GENESYS

Web Services API Reference

Interaction history resource

4/21/2025

Interaction history resource

Contents

The interaction history resource includes properties that describe the current state of the interaction, the type of interaction, and when it occurred. Interaction history resources are returned from GET requests to **/api/v2/ucs/interactions**.

Sample data

```
{
    "uri":"http://localhost:8080/api/v2/interactions/0000Sa99620J0EM5",
    "id":"0000Sa99620J0EM5",
    "path":"/interactions/0000Sa99620J0EM5",
    "mediaType":"facebooksession",
    "typeId":"Inbound",
    "state":"Stopped",
    "startDate":"2013-11-25 21:02:22.000+0200",
    "endDate":"2013-11-25 21:02:25.000+0200",
    "subject":"Customer support",
    "contactId":"0000Sa99620J0EM7",
    "ownerInformation":{
        "userName":"JohnS",
        "lastName":"John",
        "id":"cc9016eee9c84dfeb266c642d9fd92c5",
        "firstName":"Smith"
    }
}
```

Resource details

Field	Description
typeId	The type of interaction. Possible values are Inbound, Outbound, Internal, Consult, or Unknown.
startDate	The date the interaction started.
endDate	The date the interaction ended.
ownerInformation	Information about the interaction's owner. This property contains the following list of structures: • id • userName • firstName • lastName
mediaType	The media type of the interaction. Possible values are call, chat, email, facebook, facebooksession, smssession, openmedia, twitter, or workitem.
uri	The interaction's resource identifier.
path	The path to the interaction resource.
state	The state of the interaction. Possible values are

Field	Description
	New, InProcess, Stopped, or Pending.
contactId	The interaction's contact ID.
parentId	The ID of the interaction's parent interaction.
id	The interaction's ID.
subject	The subject of the interaction.
comment	Interaction comment.
customAttributes	A map of custom field names and values.
phoneNumber	Contact phone number (for call interactions only).
callDuration	The duration of the call, in seconds (for call interactions only).
userData	Interaction attached data