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API Reference

Merge Extension Data

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Merge Extension Data

- **PUT** `/genesys/1/cs/services/${service_id}/extensions/${ext_name}/merge`
- **PUT** `/genesys/1/cs/services/${service_id}/states/${state_id}/extensions/${ext_name}/merge`
- **PUT** `/genesys/1/cs/services/${service_id}/tasks/${task_id}/extensions/${ext_name}/merge`

Added in: 8.5.110

Description

Updates an extension with the provided key-value pair or creates a new one if the extension does not exist in the given Service, State, or Task. If the extension exists, the system will add the new key-value pair without overwriting the extension's content.

Tip

Use this API to update extensions without reading them first and then calling one of the regular update [Update Service Extension](#), [Update State Extension](#), and [Update Task Extension](#) APIs.

Operation

Merge or create Service, State, Task extension data

Field Name	Type	Mandatory	Description
• PUT <code>/genesys/1/cs/services/\${service_id}/extensions/\${ext_name}/merge</code> • PUT <code>/genesys/1/cs/services/\${service_id}/states/\${state_id}/extensions/\${ext_name}/merge</code> • PUT <code>/genesys/1/cs/services/\${service_id}/tasks/\${task_id}/extensions/\${ext_name}/merge</code>			
URI Parameters			
<code>\${service_id}</code>	Integer	yes	The ID of the service.
<code>\${state_id}</code>	Integer	yes	The ID of the state.
<code>\${task_id}</code>	Integer	yes	The ID of the task.
<code>\${ext_name}</code>	String	yes	The extension name.

Field Name	Type	Mandatory	Description
Body Parameters			
<extension> or <extension>[]	JSON	yes	The attached data to merge as key-value pairs or as an array of key-value pairs. You can merge maps, such as: <pre>"\${ext_name}": { "offer_name": "VIP credit card black ed.", "type": 9, "comments": "proposed to all client" }</pre> This query will not work with extension lists such as: <pre>{ext_name}": [{ "offer_name": "VIP credit card black ed.", "type": 9, "comments": "proposed to all client" }, { "offer_name": "VIP credit card black ed.", "type": 9, "comments": "proposed to all client" }]</pre>

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
200 OK

Example

Operation to update a service extension

In this scenario, the first PUT request creates an extension, then the POST request merges its extension data with new data, then the GET request queries the service.

```
PUT /genesys/1/cs/services/8389/extensions/agent{
```

```
    "agentID": 2025,
    "score": 85,
    "extensions": [
      "2281",
      "2284"
    ],
    "location": "Toronto"
  }
}
```

```
PUT /genesys/1/cs/services/8389/extensions/agent/merge
{ "extensions": [ "228144", "228444" ], "location": "Markham" }
```

Result

```
GET /genesys/1/cs/services/8389?extensions=agent
HTTP 200 OK{
  "service_id": 3005,
  "service_type": 100,
  "est_duration": 300,
  "agent": {
    "agentID": 2025,
    "score": 85,
    "extensions": [
      "228144",
      "228444"
    ]
  },
  "location": "Markham"
}
```