

# API Usage

Topic	Detail
<b>Navigation (Admin Report)</b>	Admin → Platform Usage → API Usage
<b>Navigation (Alt)</b>	Menu → IT and Integrations → API Usage
<b>Navigation (Analytics View)</b>	Performance > Workspace > Other > API Usage or Menu → Analytics → Analytics Workspace → API Usage
<b>Purpose</b>	Monitor API request consumption, identify high-volume clients, detect failures, stay within the Genesys Cloud Fair Use Policy
<b>Required Permission</b>	OAuth > Client > View
<b>Data Calculation</b>	Daily aggregate — all requests 00:00:00–23:59:59 <b>UTC</b>
<b>Current Day</b>	<b>Not included</b> — report always lags by one day
<b>Timezone Note</b>	Dates display in local time but are calculated in UTC — date shown may differ from client-side date

“ ” Verified against Genesys Cloud Resource Center — March 2026

## Overview

Genesys Cloud provides **two separate tools** for monitoring API usage — the **API Usage Report** (Admin UI) and the **API Usage View** (Analytics Workspace). Both tools require the same permission, cover the same data sources, and exclude the same request types. This page covers both.

The API Usage report shows how many API requests your contact center makes and which clients generate those requests. If you exceed the Fair Use Policy for APIs, this report helps determine which clients make the most requests and which request types your organization uses most — allowing you to streamline API usage and avoid or plan for overages.

## What Is Included

Source	Included
Custom or third-party application integrations	<input type="checkbox"/> Yes
AppFoundry applications	<input type="checkbox"/> Yes
Data Actions calling the Genesys Cloud Public API	<input type="checkbox"/> Yes
Embeddable Framework applications	<input type="checkbox"/> Yes (subject to API usage allocations)
PUT, POST, GET, DELETE calls	<input type="checkbox"/> Yes

## What Is Excluded

Source	Excluded
Genesys Cloud browser, web, and mobile app internal requests	<input type="checkbox"/> Not included
Outbound Data Actions calling <b>external</b> platforms	<input type="checkbox"/> Not included
Genesys Cloud for Chrome	<input type="checkbox"/> Not included
Genesys Cloud for Firefox	<input type="checkbox"/> Not included
Genesys Cloud for Salesforce	<input type="checkbox"/> Not included
Genesys Cloud for Zendesk	<input type="checkbox"/> Not included

# API Usage Report — Dashboard Overview

Navigate to [Admin → Platform Usage → API Usage](#).

The API Usage dashboard is divided into three main sections: **Most Active Requests**, **OAuth Client Requests**, and **URL Requests**. Each section contains graphs and shows the count of total API requests and total OAuth clients.

