GENESYS™

Web Services API Reference

Features

4/15/2025

Features

Contents

The features resource allows the client application to determine which functionality is available in the current contact center. This data can then be used to draw the UI as appropriate for the feature set that is supported for the current contact center.

A *feature* represents a set of functionality that may include channels, services, resources, sets of operations, settings groups, and so on. Anything that is needed for the feature to function successfully should be available when a feature is enabled for the contact center. When a feature is disabled, the API behaves as if this set of functionality does not exist. This returns results such as 404 errors when relevant resources are accessed, settings groups are not visible in lists, and operations return with `invalid operation` errors.

Operations

Two resources are available in the API to support this functionality:

- `api/v2/system/features` represents all features available in the system.
- `api/v2/features` represents the set of features for a given contact center.

The following operations are available for **/features**

Operation	Description	Permissions
GET	Returns a list of URIs for the features assigned to this contact center. The parameter `fields=*` causes full feature descriptions to be returned instead of URIs.	• Contact Center Admin • Agent

The following operations are available for **/system/features**

Operation	Description	Permissions
GET	Returns a list of URIs for all of the features available in the system. The parameter `fields=*` causes full feature descriptions to be returned instead of URIs.	• Contact Center Admin

Important

The full feature set is defined by Web Services and is not modifiable.

The following operations are available for **/features/{id}**

Operation	Description	Permissions
GET	Returns the full feature description.	• Contact Center Admin • Agent
DELETE	Removes the feature from the contact center.	• Cloud Admin

Attributes

The following attributes are supported for each feature:

Attribute	Type	Description	Access
id	String	The name of the feature (this is also the unique identifier and should be in a URI-compatible format).	GET
displayName	String	Name that describes the feature.	GET
description	String	Description of the feature.	GET