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API Reference

Composite Start and Bulk Update

12/14/2025

Composite Start and Bulk Update

Introduced in: 8.5.110

Updated in: 8.5.205, 8.5.206

POST /genesys/1/cs/services_composite/start

Description

Provides a single API call to update or create all Service, State, and Task objects in a single REST call. You can use this request to submit the JSON structures for three objects: Service, State, and Task events. If the Service object's `customer_id`, `service_type`, and `contact_key` do not match an active Service, the system will create one using this data, including State and Task data. Else, within the found service, it will search for the active State and Task respectively matching the `state_type` and the `task_type` specified in the request and it will create them if they are not found.

As a result, Context Services will reply with the IDs of the found and/or created Service, State, and Task resources, and a flag indicating whether they were created or not.

Introduced in: 8.5.206

The `create_new_services` parameter enables you to force the creation of a service record, discarding the previous record if any. See also the [Create New Services](#) example below.

Bulk Update

Introduced in: 8.5.205

To perform a bulk update, use the start query and specify `update_extensions=true` in the start event. Instead of creating a new object, the operation will update the provided extensions of the given objects. This means that only the specified extensions will be updated. For example, if your service's extensions include the Satisfaction extension, and if you do not provide this extension in the query, the extension will neither be updated nor removed from the service.

Auto-complete and Auto-closed Features

Introduced in: 8.5.206

To complete conversation during the update operation, add `auto_closed=true` to the service-level keys in the JSON body. If you wish to complete conversation automatically after some time, you can

use `auto_complete_after=<period of time in seconds>` instead of `auto_closed` in the service-level keys of the JSON body.

Important

You can also auto-complete conversation after some time according to your service configuration. See the `auto-complete-enabled` and `auto-complete-after` options for further details.

See also the [Auto-Complete and Auto-Closed](#) example below.

Operation

POST /genesys/1/cs/services_composite/start			
Field Name	Type	Mandatory	Description
Body Parameters			
services	JSON array	yes	JSON array of Composite Start Events.
create_new_services Introduced in: 8.5.206	boolean	false	If true, force the service creation even if a previous record exists. If false (default), Context Services first checks if an active Service record exists and, if so, updates the service instead of creating a new one.

Composite Start Event

Field	Type	Mandatory	Description
service	JSON structure	yes	Service Start Event.
state Modified in: 8.5.206	JSON structure	no if <code>create_new_services=true</code>	State Start Event. If <code>create_new_services=true</code> , this start event is not required.
task	JSON structure	no	Task Start Event.
associate_state_task	boolean	no	true to associate the Task with the given State; false by default. If you set this parameter to true, it is equivalent to providing the State ID in a

Field	Type	Mandatory	Description
			request to start a Task.
update_extensions Introduced in 8.5.205	boolean	no	true to update the extensions of any provided service, state, or task object.

Response

The Context Management Service API answers every request with HTTP codes. 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	
200 OK	
Header	Location: \${base_uri}/services/\${service_id}/tasks/\${task_id} or \${base_uri}/services/\${service_id}/states/\${state_id} (if the task field was not provided in the request) where: • \${base_uri} is the URI of the created Task. • \${task_id} is the Task ID. • \${state_id} is the State ID.
Body	Modified in: 8.5.205 <pre>{ service: { "service_id": \${service_id}, "created": "true/false", "updated": "true/false" }, state: { "state_id": \${state_id}, "created": "true/false", "updated": "true/false" }, task: { "task_id": \${task_id}, "created": "true/false", "updated": "true/false" } }</pre>

