



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Web Services API Reference

Contacts API

12/14/2025

Contacts API

This document describes the Contacts API portion of the [Web Services API](#).

Contents

- [1 Contacts API](#)
 - [1.1 Resources](#)
 - [1.2 Managing contacts](#)

Resources

The Contacts API includes the following resource:

- [Contact resource](#)

Managing contacts

You can use the Contacts API to get contacts from Genesys and manage your own custom contacts.

Related operations

- [Get contacts](#)
- [Create a custom contact](#)
- [Update a custom contact](#)
- [Delete a custom contact](#)

Note: In release 8.5.201.68, Contacts API now recognizes the underscore character ("_") as a tokenizer in Team Communicator searches for agent, agent group, virtual agent group, interaction queue, routing point, and skill targets.