GENESYS™

Genesys Knowledge Center API Reference

Session Management

12/16/2025

Session Management

The Session Management API allows you to bundle requests and set your customer ID for your entire session. This is the technical part of the interface, and its concepts and actions are only of interest to developers.

Authorization

The operations carried out by the Session Management API can be accessed by all roles.

Create Session

Description	Creates a new session
URL	/sessions/new
Method	PUT
Request Content-Type	application/json
Response Content-Type	application/json
Role	Any
URL IDs	None
URL Parameters	—

HTTP Header	Field	Type	Req	Description
	gkc_agentId	String	No	Agent ID
	gkc_customerId	String	No	Customer ID

Request Body

Optional

Field	Type	Req	Description
visitId	String	No	Visit ID
globalVisitId	String	No	Global Visit ID

Response	SessionInfo
Notes	If successful, 200 OK is returned. However, if the dataset already exists, 400 BAD REQUEST is returned.

Retrieving Session Info

Description	Retrieves information about an existing session by sessionId
URL	/sessions/{sessionId}
Method	GET
Request Content-Type	—
Response Content-Type	application/json
Role	Any
URL IDs	<table><tr><th>Parameter</th><th>Type</th><th>Description</th></tr><tr><td>{sessionId}</td><td>String</td><td>Session ID</td></tr></table>
HTTP Header	<table><tr><th>Field</th><th>Type</th><th>Req</th><th>Description</th></tr><tr><td>gkc_agentId</td><td>String</td><td>No</td><td>Agent ID</td></tr><tr><td>gkc_customerId</td><td>String</td><td>No</td><td>Customer ID</td></tr></table>
URL parameters	None
Response	SessionInfo
Notes	Returns information about the existing session of the specified ID, or about the new session that was automatically created.

Update Session Information

Description	Associates a recognized user with a previously started anonymous session
URL	/sessions/{sessionId}
Method	POST
Request Content-Type	application/json
Response Content-Type	application/json
Role	Any
URL IDs	<table><tr><th>Parameter</th><th>Type</th><th>Description</th></tr><tr><td>{sessionId}</td><td>String</td><td>Session ID</td></tr></table>

<table>
<tr><td rowspan="3">HTTP Header</td><td>Field</td><td>Type</td><td>Req</td><td>Description</td></tr>
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Request Body	Optional			
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	globalVisitId	String	No	Global Visit ID

Response	SessionInfo
Notes	If successful, 200 OK is returned. However, if the dataset already exists, 400 BAD REQUEST is returned.