Web Services API Reference

API change list between 8.5 and 8.6

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Contents

API change list between 8.5 and 8.6

In Genesys Web Services (GWS) 8.6, the POST, PUT, and DELETE operations were deprecated in a number of APIs. This article summarizes those API changes in detail.

You may still create, delete, update any of the CME objects using Platform Configuration APIs.

Provisioning API

Business Unit API

In Business Unit API, the POST and DELETE operations are removed in 8.6. The following table summarizes the deprecated methods in Business Unit API:

API	Deprecated Functionality	Deprecated Method per API Endpoint
Business Unit API	Create a Business Unit	POST /groups
	Remove a Business Unit	DELETE /groups/{groupId}
	Assign Supervisor to Business Unit	POST /groups/{groupId}/supervisors
	Assign Queue to Business Unit	POST /groups/{groupId}/queues
	Remove Queue from Business Unit	DELETE /groups/{id}/queues/{id}
	Bulk Assign Queues to a Business Unit	POST /groups/{groupId}/queues
	Assign Skill to a Business Unit	POST /groups/{groupId}/skills
	Remove Skill from a Business Unit	DELETE /groups/{id}/skills/{id}
	Bulk Assign Skills to a Business Unit	POST /groups/{groupId}/skills
	Assign Agent to Business Unit	POST /groups/{id}/users
	Remove Agent from Business Unit	DELETE /groups/{groupId}
	Bulk Assign Agents to a Business Unit	POST /groups/{id}/users
	Assign Business Unit To Agent	POST /users/{id}/groups
	Remove Business Unit from Agent	DELETE /users/{id}/groups/{id}

Devices API

In Devices API, the POST and DELETE operations are removed in 8.6. The following table summarizes the deprecated methods in Devices API:

API	Deprecated Functionality	Deprecated Method per API Endpoint	8.6 Replacement
Devices API	Create Device	POST .../api/v2/devices	POST .../api/v2/platform/configuration/dns
	Delete Device	DELETE .../api/v2/devices/{id}	DELETE /api/v2/platform/configuration/dns/{id}

API usage example: Create Device

```
POST http://localhost:8080/api/v2/platform/configuration/dns
{
    "dn": {
        "tenantDBID": "1",
        "type": "1",
        "number": "55555556",
        "registerAll": "2",
        "routeType": "1",
        "switchDBID" : "101"
    }
}
```

API usage example: Delete Device

```
DELETE http://localhost:8080/api/v2/platform/configuration/dns/3217
{
    "dn": {}
}
```

Place Management API

In Place Management API, the POST, PUT, and DELETE operations are removed in 8.6. The following table summarizes the deprecated methods in Place Management API:

API	Deprecated Functionality	Deprecated Method per API Endpoint	8.6 Replacement
Place Management API	Create Place	POST /api/v2/places	
	Update Place	PUT /api/v2/places/{id}	PUT /api/v2/platform/configuration/places
	Delete Place	DELETE /api/v2/places/{id}	DELETE /api/v2/platform/configuration/places/{id}
	Assign Device to Place	POST /api/v2/places/{id}/devices	
	Unassign Device from Place	DELETE /api/v2/places/{id}/devices/{id}	
	Assign Place to User	POST /api/v2/	

API	Deprecated Functionality	Deprecated Method per API Endpoint	8.6 Replacement
		users/{id}/places	
	Unassign Place from User	DELETE /api/v2/ users/{id}/places/{id}	
	Assign Place to Business Unit	POST /api/v2/ groups/{id}/places	
	Unassign Place from Business Unit	DELETE /api/v2/ groups/{id}/places/{id}	

API usage example: Delete Place

```
DELETE http://localhost:8080/api/v2/platform/configuration/places/4828
{
    "Place": {}
}
```

API usage example: Update Place

```
PUT http://localhost:8080/api/v2/platform/configuration/places
{
    "delta-place": {
        "CfgPlace": {
            "DBID": 4826,
            "DNDBIDs": [
                "3205"
            ]
        }
    }
}
```

