GENESYS™

Web Services API Reference

Presence

12/17/2025

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Operation	Attributes	Description	Valid URIs
StartContactCenterSession	**place**—optional attribute that specifies the place name in Configuration Server. **loginCode**—optional attribute that specifies the agent login to use in the operation. **queue**—optional attribute that specifies the queue number. **channels**—string array that specifies a set of channels to use for the operation (for example, "voice").	This operation will perform the following steps: 1. Find the first device associated with the DN on the specified place. 2. If any device is currently assigned to another user, return an error. 3. Assign all devices from the place to the current user 4. If 'loginCode' is not specified, select an agent login as follows: a. For each device, find the associated switch. b. For currently logged in users, find a list of all agent logins (in Configuration Server). c. For the first device, select the first login from the above list that is assigned to the same switch as the device. 5. For the first device, send a RequestAgentLogin operation to SIP Server with either the selected or the specified code. Include queue if specified.	/me
EndContactCenterSession	n/a	For each device: 1. Send RequestAgentLogout. 2. Unassign device from user. 3. Invalidate the HTTP session.	/me