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Genesys Mobile Services API Reference

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Genesys Mobile Services contains multiple APIs, each dedicated to performing certain tasks as described below. Select the API name for a more detailed examination of the operations and responses they use.

- **Storage API** — Storage is a general-purpose API that allows users to temporarily store arbitrary data. Data may consist of key/value pairs of strings or binary objects.
- **Node API** — This is a base ping API implementation which will be used by load balancers to determine the health of a given GMS node to determine if it can use this GMS node when it loads balancing API requests across the set of GMS nodes.
- **Notification API** — This set of event-driven APIs is used to manage notifications between applications and Genesys systems. Users subscribe to an event and provide an indication of how the notification should be delivered, then events are published to the system.

Important

This API is only intended to be used with Orchestration Server-based Services, not from external mobile applications.

- **Chat APIs** — This API is used by customer-facing applications to create and manage a chat session associated with a contact center-related service. A single service is associated with a single chat.
- **Email API** — This API is used by customer-facing applications to create and manage an email message associated with a contact center-related service. A single service is associated with a single email.
- **Service API** — This API is used by customer-facing applications to manage different types of contact center-related services.
- **Callback Services API** — This API handles call back services, such as initiating, canceling, rescheduling, and queries. Other Callback-related APIs are the following:
 - **Calendar Service API** — The Calendar Service API queries for all office hours so that your mobile app can make an intelligent first offer to the user based on what's available in the next couple days, or with an explanatory hint such as "Our offices are open from 8:00 am to 5:00 pm, please enter the desired time."
 - **Capacity API** — The Capacity Service enables you to define the number of scheduled callbacks that are allowed for Callback for a given time slot in the week. Then, your Callback service refers to your Capacity service and to your Office Hours service to adjust the agent availability and the number of scheduled callbacks.
- **Digital Channels API** — These APIs allow Genesys Mobile Engagement to work with Genesys digital channels such as chat, email, and open media.
 - **Chat API Version 2**
 - **Chat API Version 2 for CometD**

- [Email API](#)
- [Open Media API](#)
- [Stat Service API](#) — This API is used to interact with the Genesys Statistics Server (Stat Server). The API provides the request so an application can get statistics related to the Contact Center.
- [Pattern Matcher API](#) — This API allows you to create and manage pattern lists that you can use to check parameter values and define exceptions in your GMS service.
- [Phone Number Validation API](#) — This API wraps Google's common Java, C++, and JavaScript library for the purposes of parsing, formatting, and validating international phone numbers.

Additional Information

- [Push Notification Service](#) — Contains useful information about the Push Notification service.
- [Localization File](#) — The localization file enables you to customize the way you send a message to subscribers.
- [New in This Document](#) — Provides a document change history.

Authentication Header

The following services require Authentication Header.

Service	Requires Authentication Header?
Statistic Service	Yes.
Node Service	Only for queries to /genesys/admin/1/node/status.
Callback Service	Depends on the configuration.
Storage Service	Depends on the configuration.
Notification Service	Depends on the configuration.

Learn about Templates, Scenarios, and APIs

Available templates, scenarios, and APIs

Template Name	Detailed Built-in	Related API(s)
Get Service (get.zip)	Get and Basic Get Services	Node API to check GMS nodes health and manage your nodes: start, suspend, stop.
Match Interaction (match-interaction.zip)	Match interaction	<ul style="list-style-type: none">• Service API to check that a voice call with an existing GMS service is associated with the access number.

Template Name	Detailed Built-in	Related API(s)
		<ul style="list-style-type: none"> Storage API to allow users to temporarily store arbitrary data. Data may consist of key/value pairs of strings or binary objects.
Office Hours	Office-hours	Calendar Service API to create and manage office hours, special events, and more.
Request Access	Request-access	Service API to request resources.
Request Chat		Create a chat session in the Chat Server using the Chat API v1 .
Request Interaction	Simple Voice Inbound-Immediate Call	See the scenario page.
URS Statistic (urs-stat.zip)		Stat Service API to query URS Stat.
Callback (callback.zip)	User Originated Immediate	Query to create an inbound immediate service.
	User Originated Delayed	Query to create an inbound delay service.
	Chat Immediate	Chat APIs
	Chat Delayed	Chat APIs
	User Terminated Immediate	Callback Services API
	User Terminated Delayed	Callback Services API
	User Terminated Scheduled	Callback Services API.
	User Terminated Delayed Agent Preview	Callback Services API
Capacity (capacity.zip)	Capacity	Capacity API to manage Agent availability.