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Web API API Guide

Web API Server API Reference

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Important

All APIs within Web API, including the existing Chat and Email APIs, are being consolidated under Genesys Mobile Services (GMS).

Please refer to Genesys Mobile Services documentation for more information:

- [Chat API Version 2](#)
- [Email API](#)

Genesys Mobile Services also contains the load balancing Chat Server N+1 feature of Web API Server.

Genesys recommends that all new installations of Genesys Chat or Email APIs use the Chat API Version 2 and Email API provided through Genesys Mobile Services.

For existing Web API Server customers, continue reading this page.

Overview

Welcome to the *Genesys Web API Server API Reference*.

This reference can be used to write agent applications that provide a variety of contact center-related features that use the Genesys Web API Server Representational state transfer (REST) Application Programming Interface (API).

This reference also explains the resources and methods available to developers.

Each category presents information about relevant operations, related resources, request parameters, and return values.

API References

Chat Chat operations of the Genesys Web Server API.

Email Email operations of the Genesys Web Server API.

Related Documentation

[Web API Server Deployment Guide](#) API Guide for the Genesys Web Server API.

[Web API Server Developer Guide](#) Developer Guide for the Genesys Web Server API.