Note: Here **DBID** is Id of place and **DNDBIDs** is the Id's of devices we want to map with the place

Users API

In Users API, the POST, PUT, and DELETE operations are removed in 8.6. The following table summarizes the deprecated methods in Users API:

API	Deprecated Functionality	Deprecated Method per API Endpoint	8.6 Replacement
Users API	Create User	POST /api/v2/users	POST /api/v2/platform/ configuration/persons
	Delete User	DELETE /api/v2/ users/{userId}	DELETE /api/v2/ platform/configuration/ persons/{id}
	Update User	PUT /api/v2/ users/{userid}	PUT /api/v2/platform/ configuration/persons

API usage example: Create User

```
POST http://localhost:8080/api/v2/platform/configuration/persons
{
    "person": {
```

```
        "tenantDBID": "1",
        "lastName": "User",
        "externalID": " TestUser ",
        "employeeID": "TestUser",
        "name": " TestUser ",
        "emailAddress": " TestUser @test.com",
        "isAdmin": "1",
        "userName": " TestUser ",
        "firstName": "Test",
        "password": "12345",
        "isAgent": "2",
        "CfgAgentInfo": {
            "contractDBID": "0",
            "capacityRuleDBID": "0",
            "placeDBID": "0",
            "siteDBID": "0"
        }
    }
}
```

API usage example: Delete User

```
DELETE http://localhost:8080/api/v2/platform/configuration/persons/330
{
    "person": {}
}
```

API usage example: Update User

```
PUT http://localhost:8080/api/v2/platform/configuration/persons
{
    "delta-person": {
        "CfgPerson": {
            "DBID": "327",
            "CfgAgentInfo": {
            "placeDBID": "4826"
            }
        }
    }
}
```

Note: Here **DBID** is Id of person and **placeDBID** is the Id of place we want to map with the person.

Hierarchical Dispositions API

In Hierarchical Dispositions API, the POST and DELETE operations are removed in 8.6. The following table summarizes the deprecated methods in Hierarchical Dispositions API:

API	Deprecated Functionality	Deprecated Method per API Endpoint
Hierarchical Dispositions API	Create a new disposition	POST /groups/{id}/dispositions
	Remove a disposition	DELETE /groups/{id}/dispositions/{id}
	Create sub-category of dispositions	POST /groups/{id}/groups

API	Deprecated Functionality	Deprecated Method per API Endpoint
	Create top-level disposition group	POST /groups/{id}/groups
	Remove sub-category of dispositions	DELETE /groups/{id}
	Remove root-level disposition group	DELETE /groups/{id}

Settings API

In Settings API, the POST and PUT operations are removed in 8.6. The following table summarizes the deprecated methods in Settings API:

API	Deprecated Functionality	Deprecated Method per API Endpoint
Settings API	Update a reporting setting	PUT /api/v2/settings/reporting
	Create an agent state setting	POST /api/v2/settings/agent-states
	Update an agent state setting	PUT /api/v2/settings/agent-states

Statistics API

In Statistics API, the GET operation for a range of statistical values is removed in 8.6. The following table summarizes the deprecated method in Statistics API:

API	Deprecated Functionality	Deprecated Method per API Endpoint
Statistics API	Query for Range of Statistic Values	GET api/v1/stats/{objectId}/{statisticName}

Service API

Runtime API

In Runtime API, the GET operation is removed in 8.6. The following table summarizes the deprecated methods in Runtime API:

API	Deprecated Functionality	Deprecated Method per API Endpoint
Runtime API	Retrieve system data	GET ../api/v2/service/runtime

Configuration API

In Configuration API, the GET operation is removed in 8.6. The following table summarizes the deprecated methods in Configuration API:

API	Deprecated Functionality	Deprecated Method per API Endpoint
Configuration API	Retrieve the entire GWS configuration	GET ../api/v2/service/ configuration