Data is aggregated nightly, does not include current day

Date Filter: Last 7 Days

Last 7 Days  Last Week  Last 30 Days  Custom Range

Start 08/10/2023

End 08/16/2023

Submit

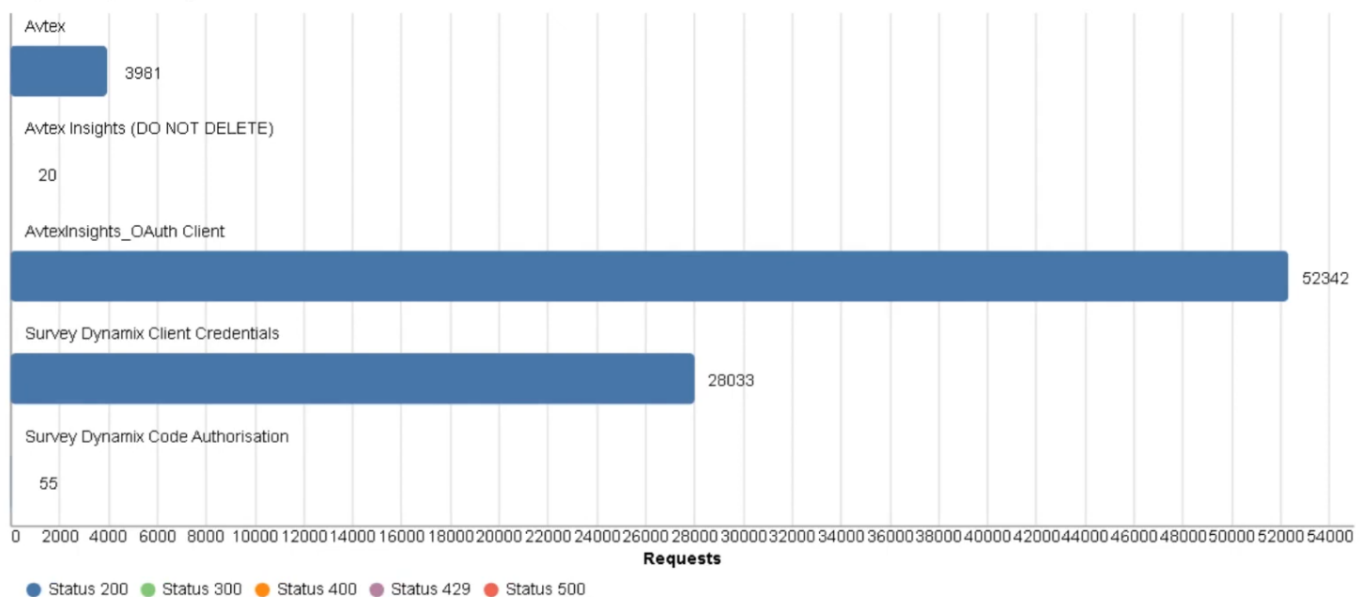
# Section 1 — Most Active Requests

## Top 5 Requests by OAuth Client

Displays the top five clients that made the most API requests in the selected time period. Helps identify the number of successful and failed API calls per client. Exportable as **CSV**.

