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Web Services API Reference

Contacts API

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Contacts API

This document describes the Contacts API portion of the [Web Services API](#).

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Resources

The Contacts API includes the following resource:

- [Contact resource](#)

Managing contacts

You can use the Contacts API to get contacts from Genesys and manage your own custom contacts.

Related operations

- [Get contacts](#)
- [Create a custom contact](#)
- [Update a custom contact](#)
- [Delete a custom contact](#)

Note: In release 8.5.201.68, Contacts API now recognizes the underscore character ("_") as a tokenizer in Team Communicator searches for agent, agent group, virtual agent group, interaction queue, routing point, and skill targets.