# GENESYS™

# Genesys Mobile Services API Reference

## Service API

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# Service API

## Overview

This API is used by customer facing applications to manage different type of contact center related services (for example the app-to-connect-basic service provides the necessary contact center access information so the end user and associated application can initiate an interaction with the contact center).

## API

### Create

This API creates and initiates a service. It will support the creation and initiation of an service that is configured in Genesys Mobile Services. For details on the supported set of services, see the Overview of Services.

Operation

| Method | POST | | |
|---|---|---|---|
| URL | /genesys/1/service/**{service}** | | |
| **Parameter** | **Type** | **Mandatory** | **Description** |
| **URI Parameters** | | | |
| **{service}** | string | yes | The name of the service that is to be created and initiated. |
| **Body:** The body can be either a MultiPart form or x-www-form-urlencoded form consisting of different items representing the key/value pairs associated with the given service type.  In the case of MultiPart, the values can be strings or files but with urlencoded the values can only strings. | | | |

Response

| HTTP code | 200 |
|---|---|
| HTTP message | OK |
| **Body** | A JSON object with the following: {"id": **${service_id}, {service_specific_data'}'}** where: <br> • ${service_id} is the identifier assigned to the created service instance. |

| HTTP code | 200 |
| --- | --- |
| | • ${service_specific_data} is service specific data that can be returned when the service is created. |

If a matching services does not find a match, it will return the following status code.

| HTTP code | 404 |
| --- | --- |
| HTTP message | Not Found |

## Example

The following example starts a request-interaction service:

- with the end user's phone number and application data: current user's location, preferred language, and end user's picture.

**Operation**

```
Request URL:http://localhost:8080/genesys/1/service/request-interaction
Request Method:POST
Status Code:200 OK
Request Headersview source
Accept:*/*
Accept-Charset:ISO-8859-1,utf-8;q=0.7,*;q=0.3
Accept-Encoding:gzip,deflate,sdch
Accept-Language:en-US,en;q=0.8
Connection:keep-alive
Content-Length:13028
Content-Type:multipart/form-data; boundary=----WebKitFormBoundaryy16qocbN6tmPORZL
Host:localhost:8080
Origin:http://localhost:8080
Referer:http://localhost:8080/GMS-web/resources/servicetest.html
User-Agent:Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/535.7 (KHTML, like Gecko) Chrome/
16.0.912.77 Safari/535.7
Request Payload
------WebKitFormBoundaryy16qocbN6tmPORZL
Content-Disposition: form-data; name="_phone_number"
6504669999
------WebKitFormBoundaryy16qocbN6tmPORZL
Content-Disposition: form-data; name="_provide_code"
true
------WebKitFormBoundaryy16qocbN6tmPORZL
Content-Disposition: form-data; name="language"
french
------WebKitFormBoundaryy16qocbN6tmPORZL
Content-Disposition: form-data; name="current_location_latitude"
48.8583
------WebKitFormBoundaryy16qocbN6tmPORZL
Content-Disposition: form-data; name="current_location_longitude"
2.2944
------WebKitFormBoundaryy16qocbN6tmPORZL
Content-Disposition: form-data; name="FileKey"; filename="MyPic.png"
Content-Type: image/png
------WebKitFormBoundaryy16qocbN6tmPORZL--
```

**Result**

The above service will be started with an id of 39a98e24-b03b-4191-b756-1efe8f3b16b8.

```
HTTP 200 OK
{ "_id":"39a98e24-b03b-4191-b756-1efe8f3b16b8","_access_number":"8003449999",
_access_code="7684"  }
```

## Service specific Request

This API allows the application to perform a specific request against given service. For details on the specific requests that can be performed for a given type of service, see the Overview of Services.

**Important Note**: only to be used for `request-inbound-...` or `request-outbound-...` based services otherwise it will be rejected.

### Operation

| Method | POST | | |
|---|---|---|---|
| **URL** | /genesys/1/service/***{service_id}*/{request}** | | |
| **Parameter** | **Type** | **Mandatory** | **Description** |
| **URI Parameters** | | | |
| **{service_id}** | string | yes | The id of the service that is to be deleted. |
| **{request}** | string | yes | This is the name of the request that is to be performed. |
| **Body:** The body can be either a MultiPart form or x-www-form-urlencoded form consisting of different items representing the key/value pairs associated with the given service request.  In the case of MultiPart, the values can be strings or files but with urlencoded the values can only strings. | | | |

### Response

| HTTP code | 200 |
|---|---|
| **HTTP message** | OK |
| **Body** | This will contain the appropriate output data (JSON data) that is defined by the given service request definition. |

### Example

The following example requests status of a `request-inbound-poll` service:

**Operation**

```
Request URL:http://localhost:8080/GMS-web/gms/1/service/39a98e24-b03b-4191-b756-1efe8f3b16b8/
status
Request Method:POST
Status Code:200 OK
Request Headersview source
Accept:*/*
Accept-Charset:ISO-8859-1,utf-8;q=0.7,*;q=0.3
```

```
Accept-Encoding:gzip,deflate,sdch
Accept-Language:en-US,en;q=0.8
Connection:keep-alive
Host:localhost:8080
Origin:http://localhost:8080
Referer:http://localhost:8080/GMS-web/resources/servicetest.html
User-Agent:Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/535.7 (KHTML, like Gecko) Chrome/
16.0.912.77 Safari/535.7
Request Payload
```

**Result** The status for service 39a98e24-b03b-4191-b756-1efe8f3b16b8 has been retreived.

```
HTTP 200 OK
{ "status":"waiting-for-agent", "dialog":"/waitingforagent.html" }
```

## Notes

Parameters that begin with an underscore (_) are passed to ORS. Anything else is considered user data, and is saved in storage. The stored data can be retrieved using _data_id parameter passed in scxml.