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Genesys Rules System REST API Reference Guide

Business Calendars

12/19/2025

Business Calendars

API	Method	Syntax	Request Body	Response Body	HTTP Status Codes	Notes
Query Business Calendars	GET	[+]Show /grs/v1/tenant/{tenantId}/package/{packageId}/calendars	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, </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 package ID. • 503—Service Unavailable	Need CALENDAR_VIEW permission.

API	Method	Syntax	Request Body	Response Body	HTTP Status Codes	Notes
				<pre> "dayStartsHour": 8, "dayStartsMin": 30, "dayEndsHour": 11, "dayEndsMin": 0, "timeZoneId": "America/Cayman" } }] </pre>		
Query Business Calendar Body	GET	[+]Show /grs/v1/tenant/{tenantId}/package/{packageId}/businesscalendarbody/{calendarId}	N/A	[+]Show <pre> { "calendarId":"dcc4a39b-3401-4408-a907-b85c44663681", "externalId":"Calendar_117", "name":"Dad's Dating Calendar", "locked":false, "lockOwner":null, "weekStarts":6, "weekEnds":7, "dayStartsHour":17, "dayStartsMin":30, "dayEndsHour":23, "dayEndsMin":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	For exceptions, the following applies: - HOLIDAY (entire day is non-work) - TIME_CHANGE (working range specified) - placement - FIXED - A single date (Jan 1, 2015) - fixedDate contains timestamp - ANNUAL - Same day each year

API	Method	Syntax	Request Body	Response Body	HTTP Status Codes	Notes
				<pre> "timeZoneId": "EST", "exceptions": [{ "name": "Christmas", "type": "HOLIDAY", "placement": "FIXED", "fixedDate": 30949200000, "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", </pre>	calendar ID 503—Service Unavailable	(Dec 25) - annualMonth : 1-12 - annualDay: 1-31 - RELATIVE - 1st Thursday of each month - relativeType - EVERY - FIRST - SECOND - THIRD - FOURTH - LAST - relativeDayOfWeek: 1-7 (1=Sun) - relativeMonth: 1-31, 0 if all months For TIME_CHANGE:

API	Method	Syntax	Request Body	Response Body	HTTP Status Codes	Notes
				<pre> "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, "annualDay": 0, </pre>		- timeChangeStartHour: 0-23 - timeChangeStartMin: 0-59 - timeChangeStopHour: 0-23 - timeChangeStopMin: 0-59

API	Method	Syntax	Request Body	Response Body	HTTP Status Codes	Notes
				<pre>"relativeType": "FOURTH", "relativeDayOfWeek": 5, "relativeMonth": 11, "timeChangeStartHour": 0, "timeChangeStartMin": 0, "timeChangeStopHour": 0, "timeChangeStopMin": 0 }, { "date": "2017-11-11", "name": "My Dad's birthday !", "type": "HOLIDAY", "placement": "ANNUAL", "fixedDate": null, "annualMonth": 5, "annualDay": 20, "relativeType": null, "relativeDayOfWeek": 0, "relativeMonth": 0, "timeChangeStartHour": 0,</pre>		

API	Method	Syntax	Request Body	Response Body	HTTP Status Codes	Notes
				<pre>"timeChangeStartMin":0, "timeChangeStopHour":0, "timeChangeStopMin":0 }, { "name":"A Time Change", "type":"TIME_CHANGE", "placement":"ANNUAL", "fixedDate":null, "annualMonth":1, "annualDay":9, "relativeType":null, "relativeDayOfWeek":0, "relativeMonth":0, "timeChangeStartHour":12, "timeChangeStartMin":30, "timeChangeStopHour":16, "timeChangeStopMin":22 }, {</pre>		

API	Method	Syntax	Request Body	Response Body	HTTP Status Codes	Notes
				<pre>"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": calendar, "weekStarts": 6, "weekEnds": 7, "dayStartsHour": 17, "dayStartsMin": 30, </pre>	201 Created—Response body provided 401 Unauthorized—API token not valid 403 Forbidden—User does not have permission for the specified tenant, or does not have proper	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

API	Method	Syntax	Request Body	Response Body	HTTP Status Codes	Notes
			<pre> { </pre>	<pre> "dayEndsHour": 23, "dayEndsMin": 0, "timeZoneId": "EST" } </pre>	permission to perform this operation. 422 Unprocessable Entity—Field Validation Error [+]Show <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." }] } </pre>	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> }, { "code" : "1002", "field" : "weekEnds", "message": "weekEnds is invalid. Must be between 1 and 7." }, { "code" : "1003", "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." }, {</pre>	

API	Method	Syntax	Request Body	Response Body	HTTP Status Codes	Notes
					<pre> "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 and 59." }, { "code" : "1007", "field" : "timeZoneID", "message": "Unrecognized time zone ID." }] }</pre> • 503—Service	

