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Genesys Skills Management API Guide

Genesys Skills Management 9.0

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Genesys Skills Management API Guide

Welcome to the Genesys Skills Management (GSM) API guide. This guide provides information about how you can define and navigate to the Skills Management API documentation on Swagger. The Skills Management API allows you to incorporate Genesys features into custom applications and integrations with third-party software.

Check out the [Prerequisites](#) needed to use the Skills Management APIs.

Prerequisites

This page discusses the permissions and configurations you must have to access the Genesys Skills Management APIs.

The prerequisites are:

- You must login as a **Tenant Admin** or **Landlord** or as a user with an **Administrator** or **Reporting Administrator** role in the system.
- You have configured basic Auth or OAuth2 authentication methods.

Once when the prerequisites are ready, go to [Accessing API Reference Documentation](#) page and setup the API documentation URL.

Accessing API Reference Documentation

The documentation of various Genesys Skills Management APIs is available in a specific location where the PDNA application is hosted by your organization.

You can navigate to the API documentation by replacing <HOST_NAME> in the `http://<HOST_NAME>/api/swagger` URL with the host name where you have launched the PDNA application. An example API documentation URL will look like: <http://pdna.skillsmanager.net/api/swagger>

If you cannot access any API, check if you have all the requirements specified in [prerequisites](#).

Important

Some methods can be accessed by a Landlord or Tenant only.