

GENESYS

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Genesys Knowledge Center API Reference

Session Management

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	_				
	Field	Туре	Req		Description
HTTP	gkc_agentId		No	Agent ID	Description
Header	gkc_agentia String gkc_customer\$dring		No	Customer ID	
	gkc_custoffic	J.J. Willing	140	Customer ib	
	Optional				
Request Body	Field	Туре	Req	I	Description
	visitId	String	No	Visit ID	
	globalVisitId	String	No	Global Visit ID	
Response	SessionInfo				
Response					
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/{session	ld}				
Method	GET					
Request Content- Type						
Response Content- Type	application/json					
Role	Any					
URL IDs	Parameter {sessionId}	String	Туре	Session ID	Description	
HTTP Header	Field	Гуре	Req		Description	
	gkc_agentId String		No	Agent ID		
	gkc_customer\$dring		No	Customer ID		
URL parametersNone						
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

			,	onymous session	
URL /s	/sessions/{sessionId}				
Method PC	OST				
Request Content- ap Type	application/json				
Response Content- ap Type	application/json				
Role Ar	Any				
URL IDs	Parameter {sessionId}	Type String	Session ID	Description	

HTTP Header	Field gkc_agentId gkc_custome	_	Req No No	Description Agent ID Customer ID	
Request Body	Optional Field visitld	Type String	Req No	Description 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.				