



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 Rules System REST API Reference Guide

Business Calendars

4/14/2025

Business Calendars

API	Method	Syntax	Request Body	Response Body	HTTP Status Codes	Notes
Query Business Calendars	GET	[+]Show /grs/v1/tenant/{tenantId}/package/{packageId}/calendar	N/A	[+]Show <pre> "calendars": [{ "calendarId": "dcc4a39b-3442-4408-a907-b85c44663681", "extCalendarId": "Calendar_117", "name": "Dad's Dating Calendar", "locked": false, "lockOwner": null, "weekStarts": 6, "weekEnds": 7, "dayStartsHour": 17, "dayStartsMin": 30, "dayEndsHour": 23, "dayEndsMin": 0, "timeZoneId": "EST" }, { "calendarId": "fdc4a39b-3442-4408-a907-b85c44663622", "extCalendarId": "Calendar_190", "name": "Another Calendar", "locked": false, "lockOwner": null, "weekStarts": 1, "weekEnds": 7, "dayStartsHour": 8, "dayStartsMin": </pre>	200 OK—Response body provided 401 Unauthorized—APIToken not valid 403 Forbidden—User does not have permission for the specified tenant ID, or does not have the correct permission for this operation. 404 Not Found—could not find specified package ID. 503—Service Unavailable	Need CALENDAR_VIEW permission.

API	Method	Syntax	Request Body	Response Body	HTTP Status Codes	Notes
				<pre> 30, "dayEndsHour": 11, "dayEndsMin": 0, "timeZoneId": "America/ Cayman" } }] </pre>		
Query Business Calendar Body	GET	[+]Show /grs/v1/ tenant/{tenantId}/package/{packageId}/businessCalendar/body/{dateId}	N/A	[+]Show <pre> { "calendarId": "dccc479b-3442-4498-a907-b85c44663681", "externalId": "Calendar_117", "name": "Dad's Dating Calendar", "locked": false, "lockOwner": null, "weekStarts": 6, "weekEnds": 7, "dayStartsHour": 1, "dayStartsMin": 30, "dayEndsHour": 23, "dayEndsMin": 0, "timeZoneId": "EST", "exceptions": [{ "name": "Christmas", "type": "HOLIDAY", "placement": "FIXED", "fixedDate": "3094920000", "annualMonth": 0, "annualDay": 0, </pre>	200 OK—Response body provided 401 Unauthorized—API token not valid 403 Forbidden—User does not have permission for the specified tenant ID, or does not have the correct permission for this operation. 404 Not Found—could not find specified calendar ID 503 Service Unavailable	For exceptions, the following applies: - HOLIDAY (entire day is non-work) - TIME_CHANGE (working range specified) - FIXED - A single date (Jan 1, 2015) - fixed Date contains time stamp - ANNUAL - Same day each year (Dec 25) - annual Month: 1-12

API	Method	Syntax	Request Body	Response Body	HTTP Status Codes	Notes
				<pre> "relativeType":null, "relativeDayOfWeek":0, "relativeMonth":0, "timeChangeStartHour":0, "timeChangeStartMin":0, "timeChangeStopHour":0, "timeChangeStopMin":0 }, { "name":"It's New Year's Day", "type":"HOLIDAY", "placement":"ANNUAL", "fixedDate":null, "annualMonth":1, "annualDay":1, "relativeType":null, "relativeDayOfWeek":0, "relativeMonth":0, "timeChangeStartHour":0, "timeChangeStartMin":0, "timeChangeStopHour":0, "timeChangeStopMin":0 }, { "name":"Thanksgiving", "type":"HOLIDAY", "placement":"RELATIVE", "fixedDate":null, "annualMonth":0, </pre>		• annua lDay : 1-31 • RELATIVE - 1st Thursday of each month • relat iveT ype • EV E R Y • FI R S T • SE C O N D • TH I R D • FO U R T H • LA S T • relat iveD ayOf Week : 1-7 (1= Sun)

