ResourceCenter

Search

Release Notes | FAQs |
Glossary

Suggested content

⭐ About the Genesys
Cloud embedded
clients

⭐ SDK in Genesys
Cloud for Salesforce

Configure
authentication

About Genesys Cloud
for Salesforce

Genesys Cloud for
Salesforce content list

How the data actions
integration works

Release notes for
Genesys Cloud for
Salesforce

Feature deprecations

Use the SDK to call the Genesys Cloud Platform API

Note: This article applies to Genesys Cloud for Salesforce.

🏳 A feature described on this page is coming soon. For more information, see the release notes.

You can use our SDK in the managed package to call the Genesys Cloud Platform API in Salesforce. The SDK uses the Salesforce Apex programming language.

Note: This article is an advanced customization topic meant for developers familiar with Salesforce.

Prerequisites
- Authentication configured.

You can call any Platform API that is not tied to a specific user context and that the permissions in your OAuth client allow. OAuth client is the OAuth client that you created for the Authentication settings in Salesforce. For more information, see Authentication.

Access our SDK through the Rest class under the `purecloud.SDK.Rest` namespace. For examples that access our SDK through the Rest class, see Genesys Cloud for Salesforce SDK Examples (GitHub).

Rest class

Contains methods that act on the Genesys Cloud Platform API through Genesys Cloud for Salesforce.

Namespace

`purecloud.SDK.Rest`

Usage

Use these methods to GET, PATCH, POST, PUT, or DELETE data with the Platform API through Genesys Cloud for Salesforce.

Rest methods

The following methods are available for the Rest class.

`Collapse All`

▼ get(url, headers)

Sends an HTTP GET request to a Platform API endpoint.).

Parameters

Name	Data type	Required or optional	Description
url	String	Required	Path for a Platform API, for example, `/api/v2/users/{userId}`.
headers	Map<String, String>	Optional	Custom data added to HTTP headers.

Return value

Data type	Description
HttpResponse	Returns native Salesforce HttpResponse.

Example

The following example returns information about a particular user and sends a custom header with the `/api/v2/users/{userId}` endpoint.

```
HttpResponse response = purecloud.SDK.Rest.get('/api/v2/users/6a50f87a-4b10-4a27-4a677f9f0263', new Map<String, String>{
'CustomHeaderValue' => 'Foo'});
```

▼ patch(url, body, headers)

Sends an HTTP PATCH request to a Platform API endpoint.

Parameters

Name	Data type	Required or optional	Description
url	String	Required	Path for a Platform API, for example, `/api/v2/users/search`.
body	String	Required	Serialized JSON object.
headers	Map<String, String>	Optional	Custom data added to HTTP headers.

Return value

Data type	Description
HttpResponse	Returns native Salesforce HttpResponse.

Example

The following example modifies attributes on a chat participant with the `/api/v2/conversations/chats/{conversationId}/participants/{participantId}/attributes` endpoint. The request body is formatted as { "attributes": { "attrib1": "John Doe", "attrib2": "Foo" }}.

```
Map<String,Object> attributes = new Map<String,Object> {
'attrib1' => 'John Doe',
'attrib2' => 'Foo'
};
Map<String,Object> body = new Map<String,Object> {
'attributes' => attributes
};
HttpResponse response = purecloud.SDK.Rest.patch('/api/v2/conversations/chats/42a09688-c7e2-4d49-b9b8-0667d321a6f7/participan
ts/5ad585d8-9b97-4dbd-85d8-48b750560d06/attributes', JSON.serialize(body), new Map<String, String>{'CustomHeaderValue' => 'Fo
o'});
```

▼ post(url, body, headers)

Sends an HTTP POST request to a Platform API endpoint.

Parameters

Name	Data type	Required or optional	Description
url	String	Required	Path for a Platform API, for example, `/api/v2/users/search`.
body	String	Required	Serialized JSON object.
headers	Map<String, String>	Optional	Custom data added to HTTP headers.

Return value

Data type	Description
HttpResponse	Returns native Salesforce HttpResponse.

Example

The following example searches users by name and sends a custom header with the `/api/v2/users/search` endpoint. The example uses two mapped objects to generate a JSON string. The request body is formatted as { "query": [{ "fields": ["name"], "value": "John Doe", "type": "CONTAINS" }])

```
Map<String,Object> query=new Map<String,Object> {
'fields' =>new List<String>{'name'},
'value' => 'John Doe',
'type' => 'CONTAINS'
};
Map<String,Object> body=new Map<String,Object> {
'query' => new List<Object>{ query }
};
HttpResponse response = purecloud.SDK.Rest.post('/api/v2/users/search', JSON.serialize(body), new Map<String, String>{'Custom
HeaderValue' => 'Foo'});
```

▼ put(url, body, headers)

Sends an HTTP PUT request to a Platform API endpoint.

Parameters

Name	Data type	Required or optional	Description
url	String	Required	Path for a Platform API, for example, `/api/v2/users/{userId}/callForwarding`.
body	String	Required	Serialized JSON object.
headers	Map<String, String)	Optional	Custom data added to HTTP headers.

Return value

Data type	Description
HttpResponse	Returns native Salesforce HttpResponse.

Example

The following example updates the call forwarding settings for a particular user and sends a custom header with the `/api/v2/users/{userId}/callForwarding` endpoint.

```
String body = '{ "enabled": true, "phoneNumber": "+13175558123" }';
HttpResponse response = purecloud.SDK.Rest.put('/api/v2/users/6a50f87a-f00c-4b10-4a27-4a677f9f0263/callForwarding', body, new
Map<String, String>{'CustomHeaderValue' => 'Foo'});
```

▼ del(url, headers)

Sends an HTTP DEL request to a Platform API endpoint.

Parameters

Name	Data type	Required or optional	Description
url	String	Required	Path for a Platform API, for example, `/api/v2/users/{userId}/station/associatedStation`.
headers	Map<String, String>	Optional	Custom data added to HTTP headers.

Return value

Data type	Description
HttpResponse	Returns native Salesforce HttpResponse.

Example

The following example deletes the association between a station and a user and sends a custom header with the `/api/v2/users/{userId}/station/associatedStation` endpoint.

```
HttpResponse response = purecloud.SDK.Rest.del('/api/v2/users/6a50f87a-f00c-4b10-4a27-4a677f9f0263/station/associatedStation'
, new Map<String, String>{'CustomHeaderValue' => 'Foo'});
```

For more information, see SDK in Genesys Cloud for Salesforce.

For more information about the integration, see About Genesys Cloud for Salesforce.

Was this article helpful?   ○ Yes   ○ No

Still have questions?
Ask the community