

# **GENESYS**

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# iWD REST API Reference Guide

Single task modification

4/30/2025

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# Single task modification

#### Method

POST

## Syntax

```
POST /gtl/task/solution_dbid>/<task_id>/modify
POST /gtl/task/solution_dbid>/<task_id>/modify_restart
```

## Request Body

```
{
    "core":
    {
        "<attribute_name>":
        {
            "value": <value>
        },...
    },
    "ext":
    {
        ...
    },
    "data":
    {
        ...
    }
}
```

- Only modified attributes are included in the content.
- Attributes of type int—priority, businessValue—can have either a new numeric value, or a relative change, such as: +10, -5.

## Response Body

Either:

```
HTTP/1.1 204 No Content
```

Or:

HTTP/1.1 200 Ok

plus:

```
[
<message>
]
```

A warning message may be returned when the operation is successful, but an update to Universal Contact Server (UCS) failed. For example:

```
[ {
   "severity" : "WARNING",
   "message_id" : "CANNOT_OPEN_CONNECTION_TO_UCS",
   "message" : "CANNOT_OPEN_CONNECTION_TO_UCS",
   "args" : { }
} ]
```