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Web Services API Reference

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Welcome to the *Web Services API Reference*. This guide provides information about how you can use the Web Services REST API to incorporate Genesys features into custom applications and integrations with third-party software.

The Web Services API offers the following services:

Voice API

Handle telephony interactions, including SIP.

Multimedia Interactions API

Handle multimedia (eServices) interactions.

Channels API

Manage the different interaction channels available to an agent.

Provisioning API

Automate Genesys provisioning.

Contacts API

Manage contacts and interaction history.

Settings API

Configure Web Services parameters.



Statistics API
Make use of Genesys statistics.

Hierarchical Dispositions API
Manage the possible disposition values of interactions.

Platform Configuration API
Manage Configuration Server data.

Outbound API
Handle outbound interactions and campaigns.

Interaction History API
Retrieve interaction history for an agent or contact.

Service API
Retrieve system runtime information.



Developer Support

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