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Web Services API Reference

Configuration

12/14/2025

Configuration

This operation is part of the [ServiceAPI](#) section of the [Web Services API](#).

Overview

With this request, a Contact Center administrator or an OPS user can retrieve the entire GWS configuration using the API or for a specific instance.

Additionally, they can also retrieve configuration changes between two specific dates (in *yyyy/MM/dd* format) for all instances or for a specific instance. The configuration changeset can be retrieved completely or partially as a diff using the `fullSettings` parameter.

Request URL	/api/v2/service/configuration
HTTP method	GET

Samples

Retrieving the latest configuration for all instances

Request

```
GET ../api/v2/service/configurations/latest
```

HTTP response

```
{
  "statusCode":0,
  "configurations":
  {
    "GWS":
    {
      "instances":
      [
        "uswl1gws-000-001.uswl.genprim.com-bCnTPP0I4UnoS8Aj96ywQw==":
        {
          "serverSettings"
          {
            {
              "applicationType": "CFGGenericClient",
              "destroyScopeOnCometDSessionExpiration": false,
              "maxHoursStandardResponsesStale": 1,
              "contactCenterSynchronizationTimeout": "60000",
              "cdrCleanupReadTimeout": 43200,
              "logHeaderSettings": {
                "updateOnPremiseInfoInterval": 600,

```

```
    "enableLogHeader": true
  },
  "elasticSearchSettings": {
    "transportClient": {
      "pingTimeout": 5000,
      "ignoreClusterName": false,
      "useSniff": false,
      "nodesSamplerInterval": 5000
    },
    "useTransportClient": false,
    "indexVerificationInterval": 720,
    "enableScheduledIndexVerification": true,
    "readTimeout": 3333,
    "enableIndexVerificationAtStartup": true,
    "waitToIndexTimeout": 0,
    "indexPerContactCenter": true,
    "retriesOnConflict": 3,
    "clientNode": false
  },
  "...
  "cachingSettings": {
    "voiceContextCaching": true,
    "contactCenterSettingsTTL": 60,
    "transactionsTTL": 30,
    "virtualAgentGroupSettingsTTL": 1,
    "enableSystemWideCaching": true,
    "voiceContextRefreshInterval": 30,
    "virtualAgentGroupsTTL": 30,
    "agentStatesTTL": 30,
    "voiceContextReadSliceSize": 500,
    "skillsTTL": 30,
    "businessUnitSettingsTTL": 60,
    "socialMediaSettingTTL": 1800,
    "cleanupPeriod": 1800,
    "businessAttributesTTL": 30,
    "contactCenterFeaturesTTL": 1
  },
  "inactiveUserTimeout": 60,
  "syncNode": true,
  "awsS3MaxConnection": 50,
  "temporaryAuthenticationTokenTTL": 300,
  "statReconnectTimeout": 10000,
  "webDAVMaxConnection": 50,
  "enableCsrfProtection": true,
  "statistics": {
    "locationAwareMonitoringDistribution": false,
    "enableMultipleDataCenterMonitoring": false,
    "unchangedSimpleStatsSaveIntervalSeconds": 150
  }
},
"cassandraSettings":
{
  "primaryCluster":
  {
    "read_consistency_level": "CL_QUORUM",
    "replicationFactor": 1,
    "should_sync_schema": true,
    "retryMaxAttempt": 1,
    "thriftPort": 9160,
    "async_writes_pool_size": 0,
    "maxPendingConnectionsPerHost": 80,
    "retry_max_attempt": 0,
    "jmx_port": 7199,
```

```
    "rowsPageSize": -1,
    "retry_sleep_time_ms": 0,
    "cols_page_size": -1,
    "max_conns_per_host": 16,
    "rows_page_size": -1,
    "max_blocked_threads_per_host": 160,
    "retrySleepTimeMs": 5000,
    "max_pending_conns_per_host": 80,
    "maxConnections": 16,
    "replication_factor": 1,
    "jmxPort": 7199,
    "writeConsistencyLevel": "CL_QUORUM",
    "readConsistencyLevel": "CL_QUORUM",
    "readCheckProbability": 0,
    "asyncWritesPoolSize": 8,
    "max_cons": 16,
    "should_drop_existing_schema": false,
    "colsPageSize": -1,
    "maxBlockedThreadsPerHost": 160,
    "write_consistency_level": "CL_QUORUM",
    "thrift_port": 9160,
    "useSSL": false,
    "keyspace": "sipfs",
    "nodes": "localhost",
    "cassandraVersion": "1.2",
    "maxConnectionsPerHost": 16
  }
},
"secondaryCluster":
{
  ...
}
},
"onPremiseSettings":
{
  "onPremiseMode": false,
  "tlsEnabled": false
},
...
},
...
},
"Cassandra":
{
  "instances": [
    "%cassandra_node_hostname%":
    {
      ...
    }
  ]
},
"ElasticSearch":
{
  "instances": [
    "%es_node_hostname%":
    {
      ...
    }
  ]
}
}
}
```

