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# Web Services API Reference

Services

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# Services

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The **services** resource provides a list of the services available in the system as well as their statuses and any information that is necessary to interact with the service (for example, a public SIP port for a "Voice" service). These services represent various aspects of Web Services that (in most cases) correspond to internal Genesys servers. For instance, each "Voice" service corresponds to a TServer, each "Reporting" service corresponds to a StatServer, and so on. A UI application can use this information to draw portions of the screen based on the status of a specific service. For instance, if the Provisioning service is "read only" the UI should disable all write operations but allow reading of provisioning data.

## Operations

The following operations are available for **/services**:

| Operation | Description  | Permissions                             |
|-----------|--|---|
| GET       | Returns a list of service URIs or actual service resources if the fields parameter is specified. The list is populated based on the features currently enabled for the contact center. | Agent, Supervisor, Contact Center Admin |

The following operations are available for **/services/{id}**:

| Operation | Description                                      | Permissions                             |
|-----------|--|---|
| GET       | Returns information about the specified service. | Agent, Supervisor, Contact Center Admin |

## Attributes

The following attributes are currently available for each service resource:

| Attribute | Type   | Description   | Access | Applies To   |
|-----------|--------|---|--------|--------------|
| id        | String | A unique string identifying the service   | GET    | All Services |
| name      | String | The service name. This will be equal to the name of the corresponding server's application object in Configuration Server. Note that in case there is a | GET    | All Services |

| Attribute | Type   | Description  | Access | Applies To   |
|-----------|--------|--|--------|--------------|
|           |        | primary/backup pair, the primary server's application name will be used regardless of which instance is currently running. For the "Provisioning" service, the value will always be set to Provisioning. |        |              |
| type      | String | One of the following:<br><br>Provisioning (CME + Cassandra)   Voice (T-Server)   Reporting (Stat Server)   Media (Interaction Server)  | GET    | All Services |
| state     | String | The service's current state. Possible values are:<br><br>Active   Inactive   ReadOnly (where applicable)   | GET    | All Services |

## Notifications

The client application can subscribe to the topic **/notifications/services** in order to receive service state change notifications. The following attributes will be present in a service state change notification:

| Attribute   | Value Type       | Description   |
|-------------|------------------|---|
| messageType | String           | Will always be ServiceStateChangeMessage                  |
| service     | Service Resource | The service resource for which the state has been changed |

## Examples

```
GET /services?fields=*
{
  "statusCode": 0,
  "services": [{
```

```
        "id": "..",
        "name": "Provisioning",
        "type": "Provisioning",
        "state": "Active"
    },
    {
        "id": "..",
        "name": "SIPS1",
        "type": "Voice",
        "state": "Active"
    },
    {
        "id": "..",
        "name": "SIPS2",
        "type": "Voice",
        "state": "Active"
    }
}
```

```
GET /services/<service_id>
{
    "statusCode": 0,
    "service": [{
        "id": <service_id>,
        "name": "Provisioning",
        "type": "Provisioning",
        "state": "Active" }
    ]
}
```