API	Method	Syntax	Request Body	Response Body	HTTP Status Codes	Notes
					Unavailable	
Lock Calendar	GET	[+]Show /grs/v1/ tenant/{tenantId}/package/{packageId}/lockcalendar/{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, or does not have the correct permission for this operation. • 404 Not Found—could not find specified package ID or calendar ID. • 412 Precondition failed—another user holds the lock for this resource	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
					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>{ "weekStarts": 4, "weekEnds": 5, }</pre>	[+]Show <pre>{ "calendarId": "calendar_117", }</pre>	201 Created—Response body provided 401	User must have CALENDAR_MODIFY permission. User must have LOCK. The following fields can be updated on a calendar (any

API	Method	Syntax	Request Body	Response Body	HTTP Status Codes	Notes
			<pre>"dayStartsHour": 14, "dayEndsMin": 30, }</pre>	<pre>"name": "Dad's Dating Calendar", "locked": false, "lockOwner": null, "weekStarts": 4, "weekEnds": 5, "dayStartsHour": 14, "dayStartsMin": 30, "dayEndsHour": 23, "dayEndsMin": 30, "timeZoneId": "EST" }</pre>	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. 412 Precondition Failed—Calendar was not locked first 422 - Unprocessable Entity—Field Validation Error [+]Show <pre>{ "message": "Validation Failed", "errors": [{ "code" : "1000", "field" :</pre>	other fields passed in will be ignored): - name - weekStarts - weekEnds - dayStartsHour - dayStartsMin - dayEndsHour - dayEndsMin - timeZoneId

API	Method	Syntax	Request Body	Response Body	HTTP Status Codes	Notes
					<pre>"weekStarts", "message": "weekStarts is invalid. Must be 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":</pre>	

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

API	Method	Syntax	Request Body	Response Body	HTTP Status Codes	Notes
					<pre>time zone ID."</pre> <pre> }</pre> <pre>]</pre> <pre>}</pre> 503—Service Unavailable	
Modify Calendar Body	PUT	[+]Show <code>/grs/v1/tenant/{tenantId}/package/{packageId}/businesscalendarbody/{calendarId}</code>	[+]Show <pre>{ "exceptions":[{ "name":"Christmas", "type":"HOLIDAY", "placement":"FIXED", "fixedDate":309492000000, "annualDay":0, "relativeType":null, "relativeDayOfWeek":0, "relativeMonth":0, "timeChangeStartHour":0, "timeChangeStartMin":0, </pre>	[+]Show <pre>{ "calendarId": "Calendar_117", "name": "Dad's Dating Calendar", "locked": false, "lockOwner": null, "weekStarts": 4, "weekEnds": 5, "dayStartsHour": 10, "dayStartsMin": 23, "dayEndsHour": 30, "dayEndsMin": 30, "timeZoneId": "EST", "exceptions":[{ "name":"Christmas", "type":"HOLIDAY", </pre>	201 Created—Response body provided 401 Unauthorized—API token 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 Entity—Field	User must have CALENDAR_MODIFY permission. User must have LOCK. User should pass in structure containing entire 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> { "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 } </pre>	<pre> { "placement": "FIXED", "timeChangeStopHour": 0, "fixedDate": 30949200000, "timeChangeStopMin": 0, "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", "placement": "ANNUAL", "fixedDate": null, "annualMonth": 1, "annualDay": 1, "relativeType": null, "relativeDayOfWeek": 0, "relativeMonth": 0, "timeChangeStartHour": 0, "timeChangeStartMin": 0, "timeChangeStopHour": 0, "timeChangeStopMin": 0 } </pre>	Validation Error [+]Show <pre> { "message": "Validation Failed", "errors": [{ "code" : "1000", "field" : "type", "message": "Invalid type. Must be HOLIDAY or TIME_CHANGE" }, { "code" : "1001", "field" : "placement", "message": "Invalid placement. Must be ANNUAL, FIXED or RELATIVE" }] } </pre> Repeated for each field:	

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 } </pre>	1002—fixedDate—fixedDate must be specified with type of FIXED 1003—annualMonth—Invalid value. Must be between 1 and 12 1004—annualDay—Invalid value. Must be between 1 and 31. 1005—relativeType—Invalid value, must be EVERY, FIRST, SECOND, THIRD, FOURTH, or LAST 1006—relativeDayOfWeek—Invalid value. Must be between 1 and 7 1007—relativeMonth—Invalid value. Must be between 1 and	

API	Method	Syntax	Request Body	Response Body	HTTP Status Codes	Notes
					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—timeChangeStopMinute—Invalid value. Must be between 0 and 59 503—Service Unavailable	
Delete Calendar	DELETE	[+]Show	N/A	N/A	204 No	Must have CALENDAR_DELETE permission. Must

API	Method	Syntax	Request Body	Response Body	HTTP Status Codes	Notes
		<code>/grs/v1/ tenant/{tenantId}/package/{packageId}/calendar/{calendarId}</code>			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 • 503—Service Unavailable	have lock on Calendar.