

GENESYS

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Web Services API Reference

UCS Integration with Voice API

UCS Integration with Voice API

This section describes the UCS Integration with Voice section of the Web Services API, and provides guidance for developers on how to create a record of phone calls in UCS.

Related operations

- IdentifyUCSContact
- FindPhoneCall
- SetCallNote
- SetCallCompleted
- SetCallContact
- GetInteractionContent