API	Method	Syntax	Request Body	Response Body	HTTP Status Codes	Notes
				<pre> "annualDay":0, "relativeType":"FOURTH", "relativeDayOfWeek":5, "relativeMonth":11, "timeChangeStartHour":0, "timeChangeStartMin":0, "timeChangeStopHour":0, "timeChangeStopMin":0 }, { "name":"My Dad's birthday !", "type":"HOLIDAY", "placement":"ANNUAL", "fixedDate":null, "annualMonth":5, "annualDay":20, "relativeType":null, "relativeDayOfWeek":0, "relativeMonth":0, "timeChangeStartHour":0, "timeChangeStartMin":0, "timeChangeStopHour":0, "timeChangeStopMin":0 }, { "name":"A Time Change", "type":"TIME_CHANGE", "placement":"ANNUAL", "fixedDate":null, "annualMonth":1, </pre>		- relative Month on the 1-31, 0 if all months For TIME_CHANGE: - timeChangeStart Hour: 0-23 - timeChangeStart Min: 0-59 - timeChangeStopHour: 0-23 - timeChangeStopMin: 0-59

API	Method	Syntax	Request Body	Response Body	HTTP Status Codes	Notes
				<pre> "annualDay":9, "relativeType":null, "relativeDayOfWeek":0, "relativeMonth":0, "timeChangeStartHour":12, "timeChangeStartMin":30, "timeChangeStopHour":16, "timeChangeStopMin":22 }, { "name":"tc3", "type":"TIME_CHANGE", "placement":"FIXED", "fixedDate":1428984000000, "annualMonth":0, "annualDay":0, "relativeType":null, "relativeDayOfWeek":0, "relativeMonth":0, "timeChangeStartHour":1, "timeChangeStartMin":33, "timeChangeStopHour":7, "timeChangeStopMin":33 }, { "name":"TC2", "type":"TIME_CHANGE", "placement":"RELATIVE", "fixedDate":null, "annualMonth":0, </pre>		

API	Method	Syntax	Request Body	Response Body	HTTP Status Codes	Notes
				<pre> "annualDay":0, "relativeType":"EVERY", "relativeDayOfWeek":1, "relativeMonth":1, "timeChangeStartHour":3, "timeChangeStartMin":0, "timeChangeStopHour":19, "timeChangeStopMin":0 }] } </pre>		
Create Calendar	POST	[+]Show /grs/v1/ tenant/{tenantId}/package/{packageId}/calendar	[+]Show <pre> { "name": "Dad's Calendar", "weekStarts": 6, "weekEnds": 7, "dayStartsHour": 17, "dayStartsMin": 30, "dayEndsHour": 23, "dayEndsMin": 0, "timeZoneId": "EST" } </pre>	[+]Show <pre> { "calendarId": "Calendar_117", "name": "Dad's Calendar", "locked": false, "lockOwner": null, "weekStarts": 6, "weekEnds": 7, "dayStartsHour": 17, "dayStartsMin": 30, "dayEndsHour": 23, "dayEndsMin": 0, "timeZoneId": "EST" } </pre>	201 Created—Response body provided 401 Unauthorized—User not valid 403 Forbidden—User does not have permission for the specified tenant, or does not have proper permission to perform this operation. 422 Unprocessable Entry—Field Validation Error [+]Show	- User must have CALENDAR_CREATE and CALENDAR_VIEW permissions. Response will include calendarId which can be used on subsequent requests. WeekStarts / WeekEnds 1 - Sunday 2 - Monday ... 7 - Saturday - dayStartsHour : 0-23 dayStartsMin : 0-59 dayEndsHour : 0-23 dayEndsMin : 0-59 timeZoneId - As returned by Java's TimeZone class

API	Method	Syntax	Request Body	Response Body	HTTP Status Codes	Notes
					<pre>{ "message": "Validation Failed", "errors": [{ "code" : "1000", "field" : "name", "message": "name must be specified" }, { "code" : "1001", "field" : "weekStarts", "message": "weekStarts is invalid. Must be between 1 and 7." }, { "code" : "1002", "field" : "weekEnds", "message": "weekEnds is invalid. Must be between 1 and 7." }, { "code" : "1003",</pre>	