Most Active Requests

### Top 5 Requests by OAuth Client

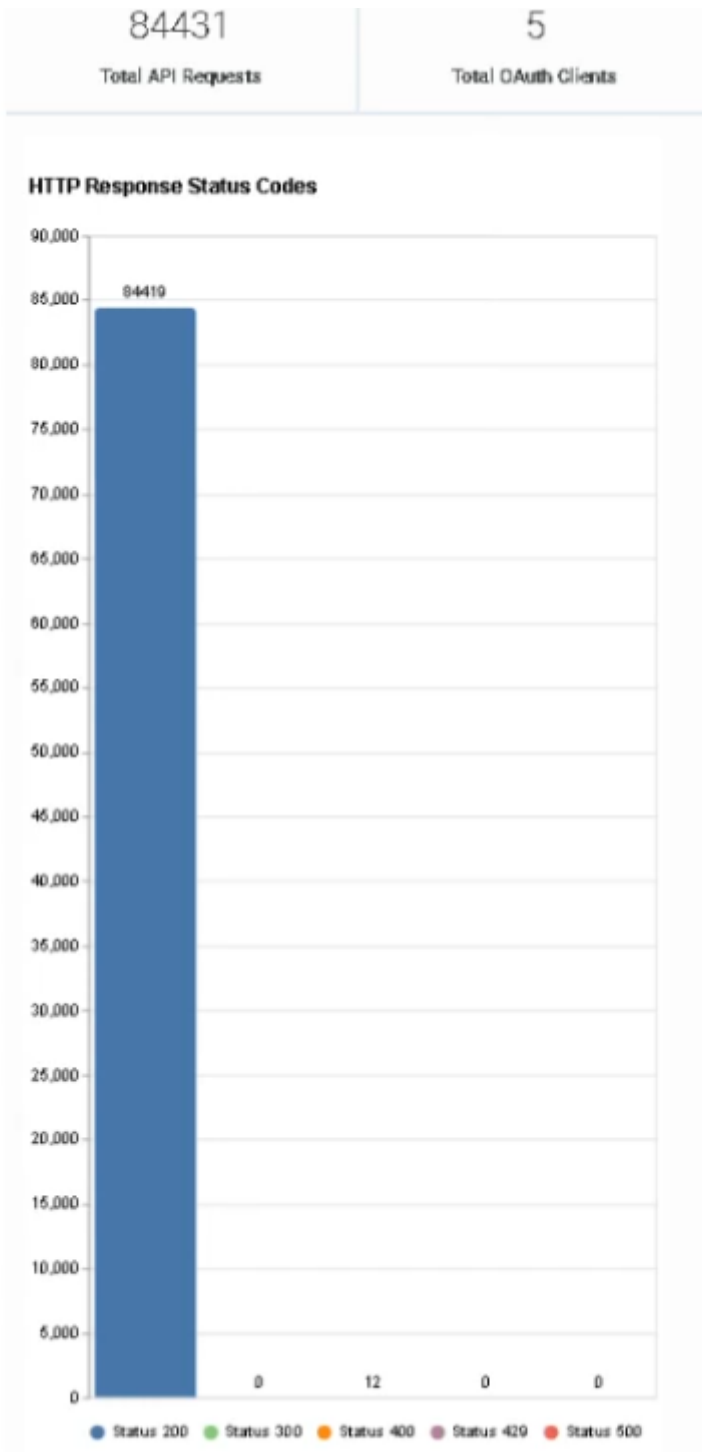


# HTTP Response Status Codes

Displays the total number of successful or failed API calls by status — across all clients.

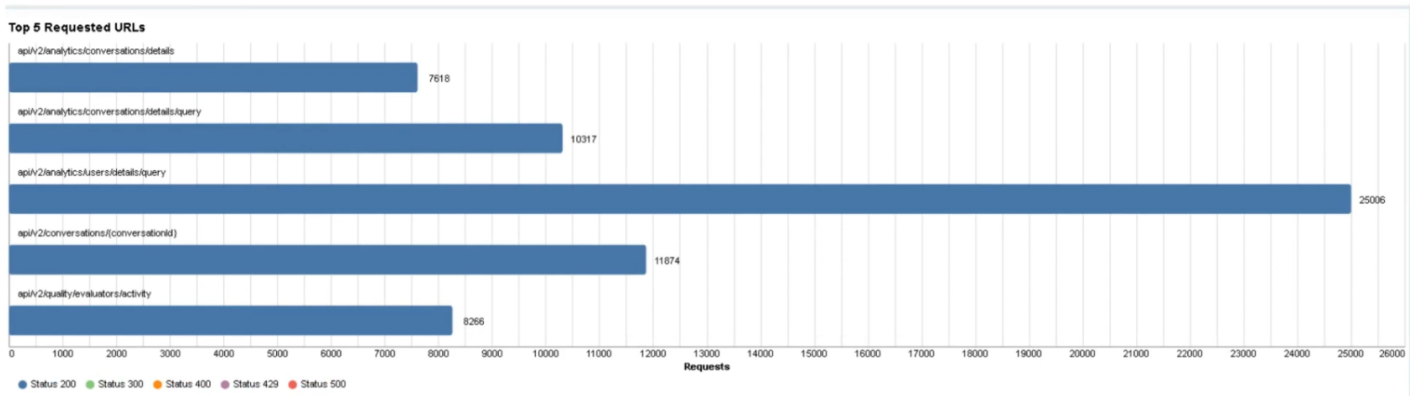
Status Code	Meaning
200	Request succeeded
300	Redirect — user can select a preferred representation
400	Bad request — malformed syntax the server cannot understand
429	Too many requests — rate limiting triggered
500	Server error — unexpected condition prevented fulfillment

“ ⚠ **Note:** The documented status codes in this dashboard are 200, 300, 400, 429, and 500. Common codes like 401 and 404 are not broken out separately in this view.



