GENESYS™

API Reference

Identity Resource

5/6/2025

Identity Resource

Contents

The identity resource contains visitor information and is created when the Backend Server receives the SignIn event. The Browser Tier generates this event when the visitor signs in (or is authenticated with the company web portal). The identification information submitted by the visitor is used to create the identity ID (for instance, the e-mail address or an account name). Additionally, it creates a new session with a unique session ID across the visit, which becomes the new active session for the current visit. At this point, the identification scope of the visitor is `Authenticated`. If the visitor signs out, the Backend Server receives the SignOut event and the identification scope becomes `Recognized`. For further information on events, see Event Resource.

Resource Details

Field	Type	Mandatory	Description
identityId	string	yes	The unique ID of the given identity. The visitor provides the identityId information when registering on the website; for instance, it can be the e-mail address.
name	string	no	User name.
location	string	no	User location.
entityInCS	string	no	Entity in the Contact Server.
visitScope	Authenticated, Recognized	yes	Specify the visit's identification scope in relation to the visitor. If the visitor is authenticated, you can retrieve session information. If the visitor signs out, the visit scope changes to recognized.
eventIds	string[]	no	Array of event IDs<ref name="guid">GUID (Globally Unique Identifier)</ref> associated with this identity.
events	event[]	no	Array of the event resources associated with this identity.
pageIds	string[]	no	Array of page IDs<ref name="guid"/> associated with this identity.
pages	page[]	no	Array of the page

Field	Type	Mandatory	Description
			resources associated with this identity.
sessionIds	string[]	no	Array of session IDs<ref name="guid"/> associated with this identity.
sessions	session[]	no	Array of the session resources associated with this identity.
visitIds	string[]	no	Array of visit IDs<ref name="guid"/> associated with this identity.
visits	visit[]	no	Array of the visit resources associated with this identity.

Related Requests

- Query events by identity
- Query identity
- Query identities
- Query pages by identity
- Query visits by identity
- Query identities by visit
- Query user agents by identity

Examples

Retrieving Identities

The following request retrieves all the identities available.

Request

GET http://198.51.100.12:9081/backend/data/identities

Response

HTTP/1.1 200 OK

```
Date: Wed, 12 Dec 2012 15:17:09 GMT
Content-Type: application/json; charset=UTF-8
Date: Wed, 12 Dec 2012 15:17:09 GMT
Accept-Ranges: bytes
Server: Restlet-Framework/2.1.0
Content-Length: 477
[{"eventIds":null,"events":null,"pageIds":null,"pages":null,
"sessionIds":null,"sessions":null,"identityId":"pat.thompsom@genesyslab.com",
"name":null,"location":null,"entityInCS":null,"visitScope":"Authenticated",
"visitIds":null,"visits":null},
{"eventIds":null,"events":null,"pageIds":null,"pages":null,
"sessionIds":null,"sessions":null,"identityId":"user@genesyslab.com",
"name":null,"location":null,"entityInCS":null,"visitScope":"Authenticated",
"visitIds":null,"visits":null}]
```

Retrieving Identities with page IDs

The following request retrieves all the identities available, including the associated page IDs.

Request

```
GET /backend/data/identities?include_pages=true
```

Response

```
HTTP/1.1 200 OK
Date: Wed, 12 Dec 2012 15:28:13 GMT
Content-Type: application/json; charset=UTF-8
Date: Wed, 12 Dec 2012 15:28:13 GMT
Accept-Ranges: bytes
Server: Restlet-Framework/2.1.0
Content-Length: 627
[{"eventIds":null,"events":null,
"pageIds":["11ff6de0-446e-11e2-bfd2-00505625a04f"],
"pages":null,"sessionIds":null,"sessions":null,"
identityId":"pat.thompsom@genesyslab.com",
"name":null,"location":null,"entityInCS":null,
"visitScope":"Authenticated","visitIds":null,
"visits":null},
{"eventIds":null,"events":null,
"pageIds":["45f0eda1-3fa4-11e2-aee5-00505625a04f","c489cac0-3fa3-11e2-aee5-00505625a04f",
"06afd7f0-3fa4-11e2-aee50505625a04f"],"pages":null,"sessionIds":null,
"sessions":null,"identityId":"user@genesyslab.com",
"name":null,"location":null,"entityInCS":null,"visitScope":"Authenticated",
"visitIds":null,"visits":null}]
```