![Genesys logo]

Web Services API Reference

Internal API

12/16/2025

Internal API

The internal API allows direct, read-only access to some configuration objects in order to support Genesys Desktop functionality. The URI prefix **/internal-api/** serves as the root for all of the resources described below (note that the current prefix, **/api/v[Ordinal]**, will continue to be used for the public API).

See the following topics for more information about the Internal API:

- Common Types
- Asynchronous Operations
- Notifications
- Business Attributes
- Transactions
- Scripts
- Agent Groups