API	Method	Syntax	Request Body	Response Body	HTTP Status Codes	Notes
					<pre> "field" : "dayStartsHour", "message": "dayStartsHour is invalid. Must be between 0 and 23." }, { "code" : "1004", "field" : "dayEndsHour", "message": "dayEndsHour is invalid. Must be between 0 and 23." }, { "code" : "1005", "field" : "dayStartsMin", "message": "dayStartsMin is invalid. Must be between 0 and 59." }, { "code" : "1006", "field" : "dayEndsMin", "message": "dayEndsMin is invalid. Must be between 0 </pre>	

API	Method	Syntax	Request Body	Response Body	HTTP Status Codes	Notes
					<pre>and 59." }, { "code" : "1007", "field" : "timeZoneID", "message": "Unrecognized time zone ID." }] }</pre> 503—Service Unavailable	
Lock Calendar	GET	[+]Show /hrs/v1/ tenant/{tenantId}/package/{packageId}/lockcalendar/{calendarId}	N/A	N/A	204 No Content—Request was successful 401 Unauthorized—API token not valid 403 Forbidden—User does not have permission for the specified tenant ID or does not have the correct permission for this operation. 404 Not Found—could not find specified package ID or calendar	User must have CALENDAR_VIEW and CALENDAR_MODIFY permissions. User can LOCK (obtain exclusive access) to a calendar by issuing this API. The LOCK will be in effect until UNLOCKED by the user, or until the user's APIToken times out (session timeout, default 30 min). A lock is required to modify or delete the calendar.

API	Method	Syntax	Request Body	Response Body	HTTP Status Codes	Notes
					ID. 412 Precondition failed—another user holds the lock for this resource 503—Service Unavailable	
Unlock Calendar	GET	[+]Show /grs/v1/tenant/{tenantId}/package/{packageId}/unlockcalendar/{calendarId}	N/A	N/A	204 No Content—Request was successful 401 Unauthorized—APIToken not valid 403 Forbidden—User does not have permission for the specified tenant ID. 404 Not Found—could not find specified package ID or calendar ID. 503—Service Unavailable	Unlocks a calendar previously locked by this user (APIToken).
Modify Calendar	PUT	[+]Show /grs/v1/tenant/{tenantId}/package/{packageId}/calendar/{calendarId}	[+]Show <pre>{ "name": "Dad's Calendar", "weekStarts": "Dad's</pre>	[+]Show <pre>{ "calendarId": "Calendar_117", "name": "Dad's</pre>	200 OK—Response body provided 401 Unauthorized	User must have CALENDAR_MODIFY permission. User must have LOCK. The APIToken following

API	Method	Syntax	Request Body	Response Body	HTTP Status Codes	Notes
					not valid 403 Forbidden—User does not have permission for the specified tenant, or does not have proper permission to perform this operation. 412 Precondition Failed—Calendar was not locked first 422 - Unprocessable Entry—Field Validation Error [+]Show { "message": "Validation Failed", "errors": [{ "code" : "1000", "field" : "weekStarts", "message": "weekStarts is invalid. Must be	Dating Calendar", "locked": false, "lockOwner": null, "weekStarts": 4, "weekEnds": 5, "dayStartsHour": 14, "dayEndsMin": 30, "timeZoneId": "EST" } fields can be updated on a calendar (any other fields passed in will be ignored): • weekStarts • weekEnds • dayStartsHour • dayStartsMin • dayEndsHour • dayEndsMin • timeZoneId

API	Method	Syntax	Request Body	Response Body	HTTP Status Codes	Notes
					between 1 and 7." }, { "code" : "1001", "field" : "weekEnds", "message": "weekEnds is invalid. Must be between 1 and 7." }, { "code" : "1002", "field" : "dayStartsHour", "message": "dayStartsHour is invalid. Must be between 0 and 23." }, { "code" : "1003", "field" : "dayEndsHour", "message": "dayEndsHour is invalid. Must be between 0 and 23." }, { "code" : "1004", "field" :	

