# GENESYS™

# API Reference

## History REST API

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## Contents

The Web Engagement History REST API reference lists all the RESTful elements that you can use to access the web history stored by the Genesys Web Engagement Server.

## Resource Access Template

To access resources, you must respect the following syntax:

```
Method <schema>://<server>:<port>/server/data/<resourceName>[/<resourceId>[/<sub-
resourceName>]]
```

- `<method>` is GET or POST.
- `<schema>` is `http` or `https`.
- `<server>` is the hostname or the IP address of the Web Engagement Server.
- `<port>` is the port of the Web Engagement Server.
- `<resourceName>` is the name of the requested resource.
- `<resourceId>` is the identifier of the requested resource.
- `<sub-resourceName>` is the name of a sub-resource.

For instance, to retrieve the list of identities on MyHostname, you can use the following request:

```
GET http://MyHostname:9081/server/data/identities
```

To retrieve a given identity, you need its identifier:

```
GET http://MyHostname:9081/server/data/identities/pat.thompsom@genesys.com
```

To retrieve the pages of user pat.thompsom@genesys.com, you can use the following request:

```
GET http://MyHostname:9081/server/data/identities/pat.thompsom@genesys.com/pages
```

## Contents

The History REST API contains the following resources:

- Event Resource
- Identity Resource
- Page Resource
- Visit Resource

Note that each resource chapter lists all the operations available with the resource's path, not all the operations related to the resource. For instance, the Event Resource chapter lists all the methods associated with the **server/data/events/** path. Additional methods to retrieve events for a given identity are available in the Identity Resource chapter. You can also use the Operations Index to get

the complete list of available operations.