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API Reference

Update Expiration Time

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Update Expiration Time

PUT /genesys/1/cs/services/{service_id}

Description

You can make a conversation expire by adding a Time-to-live (TTL) or expiration time to a Service by updating your resource with this query. When you update the TTL or service expiration time, you overwrite previous updates and any expiration time **set in your configuration**. You can also use `ttl` and `expiration_time` attributes in **Service Start Events** and **Service End Events**.

Important

Updating the conversation expiration time has a performance impact and uses as much CPU than three event queries.

Operation

Important

You need a WRITE role to use this request.

Method	PUT		
URL	/genesys/1/cs/services/{service_id}		
Parameter	Type	Mandatory	Description
URI Parameters			
{service_id}	string	yes	The id of the service to request.
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
ttl	integer	no	Time-to-live of the full conversation in seconds from this event time.

Update Expiration Time

Method	PUT		
			This parameter takes precedence over <code>expiration_time</code> parameter which is discarded if you pass both parameters.

Response

The following table shows the correct response for a successful request. In case of error, you will see standard **HTTP response error codes**.

HTTP code	200
HTTP message	OK
Body	Empty

Example

```
PUT http://localhost:8010/genesys/1/cs/services/115-cc038ec2-c284-41e5-8560-b006743e1935
{
  "ttl": 86400
}
```

Response: 200 OK