API	Method	Syntax	Request Body	Response Body	HTTP Status Codes	Notes
					<pre> "dayStartsMin", "message": "dayStartsMin is invalid. Must be between 0 and 59." }, { "code" : "1005", "field" : "dayEndsMin", "message": "dayEndsMin is invalid. Must be between 0 and 59." }, { "code" : "1006", "field" : "timeZoneID", "message": "Unrecognized time zone ID." } } </pre> 503—Service Unavailable	
Modify Calendar Body	PUT	[+]Show /grs/v1/ tenant/{tenantId}/package/{packageId}/businessCalendar	[+]Show <pre> { "exceptions": [{ "name": "Christmas", "type": "HOLIDAY" }] } </pre>	[+]Show <pre> { "calendarId": "Calendar_117", "name": "Christmas", "locked": true } </pre>	200 OK—Response body provided 401 Unauthorized—API token not valid 403	User must have CALENDAR_MODIFY permission. User must have LOCK. User should pass in structure containing entire

API	Method	Syntax	Request Body	Response Body	HTTP Status Codes	Notes
			<pre>{ "placement": "FIXED", "fixedDate": 3094920000, "annualMonth": 0, "annualDay": 0, "relativeType": "null", "relativeDayOfWeek": 0, "relativeMonth": 0, "timeZoneId": "EST", "timeChangeStartHour": 0, "timeChangeStartMin": 0, "timeChangeStopHour": 0, "timeChangeStopMin": 0, "name": "Christmas", "type": "HOLIDAY", }</pre>	<pre>{ "placement": "FIXED", "fixedDate": 3094920000, "annualMonth": 0, "annualDay": 0, "relativeType": null, "relativeDayOfWeek": 0, "relativeMonth": 0, "timeChangeStartHour": 0, "timeChangeStartMin": 0, "timeChangeStopHour": 0, "timeChangeStopMin": 0, "name": "It's New Year's Day", "type": "HOLIDAY", }</pre>	Forbidden—User does not have permission for the specified tenant, or does not have proper permission to perform this operation. • 412 Precondition Failed—Calendar was not locked first • 422 Unprocessable Entity—Field Validation Error	calendar body (exceptions). This is a complete replacement of current calendar body (not just changes). Updated structure is returned in response

API	Method	Syntax	Request Body	Response Body	HTTP Status Codes	Notes
					<pre> "code" : "1001", "field" : "placement", "message": "Invalid placement. Must be ANNUAL, FIXED or RELATIVE" } } </pre> Repeated for each field: <pre> "fixedDate":null, "annualMonth":1, "annualDay":1, "relativeType":null, "relativeDayOfWeek":0, "relativeMonth":0, "timeChangeStartHour":0, "timeChangeStartMin":0, "timeChangeStopHour":0, "timeChangeStopMin":0 } </pre> • 1002—fixedDate—Invalid value. Must be specified with type of FIXED • 1003—an annualMonth—Invalid value. Must be between 1 and 12 • 1004—an annualDay—Invalid value. Must be between 1 and 31. • 1005—relativeType—Invalid value, must be EVERY, FIRST, SECOND,	

API	Method	Syntax	Request Body	Response Body	HTTP Status Codes	Notes
					THIRD, FOURTH, or LAST 1006—relativeDayOfWeek—Invalid value. Must be between 1 and 7 1007—relativeMonth—Invalid value. Must be between 1 and 12 1008—timeChangeStartHour—Invalid value. Must be between 0 and 23 1009—timeChangeStartMinute—Invalid value. Must be between 0 and 59 1010—timeChangeStopHour—Invalid value. Must be between 0 and 23 1011—timeChange	

API	Method	Syntax	Request Body	Response Body	HTTP Status Codes	Notes
					eStopMin—Invalid value. Must be between 0 and 59 503—Service Unavailable	
Delete Calendar	DELETE	[+]Show /grs/v1/tenant/{tenantId}/package/{packageId}/calendar/{calendarId}	N/A	N/A	204 No Content—returned if successful operation 401 Unauthorized—APIToken not valid 403 Forbidden—User does not have permission for the specified tenant or does not have proper permission to perform this operation. 404 Not Found—could not find specified package ID or calendarID. 412 Precondition Failed—Calendar was not locked first	Must have CALENDAR_DELETE permission. Must have lock on Calendar.

API	Method	Syntax	Request Body	Response Body	HTTP Status Codes	Notes
					• 503—Service Unavailable	