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API Reference

Complete Task

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Complete Task

POST /genesys/1/cs/services/\${service_id}/tasks/\${task_id}/end

Description

This operation completes the task of a given type for the given service. The type is one of the enumerated values recorded for the corresponding business attribute. See [Business Attributes in Context Services](#) for further details.

- UCS assigns auto-incrementing identifiers to tasks, similar to the case of services and tasks.
- States and tasks are assigned 32-bit identifiers.

Operation

ID	CV.WS.SRV.9		
Method	POST		
URL	/genesys/1/cs/services/\${service_id}/tasks/\${task_id}/end		
Field Name	Type	Mandatory	Description
URI Parameters			
\${service_id}	integer	yes	The unique 64-bit ID of the service.
\${state_id}	integer	no	The unique 32-bit ID of the state.
\${task_id}	integer	yes	The unique 32-bit ID of the task.
Body: Task End Event. This body contains fields from the Task End Event resource.			
session_id	string	no	The ID of the related session, for instance, the orchestration session, or any other business session.
interaction_id	string	no	The ID of the related Genesys interaction. This ID can be used by other Genesys reporting products such as Stat Server, URS, Composer, and GVP.
application_type	long or string	no	The unique ID

ID	CV.WS.SRV.9		
			associated with the type or class of application issuing the service event. May be used to group related applications, potentially across resource types. Refer to Configuration Options for more details on Business Attribute mapping.
application_id	integer	no	The unique ID (such as Genesys DB ID) for the application issuing the event, such as a GVP VoiceXML application or an Orchestration SCXML application.
resource_type	long or string	no	The unique ID associated with the type or class of resource which provides the service (such as GVP, Agent Desktop, Orchestration). Refer to Configuration Options for more details on Business Attribute mapping.
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 applicable to the given task, for instance, email, voice, chat, etc. Refer to Configuration Options for more details on Business Attribute mapping.
disposition	long or string	no	The unique ID for the business disposition assigned to the given

ID	CV.WS.SRV.9		
			service/state/task. For instance, this can be the DB ID of a Business Attribute used to enumerate a given organization's business dispositions. Refer to Configuration Options for more details on Business Attribute mapping.
disposition_desc	string	no	The text description which provides additional context on the business disposition.
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. Important If the application does not specify this timestamp, the server adds it when the service event is processed.
<extension key>	Any JSON type	no	Task 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	204
HTTP message	No Content

Example

Operation

```
POST http://localhost:8080/genesys/1/cs/services/95/tasks/3/end
{
  "interaction_id":0000CSS0FXZUP6UR,
  "state_id":24,
  "disposition": 10,
  "disposition_desc": "SUCCESS",
  "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"
    }
  ]
}
```

Result

204 No Content