

GENESYS

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Web Services API Reference

Answer

4/30/2025

Answer

This operation is part of the Voice API section of the Web Services API.

Overview

Answers a ringing call.

Important

When you create a device and set the telephonyNetwork attribute to Public, Web Services doesn't include the Answer operation in the capabilities for incoming calls on that device. In this scenario, Web Services assumes that an Answer request via CTI is not supported.

Request URL	/api/v2/me/calls/{ <i>id</i> }
HTTP method	POST
Required features	api-voice

Parameters

Parameter	Value
operationName	Answer

Sample

Request

POST api/v2/me/calls/012PUFMMS0ASNAK4807GK2LAES00000C

```
{
    "operationName": "Answer"
}
```

HTTP response

```
{
"statusCode": 0
```

}

CometD notification

```
{
    "data": {
        '`fic
  "notificationType": "StatusChange",
  "call": {
   "id": "012PUFMMS0ASNAK4807GK2LAES00000C",
   "state": "Established",
"callUuid": "012PUFMMS0ASNAK4807GK2LAES00000C",
   "connId": "007102719260b00c",
   "deviceUri": "http://127.0.0.1:8080/api/v2/devices/631608b3-ceb1-472b-ba05-2ae39555b0d1",
   "participants": [
    {
     "e164Number": "",
     "formattedPhoneNumber": "15001",
     "phoneNumber": "15001",
     "digits": "15001"
    }
   ],
   "dnis": "15000",
   "callType": "Internal",
   "capabilities": [
    "SingleStepTransfer",
    "InitiateConference",
    "Hold",
    "SingleStepConference",
    "InitiateTransfer",
    "SendDtmf",
    "DeleteUserData",
    "AttachUserData",
    "DeleteUserDataPair",
    "Hangup",
    "UpdateUserData"
   ],
   "duration": "22",
   "mute": "Off",
   "supervisorListeningIn": false,
   "monitoredUserMuted": false,
   "monitoring": false,
   "uri": "http://127.0.0.1:8080/api/v2/me/calls/012PUFMMS0ASNAK4807GK2LAES00000C",
   "path": "/calls/012PUFMMS0ASNAK4807GK2LAES00000C"
  },
  "phoneNumber": "15000",
  "extensions": {
    "WrapUpTime": 0,
   "BusinessCall": 0
  },
  "messageType": "CallStateChangeMessage"
 },
 "channel": "/v2/me/calls"
}
```