## Top 5 Requested URLs

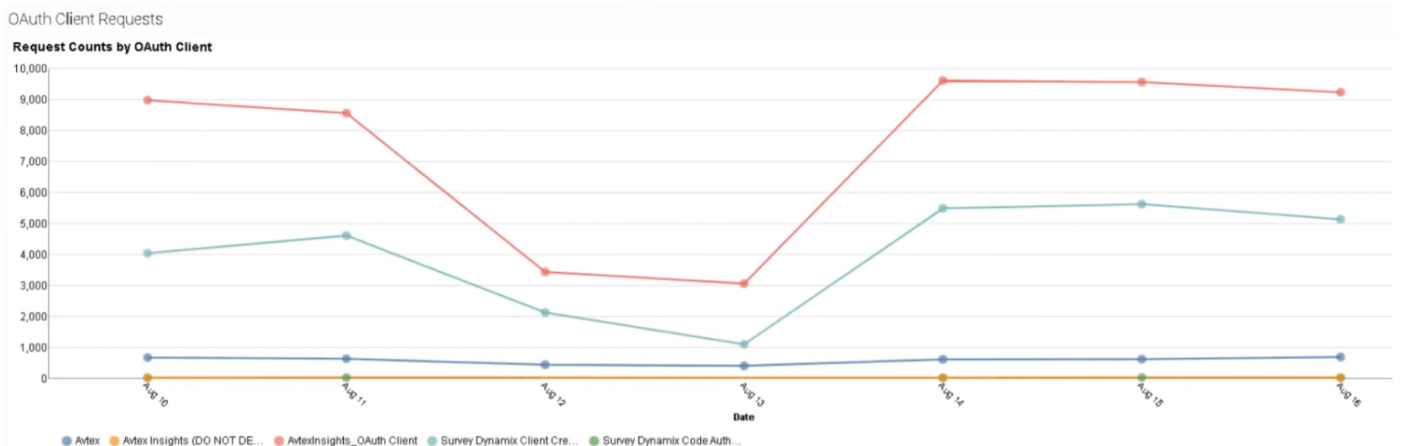
Displays the five API endpoints receiving the highest number of requests. Helps identify endpoints with failed API calls and reduce unnecessary API traffic. High usage may indicate inefficient polling or integration design.



## Section 2 — OAuth Client Requests

### Request Counts by OAuth Client

Shows a count of API calls made by the selected OAuth clients during the selected timeframe. Identifies which integrations are responsible for the most API traffic.