Examples

Composite Start Creation

POST /genesys/1/cs/services_composite/start

```
{
  "services" : [
    {
      "service": {
        "interaction_id": "123ABCAADFJ1259ACF",
        "application_type": "App_type_1",
        "application_id": 40,
        "est_duration": 60,
        "customer_id": "${customer_id}",
        "service_type": "MyService1",
        "media_type": "voice",
        "resource_id": 1183,
        "resource_type": "ResType1",
        "RelatedOffersService": [
          {
            "offer_name": "VIP credit card black ed.",
            "type": 9,
            "comments": "proposed to all client"
          },
          {
            "offer_name": "3 times payment GOLD",
            "type": 4,
            "comments": "limited offer"
          },
          {
            "offer_name": "life insurance",
            "type": 3,
            "comments": "healt check to be done before approval"
          }
        ]
      },
      "state": {
        "interaction_id": "123ABCAADFJ1259ACF",
        "application_type": "App_type_1",
        "application_id": 40,
        "resource_type": "ResType1",
        "resource_id": 1183,
        "media_type": "voice",
        "est_duration": 60,
        "state_type": "MyState1",
        "FeedbackState": {
          "FeedbackType": "survey",
          "rating": 7,
          "notes": "warm welcome at frontdesk, thanks for the nice trip"
        },
        "SatisfactionState": [
          {
            "rating": 2,
            "pertinence": 8,
            "usefull": true,
            "place": "Terranova mexico resort"
          },
          {
            "rating": 8,
            "pertinence": 4,
            "usefull": false,
            "place": "Fancy resort Paris"
          }
        ]
      },
      "task": {
        "interaction_id": "123ABCAADFJ1259ACF",
```

```
    "application_type": "App_type_1",
    "application_id": 40,
    "resource_type": "ResType1",
    "resource_id": 1183,
    "media_type": "voice",
    "est_duration": 60,
    "task_type": "MyTask1",
    "FeedbackTask": {
      "FeedbackType": "survey",
      "rating": 7,
      "notes": "warm welcome at frontdesk, thanks for the nice trip"
    },
    "SatisfactionTask": [
      {
        "rating": 2,
        "pertinence": 8,
        "usefull": true,
        "place": "Terranova mexico resort"
      },
      {
        "rating": 8,
        "pertinence": 4,
        "usefull": false,
        "place": "Fancy resort Paris"
      }
    ],
    "associate_state_task": "true"
  }
}
```

Result

```
HTTP 200 OK
location: /genesys/1/cs/services/111222/tasks/555666
{
  services: [
    {
      service: {
        "service_id": 111222,
        "created": "false",
        "updated": "false",
      },
      state: {
        "state_id": 333444,
        "created": "true",
        "updated": "false"
      },
      task: {
        "task_id": 555666,
        "created": "true",
        "updated": "false"
      }
    }
  ]
}
```

Bulk Update

Introduced in: 8.5.205

POST /genesys/1/cs/services_composite/start

```
{
  "services": [
    {
      "service": {
        "timestamp": "2009-05-12T12:05:12.145Z",
        "interaction_id": "123ABCAADFJ1259ACF",
        "application_type": 400,
        "application_id": 40,
        "est_duration": 60,
        "contact_key": "42",
        "service_type": 100,
        "media_type": 1,
        "resource_id": 5005,
        "resource_type": 2,
        "disposition": 10,
        "coupon": {
          "coupon_name": "DISCOUNTCODE15"
        },
        "satisfaction": {
          "score": 85,
          "agentID": 2025
        }
      },
      "state": {
        "interaction_id": "51",
        "application_type": 400,
        "application_id": 40,
        "resource_type": 200,
        "resource_id": 20,
        "media_type": 2,
        "est_duration": 60,
        "state_type": 100,
        "Feedback": {
          "FeedbackType": "survey",
          "rating": 7,
          "notes": "warm welcome at frontdesk, thanks for the nice trip"
        }
      },
      "task": {
        "interaction_id": 42,
        "est_duration": 460,
        "task_type": 462,
        "Survey": {
          "url": "http://ourServer/storage/userAnswers",
          "question1": 7,
          "question2": true,
          "question3": "will be better with cable tv and on-demand video"
        }
      },
      "associate_state_task": "true",
      "update_extensions": "true"
    }
  ]
}
```

Result

```
HTTP 200 OK
location: /genesys/1/cs/services/111222/tasks/555666
{
  services: [
    {
      service: {"service_id": 111222, "created": "false", "updated": "true" },
      state: {"state_id": 333444, "created": "true", "updated": "false" },
      task: {"task_id": 555666, "created": "true", "updated": "false" }
    }
  ]
}
```

Auto-closed and Auto-complete

Operation

```
POST /genesys/1/cs/services_composite/start
{
  "services": [
    {
      "service": {
        "interaction_id": "123ABCAADFJ1259ACF",
        "application_type":400,
        "application_id":40,
        "est_duration":60,
        "contact_key":"42",
        "service_type":100,
        "media_type": 1,
        "resource_id": 5005,
        "resource_type": 2,
        "auto_closed": true,
        "disposition": 10,
        "coupon": {
          "coupon_name": "DISCOUNTCODE15"
        },
        "satisfaction": {
          "score": 85,
          "agentID": 2025
        }
      },
      "state": {
        "interaction_id":"51",
        "application_type":400,
        "application_id":40,
        "resource_type":200,
        "resource_id":20,
        "media_type":2,
        "est_duration":60,
        "state_type":100,
        "Feedback": {
          "FeedbackType":"survey",
          "rating":7,
          "notes":"warm welcome at frontdesk, thanks for the nice trip"
        }
      },
      "task": {
        "interaction_id":42,
        "est_duration":460,
        "task_type":462,
        "Survey": {