Retrieving the latest configuration for a specific instance

Request

```
GET ../api/v2/service/configurations/%instance_name%/latest
```

HTTP response

```
{
  "statusCode": 0,
  "configurations": {
    {
      "uswlgws-000-001.usw1.genprim.com-bCnTPP0I4UnoS8Aj96ywQw==": {
        "serverSettings"
        {
          {
            "applicationType": "CFGGenericClient",
            "destroyScopeOnCometDSessionExpiration": false,
            "maxHoursStandardResponsesStale": 1,
            "contactCenterSynchronizationTimeout": "60000",
            "cdrCleanupReadTimeout": 43200,
            "logHeaderSettings": {
              "updateOnPremiseInfoInterval": 600,
              "enableLogHeader": true
            },
          },
          "elasticSearchSettings": {
            "transportClient": {
              "pingTimeout": 5000,
              "ignoreClusterName": false,
              "useSniff": false,
              "nodesSamplerInterval": 5000
            },
            "useTransportClient": false,
            "indexVerificationInterval": 720,
            "enableScheduledIndexVerification": true,
            "readTimeout": 3333,
            "enableIndexVerificationAtStartup": true,
            "waitToIndexTimeout": 0,
            "indexPerContactCenter": true,
            "retriesOnConflict": 3,
            "clientNode": false
          },
          ..
          "cachingSettings": {
            "voiceContextCaching": true,
            "contactCenterSettingsTTL": 60,
            "transactionsTTL": 30,
            "virtualAgentGroupSettingsTTL": 1,
            "enableSystemWideCaching": true,
            "voiceContextRefreshInterval": 30,
            "virtualAgentGroupsTTL": 30,
            "agentStatesTTL": 30,
            "voiceContextReadSliceSize": 500,
            "skillsTTL": 30,
            "businessUnitSettingsTTL": 60,
            "socialMediaSettingTTL": 1800,
            "cleanupPeriod": 1800,
            "businessAttributesTTL": 30,
            "contactCenterFeaturesTTL": 1
          },
        },
      },
    }
  }
}
```

```
"inactiveUserTimeout": 60,
"syncNode": true,
"awsS3MaxConnection": 50,
"temporaryAuthenticationTokenTTL": 300,
"statReconnectTimeout": 10000,
"webDAVMaxConnection": 50,
"enableCsrfProtection": true,
"statistics": {
  "locationAwareMonitoringDistribution": false,
  "enableMultipleDataCenterMonitoring": false,
  "unchangedSimpleStatsSaveIntervalSeconds": 150
},
},
"cassandraSettings":
{
  "primaryCluster":
  {
    "read_consistency_level": "CL_QUORUM",
    "replicationFactor": 1,
    "should_sync_schema": true,
    "retryMaxAttempt": 1,
    "thriftPort": 9160,
    "async_writes_pool_size": 0,
    "maxPendingConnectionsPerHost": 80,
    "retry_max_attempt": 0,
    "jmx_port": 7199,
    "rowsPageSize": -1,
    "retry_sleep_time_ms": 0,
    "cols_page_size": -1,
    "max_conns_per_host": 16,
    "rows_page_size": -1,
    "max_blocked_threads_per_host": 160,
    "retrySleepTimeMs": 5000,
    "max_pending_conns_per_host": 80,
    "maxConnections": 16,
    "replication_factor": 1,
    "jmxPort": 7199,
    "writeConsistencyLevel": "CL_QUORUM",
    "readConsistencyLevel": "CL_QUORUM",
    "readCheckProbability": 0,
    "asyncWritesPoolSize": 8,
    "max_cons": 16,
    "should_drop_existing_schema": false,
    "colsPageSize": -1,
    "maxBlockedThreadsPerHost": 160,
    "write_consistency_level": "CL_QUORUM",
    "thrift_port": 9160,
    "useSSL": false,
    "keyspace": "sipfs",
    "nodes": "localhost",
    "cassandraVersion": "1.2",
    "maxConnectionsPerHost": 16
  },
  "secondaryCluster":
  {
    ...
  }
},
"onPremiseSettings":
{
  "onPremiseMode": false,
  "tlsEnabled": false
}
```

```
}  
}  
}  
}
```

Retrieving the configuration changes for all instances between two dates

Request

```
GET ../api/v2/service/configurations?fullSettings&startDate=2018/04/02&endDate=2018/05/01
```

HTTP response

```
{  
  "statusCode": 0,  
  "configurations": {  
    "test1.gws.genesys.com-bCnTPP0I4UnoS8Aj96ywQw==": [  
      {  
        "timestamp": "2018/04/02 10:04:02",  
        "serverSettings": {  
          "applicationType": "CFGGenericClient",  
          ...  
        },  
        "jettySettings": {  
          ...  
        },  
        "onPremiseSettings": {  
          "tlsEnabled": false,  
          .....  
        },  
        "cassandraSettings": {  
          ...  
        }  
      ],  
      "test2.gws.genesys.com-bCnTPP0I4UnoS8Aj96ywQw==": [  
        ...  
      ]  
    }  
  }  
}
```

Retrieving the configuration changes between two dates for a specific instance

Request

```
GET ../api/v2/ops/service/configurations/%instance_name%?startDate=2018/04/02
```

HTTP response

```
{  
  "statusCode": 0,  
  "configurations":  
  {  
    ...  
  }  
}
```

```
"test.gws.genesys.com-bCnTPP0I4UnoS8Aj96ywQw==" : [
  {
    "timestamp": "2018/04/02 10:04:02",
    "serverSettings"
    {
      "cachingSettings": {
        "voiceContextCaching": true,
        "contactCenterSettingsTTL": 60
      }
    }
  },
  {
    "timestamp": "2018/04/05 10:12:21",
    "serverSettings"
    {
      "syncNode": true
    }
  },
  ...
]
```