



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

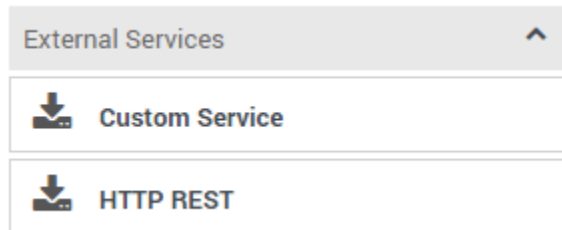
Genesys Designer Help

External Services Blocks

12/15/2025

External Services Blocks

These blocks allow your application to interact with an external service, such as a custom service that Genesys has provided to your company, or an external system that stores and exposes data through a REST web service.



Use the links below to learn more about each block.

Custom Service

Provides inputs to a custom service that Genesys created for your company.

Used in: **Initialize, Self Service, Assisted Service, Finalize**

HTTP REST

Accesses external systems using RESTful API (over HTTP).

Used in: **Initialize, Self Service, Assisted Service, Finalize**