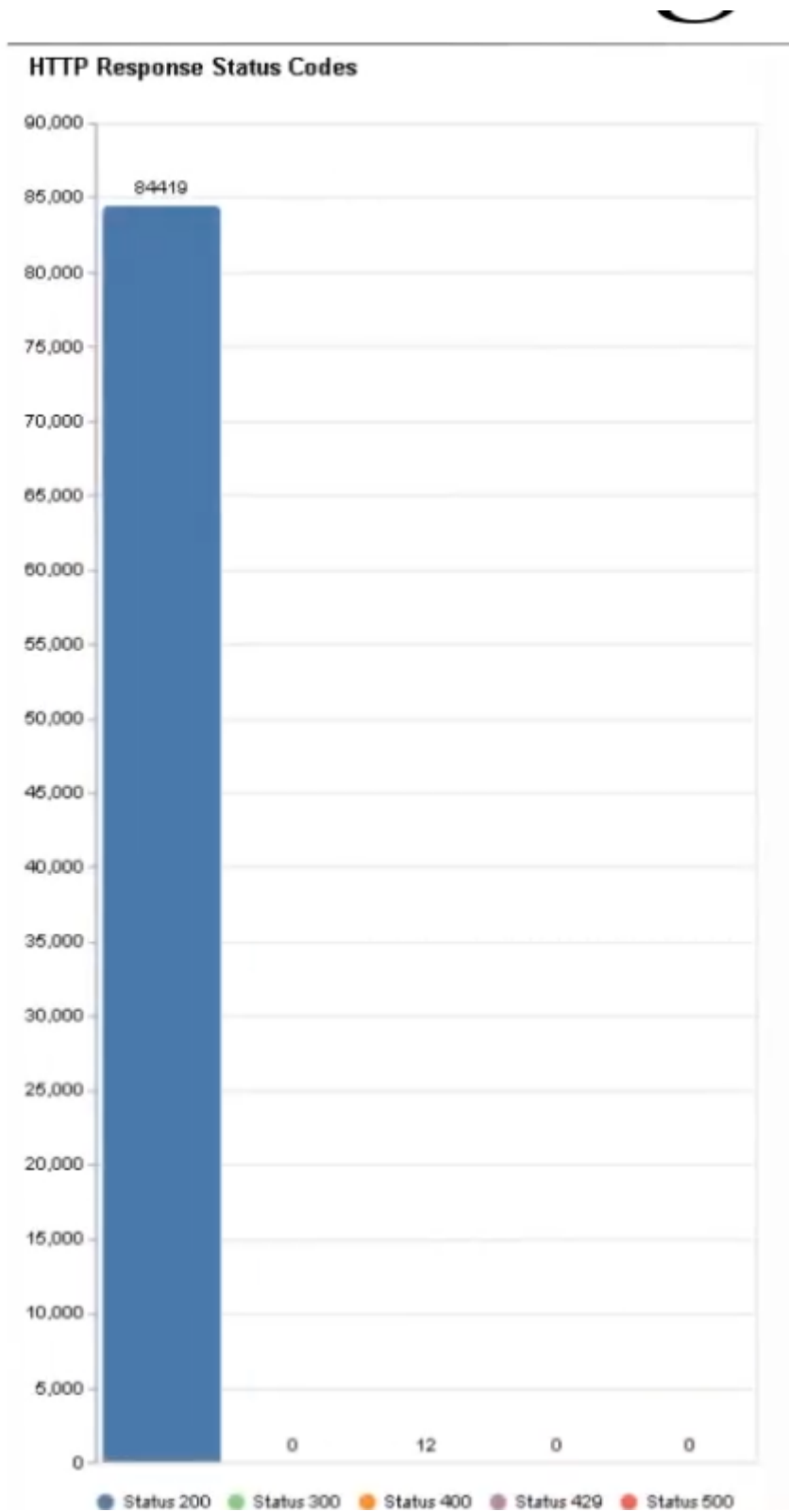


## HTTP Response Status Codes — Per Client View

Breaks down successful and failed responses **per OAuth client**. Useful for diagnosing integration-specific authentication or request issues:

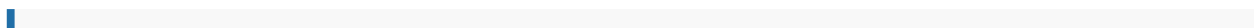
- Many **400 responses** → integration sending malformed requests
- Many **429 responses** → client exceeding rate limits

- Many **500 responses** → server-side issue with specific endpoint

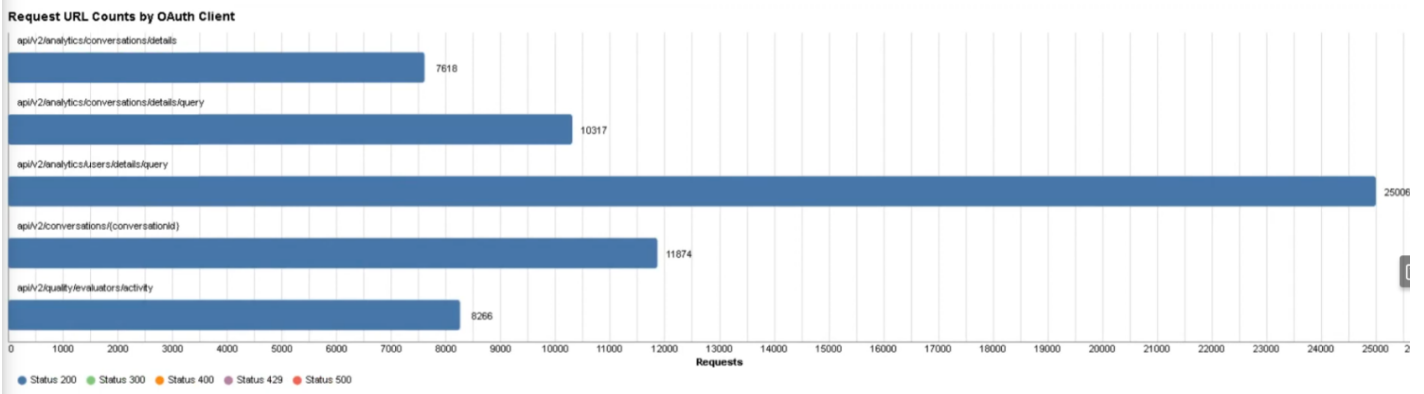


## Request URL Counts by OAuth Client

Displays all URLs that resulted in high API calls per client. Helps identify which endpoints each client is accessing and where failures are concentrated.