```



```
        "url": "http://ourServer/storage/userAnswers",
        "question1": 7,
        "question2": true,
        "question3": "will be better with cable tv and on-demand video"
    }
},
"associate_state_task": "true",
"update_extensions": "true"
},
{
    "service": {
        "interaction_id": "123ABCAADFJ1259ACF",
        "application_type": 400,
        "application_id": 40,
        "est_duration": 60,
        "contact_key": "43",
        "service_type": 100,
        "media_type": 1,
        "resource_id": 5005,
        "resource_type": 2,
        "auto_complete_after": 3600,
        "disposition": 10,
        "coupon": {
            "coupon_name": "DISCOUNTCODE15"
        },
        "satisfaction": {
            "score": 85,
            "agentID": 2025
        }
    },
    "state": {
        "interaction_id": "51",
        "application_type": 400,
        "application_id": 40,
        "resource_type": 200,
        "resource_id": 20,
        "media_type": 2,
        "est_duration": 60,
        "state_type": 100,
        "Feedback": {
            "FeedbackType": "survey",
            "rating": 7,
            "notes": "warm welcome at frontend, thanks for the nice trip"
        }
    },
    "task": {
        "interaction_id": 42,
        "est_duration": 460,
        "task_type": 462,
        "Survey": {
            "url": "http://ourServer/storage/userAnswers",
            "question1": 7,
            "question2": true,
            "question3": "will be better with cable tv and on-demand video"
        }
    },
    "associate_state_task": "true",
    "update_extensions": "true"
}
]
}
```

Result

```
HTTP 200 OK
location: /genesys/1/cs/services/111222/tasks/555666
{
  services: [
    {
      service: {"service_id": 111222, "created": "false", "updated": "true" },
      state: {"state_id": 333444, "created": "true", "updated": "false" },
      task: {"task_id": 555666, "created": "true", "updated": "false" }
    }
  ]
}
```

Create New Services

Operation

```
{
  "create_new_services":true,
  "services":[
    {
      "service":{
        "interaction_id":"123ABCAADFJ1259ACF",
        "application_type":"App_type_1",
        "application_id":40,
        "est_duration":60,
        "customer_id":"${customer_id}",
        "service_type":"MyService1",
        "media_type":"voice",
        "resource_id":1183,
        "resource_type":"ResType1",
        "RelatedOffersService":[
          {
            "offer_name":"VIP credit card black ed.",
            "type":9,
            "comments":"proposed to all client"
          },
          {
            "offer_name":"3 times payment GOLD",
            "type":4,
            "comments":"limited offer"
          },
          {
            "offer_name":"life insurance",
            "type":3,
            "comments":"healt check to be done before approval"
          }
        ]
      }
    },
    "state":{
      "interaction_id":"123ABCAADFJ1259ACF",
      "application_type":"App_type_1",
      "application_id":40,
      "resource_type":"ResType1",
      "resource_id":1183,
      "media_type":"voice",
      "est_duration":60,
      "state_type":"MyState1",
      "FeedbackState":{
        "FeedbackType":"survey",
        "rating":7,

```

```
    "notes":"warm welcome at frontdesk, thanks for the nice trip"
  },
  "SatisfactionState":[
    {
      "rating":2,
      "pertinence":8,
      "usefull":true,
      "place":"Terranova mexico resort"
    },
    {
      "rating":8,
      "pertinence":4,
      "usefull":false,
      "place":"Fancy resort Paris"
    }
  ]
},
"task":{
  "interaction_id":"123ABCAADFJ1259ACF",
  "application_type":"App_type_1",
  "application_id":40,
  "resource_type":"ResType1",
  "resource_id":1183,
  "media_type":"voice",
  "est_duration":60,
  "task_type":"MyTask1",
  "FeedbackTask":{
    "FeedbackType":"survey",
    "rating":7,
    "notes":"warm welcome at frontdesk, thanks for the nice trip"
  },
  "SatisfactionTask":[
    {
      "rating":2,
      "pertinence":8,
      "usefull":true,
      "place":"Terranova mexico resort"
    },
    {
      "rating":8,
      "pertinence":4,
      "usefull":false,
      "place":"Fancy resort Paris"
    }
  ]
},
"associate_state_task":"true"
}
]
```

Result

```
HTTP 200 OK
location: /genesys/1/cs/services/111222/tasks/555666
{
  services:[
    {
      service:{
        "service_id":111222,
        "created":"false",
        "updated":"false",
```

```
    },
    state:{
      "state_id":333444,
      "created":"true",
      "updated":"false"
    },
    task:{
      "task_id":555666,
      "created":"true",
      "updated":"false"
    }
  ]
}
```