only the top-level service resource contains this ID.</ref>
started	State Start Event	yes	Related start event. This event should not contain the "est_duration" field, if it already exists at the state level.
completed	State End Event	no	The related end event if the state is completed. This event should not repeat the "disposition" and "disposition_desc" fields if they already exist at the state level.
customer_id	string	no	The customer's unique ID<ref name="toplevel"/>.
est_duration	integer	no	The estimated time for completing the state, in seconds.
duration	integer	no	The total duration in milliseconds. **Important** Only relevant for completed states.
disposition	long or string	no	ID of the Business Disposition ID. **Important** Only relevant for completed states.
disposition_desc	string	no	The reason for assigning the business disposition with the service element. Limited to 256 characters.
active_tasks	Task[]	no<ref name="option">This field is returned if the corresponding option is set to true in the URI parameters.</ref>	The array of tasks that are started but not yet completed.

HTTP code	200			
completed_tasks	Task[]	no<ref name="option"/>	The array of Tasks that are completed.	
<extension key>	Any JSON type	no	Service attached data as key-value pairs. You can add as many key-value pairs as needed.	

Example

Operation

```
 GET /genesys/1/cs/services/2/states/
1?active_tasks=trueCleted_tasks=true&extensions=Feedback,Satisfaction
```

Result

```
200 OK
[ // array of one or more state object
{
  "service_id" : 1,
  "state_id" : 0,
  "state_type" : 100,
  "est_duration" : 60,
  "started" : {
    "timestamp" : "2010-05-18T15:23:34.447Z",
    "application_type" : 400,
    "resource_id" : 20,
    "media_type" : 2,
    "resource_type" : 200,
    "application_id" : 40,
    "interaction_id" : "51"
  },
 "Feedback":
   {"FeedbackType":"survey",
   "rating":7,
   "notes":"warm welcome at frontdesk, thanks for the nice trip"}
  },
 "Satisfaction": [
  {
   "rating":2,
   "pertinence":8,
   "usefull":true,
   "place":"Terranova mexico resort"
  },
  {
   "rating":8,
   "pertinence":4,
   "usefull":false,
   "place":"Fancy resort Paris"
  }
  ],

  "active_tasks": [
```

```
      // included given specification of "results" attribute
    { // array of one or more Task objects
      "task_id": 25080,
      "task_type": 5, // application-defined task type
      "est_duration": 300,
      "started": {
        "timestamp": "2009-05-07T12:08:53.298",
      }
    }
  ]
  "completed_tasks": [
    { "task_id": 24027,
      "task_type": 2, // such as task for processing quote
      "disposition": 10, // for example quote completed
      "disposition_desc": "<text describing quote result>",
      "started": {
        "timestamp": "2009-05-07T12:02:23.715",
        "interaction_id": "123ABC908ABFFD8080"
      },
      "completed": {
        "timestamp": "2009-05-07T12:06:23.715",
        "interaction_id": "157C9A208AFD523D01"
      }
    }
  ]
},
{
  "service_id" : 1,
  "state_id" : 1,
  "state_type" : 100,
  "est_duration" : 60,
  "started" : {
    "timestamp" : "2010-05-18T15:23:41.977Z",
    "application_type" : 400,
    "resource_id" : 20,
    "media_type" : 2,
    "resource_type" : 200,
    "application_id" : 40,
    "interaction_id" : "51"
  }
}
]
```