☐ Click **OAuth Client Settings** → **Client URL View Selections** to specify exactly which OAuth clients and URLs appear in these graphs. Selections persist until manually reset.

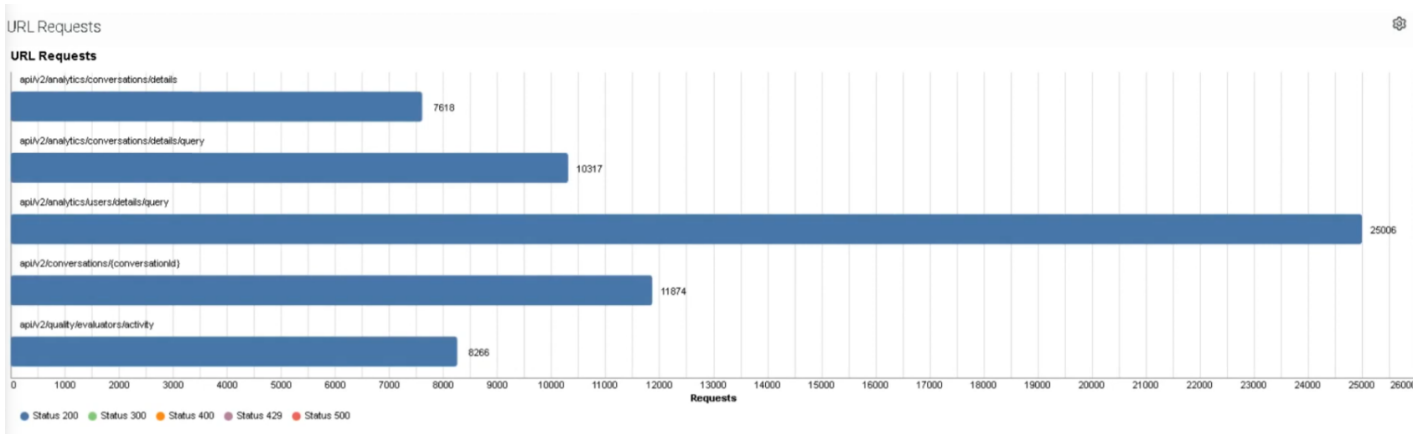


## Section 3 — URL Requests

### URL Requests (Detail List)

Displays a list of API requests by URL — individual endpoints used, request frequency, and HTTP response outcomes. Helpful for deep analysis of API usage patterns.

☐ Click **URL Request Settings** → **Template URL View Selections** to specify which URLs appear in this section's graphs. Selections persist until manually reset.

