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Genesys Mobile Services API Reference

Digital Channels API

12/15/2025

Digital Channels API

The Digital Channels API allows Genesys Mobile Engagement to work with Genesys digital channels such as chat and email. Before you can start using these APIs, you need to configure them by creating services in your GMS configuration. This information has been moved in the [Configuring the Digital Channels API](#) section of the Deployment Guide.

The following APIs and responses are supported:

- [Chat API Version 2](#)
- [Chat API Version 2 for CometD](#)
- [Email API](#)
- [Open Media API](#)
- [API Responses](#)

To get the list of options that you can configure for these APIs, refer to the *Genesys Mobile Engagement Configuration Options Guide*:

- [Chat service options](#)
- [Email service options](#)
- [Open Media service options](#)