GENESYS™

API Reference

Genesys Web Engagement API Reference

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Welcome to the *Genesys Web Engagement 8.5.1 API Reference*. This document provides you with the information you need to use the Genesys Web Engagement REST and Javascript APIs. See the summary of chapters below.

Monitoring JS API

Use this JavaScript API to submit events to the Genesys Web Engagement Server.

Monitoring JS API

Chat JS API

Use this JavaScript API to control all aspects of the chat session.

Chat Service JS API

Chat Widget JS API

Notification Service REST API

Use this REST API to send notifications to your web pages.

Notification Service REST API

Engagement REST API

Use this REST API to start or cancel an engagement attempt.

Engagement REST API

History REST API

Use this REST API to find the web history stored by the Genesys Web Engagement Server.

Pacing REST API

Use this REST API to access pacing information.

History REST API

Pacing REST API

Business Events DSL

Use this information to define business events in the DSL.

Business Events DSL