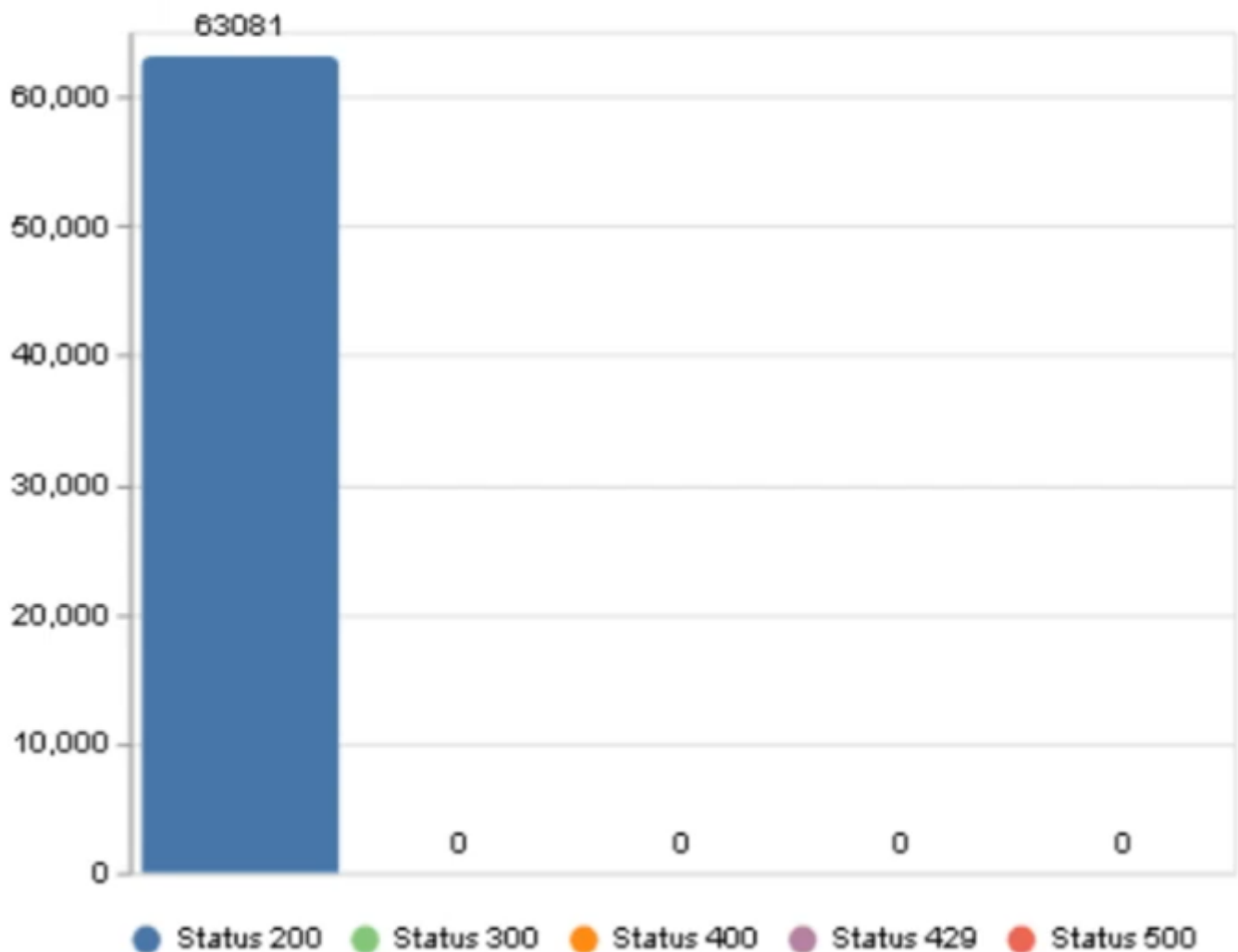


# Total Successful vs. Failed Requests

Summarizes the overall success and failure rates for all API requests. A spike in failed requests may indicate authentication failures, endpoint configuration errors, or integration outages.

63081	2
Total API Requests	Total OAuth Clients

## HTTP Response Status Codes



# Dashboard Panel Summary

Panel	Section	What It Shows
Top 5 Requests by OAuth Client	Most Active Requests	Clients generating highest request volume
HTTP Response Status Codes	Most Active Requests	200/300/400/429/500 distribution across all calls
Top 5 Requested URLs	Most Active Requests	Most frequently called API endpoints
Request Counts by OAuth Client	OAuth Client Requests	Per-client API call counts
HTTP Response Status Codes (per client)	OAuth Client Requests	Success/failure breakdown per OAuth client
Request URL Counts by OAuth Client	OAuth Client Requests	Which endpoints each client is calling
URL Requests	URL Requests	Detailed per-endpoint request list
Total Success / Fail	URL Requests	Overall platform request health

## API Usage View (Analytics Workspace)

The **API Usage View** is a separate tool from the Admin report. Navigate to:

- Performance > Workspace > Other > API Usage , or
- Menu → Analytics → Analytics Workspace → API Usage

The view contains a **graph** and two main filterable sections:

- **OAuth Clients** — Lists all clients that made API requests in the selected period. Click a client to cross-highlight its requests in the API Requests section.
- **API Requests** — Lists all PUT, POST, GET, DELETE calls. Click a request to highlight which clients made it.

