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Web Services API Reference

Asynchronous Operations

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Asynchronous Operations

Telephony operations do not quite fit into the REST model. A telephony state change is not just a synchronous resource modification but instead is a message to the Genesys system to take some action. Consequently, telephony operations are done in a way that is somewhat different from the rest of the API. Instead of a “PUT” update to the resource (for example, PUT new call state) we will POST an operation object to the URI of the resource on which it is being performed. To determine which operations are available at any given time in the call's lifecycle the "capabilities" property of the call may be checked. This property holds a collection of operation names that may be performed during the call's current state. The result of each asynchronous operation will be provided via CometD when it becomes available.

For instance, the below operation will release an interaction of type "call" identified by "id":

```
POST /me/call/{id}
{"operationName": "Hangup"}
```

The following topics provide information about the possible operations and their parameters.

- [Change Password](#)
- [Presence](#)
- [Call Control](#)
- [Device and Channel Management](#)
- [Notifications](#)