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Web Services API Reference

Voice API

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Voice API

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This section describes the Voice API portion of the [Web Services API](#) and provides guidance for developers building voice-related client applications. You can use this API to write agent applications that provide a variety of voice-related features, from agent state management and call control to supervisor monitoring and call recording.

CometD notifications

In order for [asynchronous requests](#) to work correctly in the Web Services API, you must subscribe to the appropriate topics for the functionality available in your client application. See [CometD notifications](#) for details about the topics you can subscribe to for the Voice API.

Resources

The Voice API includes the following resources:

- [Call Resource](#)
- [Device Resource](#)

Session management

Related operations

- [StartContactCenterSession](#)
- [EndContactCenterSession](#)

Agent state

You can use the Voice API to set an agent's state on the voice channel; this includes standard Genesys states as defined in [system settings](#) as well as your own custom states you can define using the [Settings API](#).

Related operations

- [Ready](#)
- [NotReady](#)
- [AuxWork](#)
- [AfterCallWork](#)
- [Offline](#)

- [DoNotDisturbOn](#)
- [DoNotDisturbOff](#)

Call forwarding

You can use the Voice API to forward calls on a specified device to a new destination or turn off call forwarding for that device.

Related operations

- [ForwardCallsOn](#)
- [ForwardCallsOff](#)

Basic call control

The Voice API includes all the common call control functionality Genesys offers.

Related operations

- [Dial](#)
- [Answer](#)
- [Reject](#)
- [Hold](#)
- [Retrieve](#)
- [Hangup](#)
- [SendDtmf](#)
- [MuteCall](#)
- [UnMuteCall](#)
- [SetCallDisposition](#)

Conferences and transfers

Related operations

- [SingleStepConference](#)
- [InitiateConference](#)
- [CompleteConference](#)

- [RemoveParticipantFromConference](#)
- [ClearCall](#)
- [SingleStepTransfer](#)
- [InitiateTransfer](#)
- [CompleteTransfer](#)
- [SwapCalls](#)
- [MergeWithOtherCall](#)

Call data

Related operations

- [AttachUserData](#)
- [UpdateUserData](#)
- [DeleteUserData](#)
- [DeleteUserDataPair](#)

Supervisor

Related operations

- [ListenIn](#)
- [Coach](#)
- [Bargain](#)
- [CancelSupervisionMonitoring](#)
- [SwitchToBargain](#)
- [SwitchToListenin](#)
- [MuteMonitoredUser](#)
- [UnmuteMonitoredUser](#)

Call recording

Related operations

- [StartCallRecording](#)

- [PauseCallRecording](#)
- [ResumeCallRecording](#)
- [StopCallRecording](#)

IM Session API

You can use the IM Session API to enable instant messaging between agents in your application.

Related resources

- [imSessions resource](#)

Related operations

- [InitiateIMSession](#)
- [SendMessage](#)
- [Complete](#)
- [AttachUserData](#)
- [UpdateUserData](#)
- [DeleteUserData](#)