Each section has four default columns: client/request name, number of requests, percentage of total requests, and a visual bar. When you apply a filter by clicking a row, a fifth column appears showing the filtered percentage alongside the overall total.



⚠ You can only filter by **one OAuth client or one API request at a time**.

“ ⚠ The graph **does not display data when you select a single day** as the date range — use multi-day ranges to see the graph.

“  Click **Save** to persist your filter and date selections in the view.

## Filtering & Export

Feature	Detail
Date Range Presets	Previous 7 days, Previous 30 days, This month, Last month, Previous 3 months
Custom Date Range	Configurable start and end date
Current Day	<b>Never included</b> — no date range shows today's data
Export	Click <b>Export API Usage Data</b> → downloads CSV
OAuth Client Filter	Click <b>OAuth Client Settings</b> to select specific clients for Section 2 graphs
URL Filter	Click <b>URL Request Settings</b> to select specific endpoints for Section 3 graphs
Save View Settings	Available in the API Usage View — persists filter and date selections

## Best Practices

Practice	Reason
Monitor API usage regularly	Prevent exceeding fair use limits
Limit unnecessary API calls	Improve platform performance
Use caching strategies	Reduce repeated requests to the same endpoint
Optimize integration polling intervals	Avoid excessive traffic from scheduled jobs

Practice	Reason
Investigate 429 errors immediately	Rate limiting can break integrations silently
Monitor failed API requests	Detect integration issues before they impact agents

# Troubleshooting

Issue	Cause	Resolution
Excessive API usage	Integration polling too frequently	Adjust polling interval or add caching
High 400 error rate	Malformed API requests	Verify endpoint and request format
High 429 error rate	Rate limit exceeded	Reduce request frequency or spread load over time
High 500 error rate	Server-side issue	Check Genesys Cloud status page; review endpoint
Unknown API traffic	Unrecognized OAuth client generating calls	Investigate OAuth clients in <a href="#">Admin</a> → <a href="#">Integrations</a> → <a href="#">OAuth</a>
Data appears on wrong date	UTC vs. local time zone offset	Remember report dates are calculated in UTC
Graph not showing in View	Single day selected as date range	Select a multi-day date range to display the graph

# Exam Cheat Sheet

Question	Answer
What does the API Usage report show?	API request activity across integrations and OAuth clients
What HTTP methods are tracked?	GET, POST, PUT, DELETE
What are the documented status codes in this dashboard?	200, 300, 400, 429, 500
What does a 429 status code mean?	Too many requests — rate limiting triggered
Does the report include today's data?	No — never includes data for the current day
What timezone is data calculated in?	UTC — displayed in local time, but calculated in UTC
What is excluded from the report?	Internal Genesys UI requests, outbound Data Actions to external platforms, and all embedded clients (Chrome, Firefox, Salesforce, Zendesk)
Are Embeddable Framework apps tracked?	Yes — they are subject to API usage allocations

Question	Answer
What permission is required?	<a href="#">OAuth &gt; Client &gt; View</a>
What are the two tools for API usage monitoring?	Admin Report ( <a href="#">Admin → Platform Usage → API Usage</a> ) and Analytics View ( <a href="#">Performance &gt; Workspace &gt; Other &gt; API Usage</a> )
What happens to the graph when you select 1 day in the View?	The graph does not display — use a multi-day range
What does the OAuth Client Settings button do?	Filters which clients and URLs appear in the OAuth Client Requests section graphs
Where is the second Admin navigation path?	<a href="#">Menu → IT and Integrations → API Usage</a>

## See Also

- **Fair Use Policy for APIs** — limits that this report helps you monitor against
- **Roles & Permissions** — [OAuth > Client > View](#) permission details
- **About Platform Usage** — broader platform consumption monitoring
- **Resource Usage on Your Invoice** — billing alignment with UTC usage calculations

Revision #3

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